

## Hospitality and Tourism

### Checking in at hotels and airports

by Keith Harding

#### Dialogues dictation

**Note:** the sentences are currently arranged in the correct order here (although some variations are possible). Make sure when you cut them up that you arrange the sentences in a random order for the running dictation.



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?

Can you put it on the scales please?

Did you pack your suitcase yourself?

Have you left your bags unattended?

Here's your boarding pass. Your flight leaves from gate 13. Boarding starts at 9.40.

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#### Hotel check-in procedure

Greet guest with smile and welcome them to the hotel.

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Check reservation details on computer.

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Ask for some form of identification.

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Check guest history for status and preferences.

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Check room status and allocate suitable room.

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Check car parking details.

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Complete registration card.

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Ask for credit card and swipe.

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Ask guest to sign registration card.

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Hand guest registration card and key card.

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Explain how to use key card.

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Give room number and indication location of lifts, restaurant, etc.

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Give details of breakfast service.

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Offer wake-up call and morning newspaper.

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Wish guest a pleasant stay.

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

- 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.