Easy Access English

Room at The Inn



Activity One. Where do you stay at when you are on **holiday**?
Let's see which is the most popular type of holiday accommodation:

Type of accommodation	Tick the one you use often	Tick the one you prefer
Hotel		
Motel		
Inn		
Bed and breakfast		
Campsite		
Caravan park		
'Gite'		
Holiday home		
Holiday rental		

Activity Two. Watch the presentation to learn some hotel vocabulary. Practice your pronunciation.
http://www.youtube.com/watch?v=V1ImTvNXyzY

Activity Three - With your **team** find simple definitions for these words (in English) (You can use the dictionary to help you). Let's see how you work as a team and which team finishes first - with all correct definitions of course... Remember - no French spoken!

Reservation -
Receptionist
Vacancy -
Available -
Rate -
A Stay -
Single room -
Double Room -
Room with a view -
Cardholder -
Check-In -
Check-out -
Receipt -
To spell -
Elevator/lift -

Included -
Not included -
Right -
Wrong -
Continental breakfast-
Enjoy -
Shuttle -
Flight -
On time -
Lounge area -
Let me know -
settle the bill -
Mini-bar -
Let me know -
Here you are -

Activity Four: Practice the three Dialogues with a **partner, change partners for each one**:

Making Reservations

Receptionist: Good morning. **Welcome** to The Grand Hotel.
Client: Hi, good morning. **I'd like to make a reservation** for the third weekend in September. Do you have any **vacancies**?
R: Yes sir, we have several rooms **available** for that particular weekend. And what is the exact date of your arrival?
C: The 24th.
R: How long will you be staying?
C: **I'll be staying for** two nights.
R: How many people is the reservation for?
C: There will be two of us.
R: And would you like a room with **twin beds or a double bed**?
C: A double bed, please.
R: Great. And would you prefer to have a **room with a view** of the ocean?
C: If that type of room is available, I would love to have an ocean view. What's the **rate** for the room?
R: Your room is five hundred and ninety dollars per night. Now what is your name?
C: George Clonney.
R: Could you spell your last name for me, please?
C: Sure. C-L-O-O-N-E-Y
R: And is there a phone number where you can be contacted?
C: Yes, my **cell phone** number is 555-26386.
R: Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?
C: Visa. The number is 987654321.
R: And what is the name of the **cardholder**?
C: George Clooney.
R: Alright, Mr. Clonney, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. **Check-in** is at 2 o'clock. If you have any other questions, please do not hesitate to call us.
C: Great, thank you so much.
R: My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day.



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Checking-In

Hotel: Good afternoon. Welcome to the Grand Hotel. How may I help you?
Guest: I have a reservation for today. It's under the name of Clooney.
Hotel: Can you please **spell** that for me, sir?
Guest: Sure. C-L-O-O-N-E-Y
Hotel: Yes, Mr.Clooney, we've reserved a **double room** for you with a view of the ocean for two nights. Is that right?
Guest: Yes, it is.
Hotel: Excellent. We already have your credit card information on file. If you'll just sign the **receipt**, please.
Guest: Whoa! Five hundred and ninety dollars a night!
Hotel: Yes, sir. We are a five star hotel after all.
Guest: Well, fine. I'm here on business anyway. What's **included** in this cost?
Hotel: A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.
Guest: So what's **not included** in the price?
Hotel: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.
Guest: Hmm. Ok, so what room am I in?
Hotel: Room 487. Here is your key. To get to your room, take the **elevator** on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. Someone will bring your bags up shortly.
Guest: Great. Thanks.
Hotel: Should you have any questions or requests, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.
Guest: Ok, and what time is c**heck-out**?
Hotel: At midday, sir.
Guest: Ok, thanks.
Hotel: My pleasure, sir. Have a wonderful stay at the Grand Hotel.



Check-out / Going to the airport

Hotel: Did you **enjoy** your stay with us?
Guest: Yes, very much thanks. I now need to get to the airport. I have a **flight** that leaves in about two hours, so what is the quickest way to get there?
Hotel: We do have a free airport **shuttle** service.
Guest: That sounds great, but will it get me to the airport **on time**?
Hotel: Yes, it should. The next shuttle leaves in 15 minutes, and it takes 25 minutes to get to the airport.
Guest: Fantastic. I'll just wait in the **lounge area.** Will you please l**et me know** when it will be leaving?
Hotel: Of course, sir. Oh, before you go would you be able to **settle** the **mini-bar bill**?
Guest: Oh yes certainly. How much will that be?
Hotel: Let's see. The bill comes to $37.50. How would you like to pay for that?
Guest: I'll pay with my Visa thanks, but I'll need a receipt.
Hotel: Absolutely. **Here you are** sir. If you like you can leave your bags with the porter and he can load them onto the shuttle for you when it arrives.
Guest: That would be great thank you.

Activity Five: A Room With A View - Fawlty Towers.
Watch the video and answer the questions. http://www.youtube.com/watch?v=tcliR8kAbzc

1. Why is the woman not satisfied with the bath?
2. Why is she not satisfied with the view?
3. What else is she not satisfied with?
4. What does the manager propose?
5. Why can't she hear him very well?
6. What time will lunch be served?

Activity Six: At the Reception
Your teacher is the hotel receptionist. You will all line up behind the reception desk and each ask one of the following questions.

1. Ask for a taxi to the airport
2. Ask for information about things to do in the area.
3. Complain that the room is not clean.
4. Ask for the bill.
5. Check in.

Reserve a room for a future stay.
Activity Seven: **Role Plays**
With your partner invent a **role play** in a hotel where a **guest** is **not satisfied** and is talking to the hotel manager. Act it out in front of the class.