

At a reception desk

Who works there?
What does a receptionist do?
What do guests do?



7 25-11:57

Read this conversation:

Reserving a room on the phone

R = receptionist
G = guest

R: The Grand Hotel. May I help you?
G: Hello! I'd like to reserve a double room for three days starting on June fifth.
My name is Tony Green.
R: Can you spell your surname, please?
G: Yes. G-R-double E-N.
R: Thank you. Would you like a smoking or non-smoking room, Mr. Green?
G: Non-smoking, please.
R: Yes, we'll have a non-smoking double room available on June fifth.
G: What is the rate for a double room?
R: It's \$90 a night plus tax.
G: Great. Please reserve a double room for me.
R: All right. We'll have the room for you on June fifth.
G: Thank you very much.

8 7-14:05

Learn new vocabulary:

Types of rooms:

SGL - single bedroom
DBL - double bedroom
TRPL - triple bedroom
ExB - extra bed
suite - apartmá

Other types of rooms:

a room with a bed for a child
a room facing the park /overlooking the river
a room with a view of the lake /sea

Meals:

OB - only bed
BB - bed and breakfast
HB - half board
FB - full board
All inclusive

8 7-15:00

Explain in English:



8 7-15:25

Complete the text:

R: The Grand Hotel. May I help you?
G: Hello! I'd like to _____ a double room for three days starting on June fifth.
My name is Tony Green.
R: Can you _____ your surname, please?
G: Yes. G-R-double E-N.
R: Thank you. Would you like a smoking or non-smoking room, Mr. Green?
G: Non-smoking, please.
R: Yes, we'll have a non-smoking double room _____ on June fifth.
G: What is the _____ for a double room?
R: It's \$90 a night plus _____.
G: Great. Please reserve a double room for me.
R: All right. _____ the room for you on June fifth.
G: Thank you very much.

spell We'll have available
tax reserve rate

8 7-15:31

Complete the text:

R: The Grand Hotel. May I help you?
G: Hello! I'd like to reserve a double room for three days starting on June fifth.
My name is Tony Green.
R: Can you spell your surname, please?
G: Yes. G-R-double E-N.
R: Thank you. Would you like a smoking or non-smoking room, Mr. Green?
G: Non-smoking, please.
R: Yes, we'll have a non-smoking double room available on June fifth.
G: What is the rate for a double room?
R: It's \$90 a night plus tax.
G: Great. Please reserve a double room for me.
R: All right. We'll have the room for you on June fifth.
G: Thank you very much.

8 7-15:31



IX 3-22:48

Make the dialogue:

R: The Grand Hotel. May I help you?
 G: Hello! I'd like to reserve (room) for (how long) starting on (date).
 My name is Tony Green.
 R: _____ your surname, please?
 G: Yes. G-R-double E-N.
 R: Thank you. _____ a smoking or non-smoking room, Mr. Green?
 G: Non-smoking, please.
 R: Yes, we'll have (room) for (price) for (room)?
 G: It's \$90 a night plus tax.
 G: Great. Please reserve (room) for me.
 R: All right. We'll have the room for you on (date).
 G: Thank you very much.

8 7-15:36

Play the role of a receptionist:

R: _____?
 G: Hello! I'd like to reserve a double room for three days starting on June fifth.
 My name is Tony Green.
 R: _____?
 G: Yes. G-R-double E-N.
 R: _____?
 G: Non-smoking, please.
 R: _____?
 G: What is the rate for a double room?
 R: _____.
 G: Great. Please reserve a double room for me.
 R: _____.
 G: Thank you very much.

IX 3-22:36

Play the role of a guest:

R: The Grand Hotel. May I help you?
 G: _____.
 R: Can you spell your surname, please?
 G: _____.
 R: Thank you. Would you like a smoking or non-smoking room, Mr. Green?
 G: _____.
 R: Yes, we'll have a non-smoking double room available on June fifth.
 G: _____?
 R: It's \$90 a night plus tax.
 G: _____.
 R: All right. We'll have the room for you on June fifth.
 G: _____.

IX 3-22:39

Make the dialogue "Reserving a room on the phone."

Receptionist

guest



IX 3-23:03