

At the
Hotel





At the hotel

Complete the sentences with words or expressions from the box. You do not need to use all the words in the box. In some cases, more than one answer may be possible.

adjoining rooms • airport transfer • ADSL connection • balcony • bar
business centre • cashier • check in • check-in time • check out
check-out time • coffee shop • conference centre • direct-dial telephone
emergency exit • en-suite • exchange / bureau de change • gift shop • gym
heated pool • honeymoon suite • housekeeping • key card • lift / elevator
lobby • minibar • non-residents • no smoking • pay-TV • (swimming) pool
Presidential suite • rack rate • reception • reception room • registration card
reservation • reservations department • residents • restaurant • room service
safe (noun) • safety deposit box • sauna • tariff
tea- and coffee-making facilities • vacancies • wireless connection

1. Our well-equipped _____ has everything for the busy executive, including a photocopier, full Internet facilities with _____, and _____ to keep you refreshed while you work.
2. If you would like some food brought to your hotel room, call _____, and if you need new towels or if you want your room cleaned, call _____.
3. The hotel provides a complimentary _____ for all guests, so you don't have to get a bus or taxi into town when you arrive.
4. If you arrive at a hotel and ask for a room, you usually have to pay the full _____, but you will probably get a discount if you make a _____ in advance, especially if there are a lot of _____ on the days you want to stay.
5. Would guests please note that the latest _____ is midday (12 o'clock) on the day they wish to leave.
6. Guests who have just got married might like to use the hotel's _____, although if they've really got lots of money, they could reserve the magnificent _____.

7. When you arrive at the hotel, go straight to the _____ to _____. They will ask you to fill in a _____ with your name, address and other information, and then they will give you a _____, which you need to get into your room. Take the _____ if your room is on a high floor.

8. My room's small, but there's a _____ full of drinks, chocolate and snacks (although I haven't dared to look at the _____!), a _____ where I can keep my passport and other valuables, a _____ so I can call my friends, and a _____ where I can stand outside and get a great view of the city. Oh, and there's _____ so I can watch a movie if I get bored.

9. The hotel's facilities, including the cocktail _____, the Michelin-starred _____ and the outdoor _____ (which is heated in the winter), can be used by both _____ (guests staying in the hotel) and _____ (people who are not staying in the hotel).



**At the hotel
(complaining)**

Useful vocabulary and phrases

Problems

The ... doesn't work

We don't seem to have any...

The ... is broken

I asked for a ..., but you've given me...

I can't seem to ... (do something)

Being angry

It's not good enough

You're kidding, right?

I expect better

What sort of scam are you running here?

I've paid good money for this

Getting the manager

I want to speak to your manager

Who is in charge here?

I want to speak to your supervisor

Staff Responses

Someone will be right up.

I'm sorry you feel that way but there is nothing I can do.

Someone will be with you shortly.

I'm afraid the hotel's policy is...

I'll have someone check that right away.

Dialogue 1

"Excuse me, but I can't seem to get my key to work."

"Ok. Let me have someone go up with you and help you with that."

Dialogue 2

"Excuse me, but we ordered a double room. You seem to have given us a single."

"I'm sorry. Let me change that for you."

Dialogue 3

"Sorry, but we don't have any towels in our room, and don't seem to have any hot water."

"Really? What room are you in?"

"204."

"We'll send someone right up with the towels and have someone take a look at the water."

"Thank you."

Dialogue 4

"Excuse me, I have a problem with my room."

"What seems to be the problem, ma'am?"

"The noise. The walls are wafer-thin. I can hear the street, next door, and the pipes."

"I'm afraid it is the only room we have."

"Well, I can't stay there. I have a meeting tomorrow and need some sleep."

"I'm very sorry."

"I'd like to check out and get my money back."

"I'm sorry ma'am, but hotel policy is no refunds once guests have checked in."

"What?! I'm afraid that isn't good enough. Let me speak to your manager please."

"I'm afraid the manager isn't here. She is on holiday."

"Good grief. Well, let me talk to your supervisor."

"OK, please wait a moment."

Dialogue 5

"Excuse me. We asked for a room with a view of the beach, but our window faces the car park."

"Ah, yes, I'm sorry about that, but all the beach-front rooms are taken."

"But you charged us for a beach-front room."

"I'm sorry. Let me get the manager and he can sort that for you."

What problems can we face at the hotel?

PROBLEMS AT THE HOTEL



TOILET
OUT OF
ORDER



NO
TOWEL

PROBLEMS AT THE HOTEL 2



NO
PILLOW



DIRTY
ROOM

PROBLEMS AT THE HOTEL 3



LIGHT
DOES NOT
WORK



CANNOT
OPEN
THE DOOR



Hotel



(to) clean the room



(to) make the bed



(to) serve yourself



a maid



a buffet



(to) have / eat breakfast



hotel bar



(to) order a drink at the bar



(to) hang the do not disturb sign



do not disturb



hotel safe / safety box



(to) set the code



(to) ask for direction on the map



(to) call up and order room service



a guest



reception (UK) / front desk (USA)



(to) check-out



a porter



(to be) shown to your room



(to) swipe the room card / (to) unlock



a bell



(to) ring the bell



(to) check-in



(to) hand in a room key / card



(to) carry luggage



(to) give a tip