

HOTELS

WARM UP

Discuss the questions below in a small group and share your responses with the class.

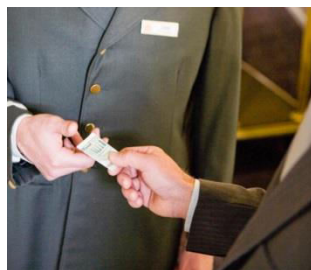
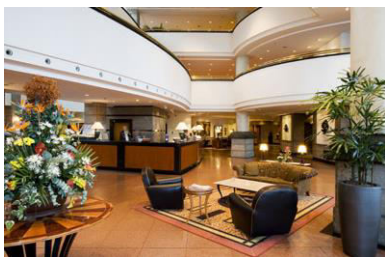
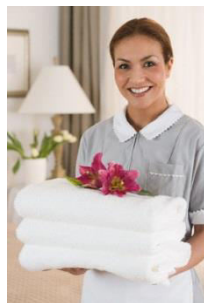
1. What is a hotel? _____
2. Where can you find a hotel? _____
3. Have you ever stayed at a hotel? _____
4. How can you book a room at a hotel? _____
5. What is a hotel mini-bar? _____

At a Hotel Vocabulary Matching Exercise

Look at the words in the list below and write them under the correct pictures.

bellboy	luggage	double bed	sauna
receptionist	tip	single bed	gym
reception	safe	lift	buffet
housekeeper	air conditioner	swimming pool	spa centre
key	towels	hot tub	lobby







HOUSEKEEPING

What supplies do you think are generally provided to guests by hotels? Write the items next to each picture. Use the words provided.



What towels are in the bathroom?



What supplies are in the bathroom?



What supplies are in the bedroom?

bath towel	conditioner	coffee	toilet paper	shampoo	TV	
bath mat	tea bag	soap	straws	telephone	notepad	sugar
face cloth	hand towel	body lotion	lamp	glass	kettle	pen

Role play: Do a role play where one student is a guest and another student acts as a housekeeper. Explain that the guest sees the housekeeper in the hall. As an example, the teacher can start by role-playing as a guest.

Use the *Supplies and Linens words card* (on next page) to replace the underlined items when role-playing. Teacher to print and cut out the word cards for the role-play.

Housekeeper: Good morning. Do you need anything for the room?

Guest: Yes, I need more towels.

Housekeeper: Bath towels? Do you want 2?

Guest: Yes, that's fine.

Housekeeper: Here you are.

Guest: Thank you.

Housekeeper: Is there anything else you need?

Guest: No, that's great

Housekeeper: My name is Gina. Please let me know if there is anything else you need. Have a good afternoon.

Try using some of the requests below to ask for supplies from the housekeeper. You have to decide where these requests could fit into the role-play dialogue above.

- **Could I have new _____?**
- **More _____, please**
- **Oh, one more thing. Would you mind getting me another _____?**
- **Do you have more _____?**
- **I don't have any _____ in my room. Can you get me some?**
- **Our towels are all wet after swimming. Can we have clean ones?**
- **We have no _____.**

WORDS CARDS
Supplies and linens on the housekeeper's cart

garbage bag	dirty	bath towel	pillow case
soap	pen	bath mat	duvet cover
brown sugar	toilet paper	Kleenex	fitted sheet
white sugar	tea bag	sweetener	top sheet
conditioner	coffee	mending kit	bedspread
shampoo	Coffee-Mate	straws	cart
body lotion	face cloth	laundry bag	cookies
clean	hand towel	notepad	mints