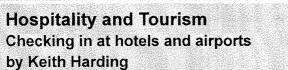
Worksheet 2: Hospitality and Tourism





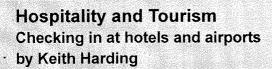
Dialogues dictation

Note: the sentences are currently arranged in the correct order here (although some variations are in a random order for

	Do you have a reservation?
	Could you fill in this registration form?
	You're in room 402.
•	Would like an alarm-call in the morning?
	Here's your key card. You just insert it in the door.
-	Take the lift to the 4th floor. Your room is on the right.
_	Shall I get a porter to take your bags to your room?
-	Could I have your passport and e-ticket?
_	
-	Would you like a window seat or an aisle seat?
-	Are you checking in any bags?
-	<u> </u>
-	Can you put it on the scales please?
-	
-	Did you pack your suitcase yourself?
	Have you left your bags unattended?



Worksheet 1: Hospitality and Tourism

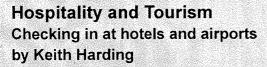




Hotel check-in procedure
Greet guest with smile and welcome them to the hotel.
Check reservation details on computer.
Ask for some form of identification.
Check guest history for status and preferences.
Check room status and allocate suitable room.
Check car parking details.
Complete registration card.
Ask for credit card and swipe.
Ask guest to sign registration card.
Hand guest registration card and key card.
Explain how to use key card.
Give room number and indication location of lifts, restaurant, etc.
Give details of breakfast service.
Offer wake-up call and morning newspaper.
Wish guest a pleasant stay.



Worksheet 2: Hospitality and Tourism





Check-in instructions and expressions

Place the letter for each of the expressions, questions and statements in the correct box. Can you think of any others?

checking in at a	checking in at an	checking out of a	checking in to a conference
hotel	airport	hotel	

- A This is your welcome pack and name badge.
- B Could you tell me how you'd like to pay?
- C Would you mind filling in this registration form?
- **D** Here's your boarding pass. Your flight leaves from gate 13.
- **E** The opening session starts in the main auditorium in about ten minutes.
- F If you could just check through the invoice and then sign at the bottom.
- **G** Could I take an imprint of your credit card?
- H Would you like a window seat or an aisle seat?
- I Are you a residential or day delegate?
- J Here's your key card. You just insert it in the door.
- K Could I just ask if everything was to your satisfaction?
- L Did you pack your suitcase yourself?
- M Would you like an alarm-call in the morning?
- N Have a safe journey home.
- O Are you checking in any bags?
- P Breakfast is served from 7 to 10 in the dining room.

