

1. Hotel Reservation

- R:** Hello, Ashley Hotel.
C: Hello. I'd like to make reservations for 3 nights beginning March 6.
R: Yes, of course. What kind of room would you like?
C: I'd like a double room. How much would that be?
R: A double room is \$42.00 a night.
C: O.K. I'll take it.
R: What is the name, please?
C: The name is Scott, Nil and Susan.
R: And what time are you arriving?
C: We're planning to arrive around 8:00 in the evening.
R: Very well, Mam. We'll have your room ready for you.
C: OK. Thank you.
R: Thank you for calling Ashley Hotel.

3. Hotel Services

- Room service:** Hello. Room service.
C: Hello, I'm calling from room 113. I would like to order dinner.
RS: What would you like to order?
C: I'd like the roast beef dinner, with mashed potatoes and green beans.
RS: Would you care for something to drink with dinner?
C: Ah, yes a large glass of milk.
RS: Any dessert?
C: A dish of vanilla ice cream
RS: Thank you. We'll bring it up in about thirty minutes.

Useful words and phrases:

- To make reservations
We're fully booked.
A single room/a double room/a twin room/a suite
A room with a shower/a bath/a telephone/air conditioning
At the reception desk
To check in/to check out
Check out is at midday.
Fill in the registration form
Sign in the register
Pay by cash or credit card
Hotel service/room service
Put it on my bill, please.
Are pets allowed in the hotel?
To give a wake - up call at 7.00.
To call a taxi to the airport.



At the Hotel



2. Checking in

- R:** Welcome to the Sheraton. May I help you?
C: I'd like to check in. I have a reservation.
R: What's your name, please?
C: Phillip Mallow.
R: Yes Mr. Mallow. You requested a single room for three nights, is that correct?
C: Yes, could I have a room on the upper floors, away from the ice machine?
R: No problem. Do you prefer a smoking or non-smoking floor?
C: Non-smoking please.
R: Could you fill out the registration form, please. Thank you. And will you be paying by cash or credit card?
C: Cash, if you accept American dollars.
R: Of course, sir. If you require local currencies we can also exchange money for you.
C: That's great, I do need some cash.
R: Your room number is 1109. Here's your key. Enjoy your stay at the Sheraton. If you require anything further, feel free to call the front desk. Would you like assistance with your bags?
C: No thanks. I only have one. I can manage.

4. Checking out

- R:** Good morning. May I help you?
A: Yes, I'd like to check out now. My name's Adams, room 312. Here's the key.
R: One moment, please, sir. ... Here's your bill. Would you like to check and see if the amount is correct?
A: What's the 14 pounds for?
R: That's for the phone calls you made from your room.
A: Can I pay with traveller's cheques?
R: Certainly. May I have your passport, please?
A: Here you are.
R: Could you sign each cheque here for me?
A: Sure.
R: Here are your receipt and your change, sir. Thank you.
A: Thank you. Goodbye.