

Problems at the hotel

Answer the questions:

What problems can a hotel guest have?
What can they ask for?

VY_32_INOVACE_025

X 30-21:23

Problems in a room:

Communication with a receptionist
(On the phone from the room or in person.)

- Front desk. Can I help you?

- Hello! This is room 315. There is no hot water in my room.
Could you send someone to fix it?

- Yes, I'll try to manage it.

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8 8-12:22

Other problems and requests:

- There are no towels / soap / shampoo / toilet paper in the bathroom. Can you send them up, please?
- The bathroom light / the TV / the heating / the air conditioner in my room doesn't work.
- There is no TV program / room service menu in my room.
- Can you give me a wake-up call at 7:00 a.m., please?
- How do I get to the airport / to the center / to the photo exhibition from the hotel?
- Could you call a taxi for me, please?
- Could you recommend good gift shops not far from here?
- I feel sick. Is there a doctor in the hotel? Could you find a doctor for me, please?

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X 30-21:28

Asking to deliver food to your room:

- Room service. May I help you?

- Hello! Could you send breakfast to room 315, please? I'd like orange juice, hot rolls with butter and honey, and black coffee.

- Of course, Sir.

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X 30-21:35

Practise vocabulary:

There is no hot water in my room. Could you send someone to fix it?	V mém pokoji neteče teplá voda. Poslal byste někoho, kdo to opraví?
towels	ručníky
soap	mýdlo
shampoo	šampón
toilet paper	toaletní papír
The heating in my room doesn't work.	Topení v mém pokoji nefunguje.
bathroom light	
Can you give me a wake-up call at...?	Mohl byste mě probudit telefonem v ...?
How do I get to ...?	Jak se dostanu do (na)...?
Could you call a taxi for me, please?	Mohl byste mi zavolat taxi, prosím?
Could you recommend good gift shops not far from here?	Mohl byste mi doporučit dobrý obchod s dárky nedaleko odtud?
I feel sick. Is there a doctor in the hotel?	Je mi špatně. Je v hotelu doktor?
Could you find a doctor for me, please?	Mohl byste mi sehnat doktora, prosím?
Could you send breakfast to room ...?	Mohl byste mi poslat snídani na pokoj?

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X 30-22:39

You are guests, ask for these things:
(The tasks are under the yellow rectangle)

chybí ručník	požádejte o snídani na pokoj, vyjmenujte, co chcete	chcete si objednat stůl pro čtyři na 8 h večer
chcete zavolat taxi	cítíte se nemocný, potřebujete lékaře	nejde klimatizace
požádejte o doporučení, kde můžete koupit dárky	chcete vzbudit v 7 h	zeptejte se na cestu do centra
zeptejte se na cestu na letiště	nesvítí světlo v koupelně	

Look at the tasks again and make short dialogues
(guest - receptionist or chambermaid)



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hotel.htm

Hotelové služby.htm