

At the hotel (worksheet)

Activity 1

Warm up

What do you need to do before going on a trip?

Activity 2

What can you see in these pictures?



| Payment Details | |
|--------------------------------|----------|
| Discount type | Standard |
| Nightly Price per Person | £ 22.50 |
| No of People | 2 |
| Total (including all taxes) | £ 45.00 |
| Deposit payable now | £ 6.75 |
| Balance (payable upon arrival) | £ 38.25 |

Note: All payments will be charged in British Pounds
This hotel may pre-authorise.



Divide the words into categories:

| Type of accomodation | Facilities and services | Room facilities |
|----------------------|-------------------------|-----------------|
| | | |

private bathroom
shared bathroom
motels
24-hour reception
(front desk)
breakfast included
guest houses
hostels
laundry
bed and breakfasts
villas

sea view
flat-screen TV
coffee/tea maker
air conditioning
panoramic views of the city
free WiFi
private parking
apartments
airport shuttle
fitness center
spa and wellness centre

private bathroom
shared bathroom
motels
24-hour reception (front desk)
breakfast included
guest houses
hostels
laundry
bed and breakfasts
villas

Activity 3

Discuss with your partner which hotel is better. Explain why.

Montcalm Royal London House-City of London, 5-star hotel



Double room 159 £ / night Non-refundable

Enjoying a central location in the heart of London, right next to Finsbury Square Garden and a short walk from Liverpool Street, Montcalm Royal London House-City of London offers free WiFi, a rooftop bar with spectacular views of the city and a spa. The property is within a 10-minute walk from Barbican Centre and less than 15 minutes from Shoreditch. Other areas of London are easily reached via public transport. The nearest airport is London City Airport, 12 km from the property.

All rooms and suites here are air-conditioned and come with a Smart 55-inch TV with international channels, an iPod docking station, a minibar, a Nespresso machine and a pillow menu. English breakfast is 25 £ . Pets are not allowed.

Hotel facilities

Free WiFi Family rooms Non-smoking rooms 24-hour front desk Lift Laundry

Room facilities:

Flat-screen TV Air conditioning Soundproofing Private bathroom Free WiFi Telephone Satellite Channels Safety Deposit Box Iron Wardrobe/Closet Shower Hair-dryer Bathrobe Free toiletries Minibar Electric kettle Coffee machine Wake-up service Towels Linen

New Cross Inn Hostel



Twin Room (2 bunk beds and 1 futon bed) 69 £ / night Non-refundable

Situated between New Cross and New Cross Gate Underground Stations, this hostel features public parking 1-2 minutes' walk away. It offers budget accommodation with free WiFi, and breakfast each morning. The dormitory rooms at New Cross Inn Hostel have bunk beds and a wash basin. Private rooms are also available, and there are plenty of shared bathroom facilities. Laundry facilities and lockers are also available.

Continental breakfasts are served daily, and there is a guest lounge area with a fully equipped kitchen featuring a refrigerator, oven and microwave. The lounge also has sofas, a TV and a selection of books.

Just a 5-minute train ride from London Bridge, The New Cross Inn Hostel is only a 10-minute drive from The O2 Arena. Greenwich is just over a kilometer away, and Shoreditch is a 25-minute train ride from the property.

Lewisham is a great choice for travellers interested in convenient public transport, culture and parks.

Hostel facilities

Non-smoking rooms Free parking Free WiFi available in all areas Bar Free WiFi

Room facilities:

Heating Shared Bathroom Shared Toilet Towels Linen Board games/puzzles

Activity 4

Discuss the questions with your partner:

- 1) How often do you stay at the hotel?
- 2) What was your best and worst stay at the hotel?
- 3) Have you ever paid deposit before checking in?
- 4) Have you ever requested late check-out or early check-in?
- 5) Do you ever leave tips for good service?
- 6) What type of breakfast would you like to be included in the room price?
- 7) Is it better to choose hotels by rates and stars or by recommendations?
- 8) What is the most important for you: hotel service, quality of the room, facilities?
- 9) Do you agree: only 5* hotels are suitable for a good holiday?

Activity 5

Go to [booking.com](https://www.booking.com) and choose a room.

The screenshot shows the Booking.com interface for a search in Manchester. The search criteria are: Destination: Manchester, Check-in date: Thursday 26 July 2018, Check-out date: Friday 27 July 2018, 1-night stay, 2 adults, No children, 1 room. The search results show 3 available properties. The first property is CitySuites, an apartment in Manchester City Centre, Manchester, with a 5-star rating and an exceptional 9.5 rating based on 599 reviews. It is located 0.850 km from the city center. The second property is Jefferson Place, also an apartment in Manchester, with a 5-star rating and an exceptional 9.5 rating based on 6 reviews. It is located 1.1 km from the city center. Both properties offer free WiFi and are highly rated as 'Guest Favourite'.

Discuss with your partner what and why have you chosen.

Useful phrases:

I'd like to have... (swimming pool / breakfast included / all inclusive / private bathroom etc.) there.

There should be... (bicycle rent / spa center / conference room etc.)

I prefer it to be (cheap / expensive / less than 100\$ per night / in the centre/ not far from the airport etc.)

Activity 6

At the reception. Complete the phrases:



Watch the [video](#) and check.



A.

1. My name is ____ . I have a ____ .
2. Can you ____ your name, please?
3. Can I ____ your passport, please.?
4. Can you ____ here, please?
5. ____ is your room key.

B.

1. ____ a shop in the hotel?
2. ____ is the breakfast?

Role play the dialogue.

You are a receptionist. Ask the customer to ...?

- spell the name
- give the passport
- complete the registration form

You arrived at the hotel. Ask the receptionist to give you ...?

- a pen
- a map of the city
- the information about restaurants nearby

HOTEL REGISTRATION FORM

| | | | | | |
|---|--|--|-------------|-------------------|--|
| Ms. / Mr. | | | | | |
| First Name | | | Family name | | |
| Address | | | | | |
| Country | | | City | | |
| Telephone | | | Cell phone | | |
| E-mail | | | | | |
| Passport / ID number; date of issue; place of issue, expire date | | | | | |
| Date of arrival | | | | Time of arrival | |
| Date of departure | | | | Time of departure | |
| Room number | | | | | |

Cancellation and No Show policy:

Starting with ____ (date), any cancellation will be charged for the first night's stay.

Any decrease in length of stay within 3 days before arrival will be 100% charged. Any guest room reservation confirmed and guaranteed through the Reservation Form, but not claimed on the day of arrival (no show), will be cancelled and will only be re-entered into the reservation system subject to space availability. In this case all nights will be charged the calculated room rate plus taxes.

Other information:

Check-in time: 3.00pm

Check-out time: Noon

Date

Signature

Activity 7

What's the problem?



noisy neighbours, room heating or air conditioning is not working, rude or unpleasant staff, no hot water, dirty room, no towels or pillows, the booking is not in the system.

[Watch the video.](#) What problem do Chandler and Ross have? What solution have they found?

Activity 8

Discuss with your partner:



1. What is the worst hotel problem?
2. What is the most common hotel problem?
3. Have you ever had a problem at the hotel? How did you solve it?

Useful phrases:

I'm having problems (Ving).

There's something wrong with (something).

(Something) is out of order / isn't working properly.

Activity 9

Read the article and choose the most unusual hotel

