**English vocabulary for arriving/checking in at a hotel exercise**

## Exercise: Arriving at a hotel

Read the following two conversations between a customer/guest and a receptionist in a hotel. In the first situation, a customer is arriving/checking in at a hotel to get the key to the room. In the second situation, a customer wants a room at a hotel, but there are none available.

From the context, try to guess what the meaning of the words/phrases in **bold** are. Then do the quiz at the end to check if you are right.

### Situation 1

**Receptionist:**'Good morning. How can I help you?'

**Customer:**'Good morning. **I have a reservation in the name of** Smith.'

**Receptionist:**'Let me look on the system. Yes, Smith. A single room for 2 nights, bed and breakfast. Is that right?'

**Customer:**'That's correct.'

**Receptionist:**'**Could I see some ID, please**? A passport or an identity card are both fine.'

**Customer:**'Here you go.'

**Receptionist:**'Perfect. **Could you please fill out this form** with your details. Your name and address etc...'

2 minutes later

**Receptionist:**'That looks fine. Could you please **sign** at the bottom of the form. Your signature. Perfect. Your room includes breakfast in the morning. **Breakfast is served between** 7.30am and 10am in the restaurant in front of the reception. On the last morning of your stay you have to check out before 11am.'

**Customer:**'I have an important meeting tomorrow morning. So, **could I have a wake up call** tomorrow at 6am?'

**Receptionist:**'Certainly.'

**Customer:**'**Does the room have** Wi-Fi?'

**Receptionist:**'Yes, all the rooms have Wi-Fi, cable televisions and air conditioning. I'm afraid that your room isn't ready yet, sir. It should be ready for midday. If you like, you can wait in the hotel lounge and I will call you when it's ready.'

**Customer:**'That's ok. I have to meet somebody now. **Could I leave my bags here**?'

**Receptionist:**'No problem, sir. Leave them with me and I'll look after them for you until you return.'

**Customer:**'Thank you.'

### Situation 2

**Receptionist:**'Good evening. How can I help you?'

**Customer:**'Good evening. **Do you have any rooms available** for tonight?'

**Receptionist:**'Do you have a reservation?'

**Customer:**'No, we don't.'

**Receptionist:**'A double or single room?'

**Customer:**'A double room for one night.'

**Receptionist:**'**Let me just check our system**. I am afraid that we are fully booked tonight, madam. There are no rooms available, sorry.'

**Customer:**'Ok, **could you recommend another hotel**?'

**Receptionist:**'You could try the Bristol Hotel.'

**Customer:**'**Would you mind calling them** to see if they have any vacancies?'

**Receptionist:**'No problem.'

3 minutes later

**Receptionist:**'Yes, they have some rooms available.'

**Customer:**'Excellent. Where is the hotel?'

**Receptionist:**'It's in centre near the castle.'

**Customer:**'**Could you show us on a map, please**?'

**Receptionist:**'Certainly. We are here and the Bristol Hotel is here. It's about 5 minutes by car.'

## Quiz: English vocabulary for arriving/checking in at a hotel

1. A phrase where a customer asks the hotel to ring their room early in the morning, is
                       

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2. A very polite phrase where a customer asks a receptionist to ring another hotel for them, is
                        

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3. A phrase that a receptionist uses when they want a customer to confirm/prove their identity, is
                         

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4. A phrase a customer asks when they want to have a room in a hotel, is            

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| 5. A phrase a receptionist uses when they want a customer to write their details (name, address etc...) on a hotel document, is |
| 6. A polite phrase a customer uses when they want a receptionist to circle or mark where a place is on a map, is |

7. A phrase that tells you 'when you can eat breakfast' in a hotel, is            

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8. A polite phrase which means 'can you suggest another hotel', is           

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| 9. A phrase where you ask what equipment/facilities (e.g. air conditioning) that a room has, is |

10. A verb that means to write your name/signature to confirm something, is           

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11. A polite way to say 'you have a room in the hotel for me', is           

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12. A phrase a hotel receptionist uses when they need to check/confirm something on their computer, is           

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13. A phrase a customer uses when they want to leave their luggage with the hotel receptionist, is
                         