



# Booking a Hotel



**Vocabulary Check – Matching**

Match the word on the left to the correct picture on the right.

1. king \_\_\_\_\_

2. double \_\_\_\_\_

3. non-smoking \_\_\_\_\_

4. check in \_\_\_\_\_

5. room service \_\_\_\_\_

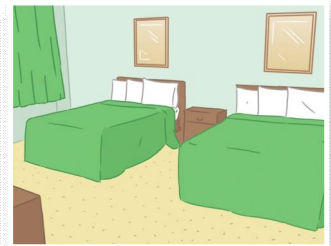
6. continental breakfast \_\_\_\_\_

7. credit card \_\_\_\_\_

A



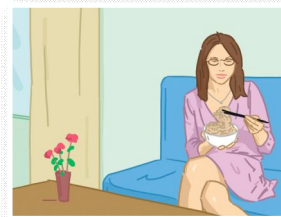
B



C



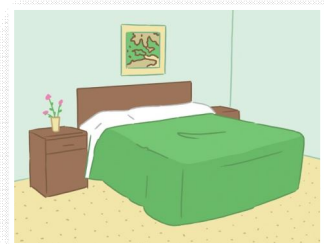
D



E



F



G



**Vocabulary Check – Fill in the Blanks**

Choose the correct word from the list below to complete the sentences. You may have to alter the word to fit the sentence. In other words, you might have to change a singular noun to its plural form, or you may have to change a verb from present tense to past.

*accommodations*      *book*      *reservation*      *vacancy*      *hold*      *complimentary*  
*depart*

1. My flight will \_\_\_\_\_ at 10:00 pm, so I should arrive at the airport at 8:00 pm.
2. It is better to make a \_\_\_\_\_ for a hotel room in advance so that you know you will have a room when you arrive.
3. Hotels will \_\_\_\_\_ rooms for you if you let the agent know you will be arriving late.
4. My secretary will \_\_\_\_\_ a hotel room for you at the hotel near our offices.
5. I was happy I had made a reservation because when I arrived in Bangkok, the hotel had no \_\_\_\_\_ and other people were searching for a hotel with available rooms.
6. Ms. Lee won't need money for breakfast because it is \_\_\_\_\_.
7. When I book a hotel, I always choose budget \_\_\_\_\_ in order to save money.

**Dialogue**

**Hotel Agent:** Thank you for calling Worldwide Hotels in Manhattan. How can I help you?

Ms. Lee: I need to book a hotel for a business trip to New York.

**Hotel Agent:** When will you need the accommodations?

Ms. Lee: July 8 and 9.

**Hotel Agent:** So, you'll need a room for three days and two nights. You'll be departing on July 10, correct?

Ms. Lee: Yes, that's right.

(pause...hotel agent typing or checking screen)

**Hotel Agent:** We do have vacancies. Would you like to make a reservation?

Ms. Lee: Yes, I would.

**Hotel Agent:** Do you want a king or a double?

Ms. Lee: I'll be traveling alone, so a room with a king-size bed will be fine.

**Hotel Agent:** Do you prefer a smoking or non-smoking room?

Ms. Lee: Non-smoking, please.

**Hotel Agent:** We do have a non-smoking, king room available for those nights in July. Would you like me to hold that for you?

Ms. Lee: Yes, please.

**Hotel Agent:** Your name, please?

Ms. Lee: Yu-ping Lee.

**Hotel Agent:** Okay, Ms. Lee, we'll hold the room until 6:00 pm on July 8, and you'll be able to check in at 3:00 pm. Checkout time is noon on July 10.

Ms. Lee: Can I please request a late check-in? My flight doesn't arrive until 8:00 pm.

**Hotel Agent:** Of course. We'll hold the room until 10:00 pm.

Ms. Lee: Thank you. Does the hotel have a restaurant?

**Hotel Agent:** Yes, it has two. It also has a room service menu if you prefer to eat in your room. Your hotel room fees include a complimentary continental breakfast served in the lounge by the lobby.

Ms. Lee: That's wonderful. Thank you. What else do I need to do to reserve the room?

**Hotel Agent:** I'll need a credit card number in order to reserve it, and then you'll be all set. We accept Master Card, Visa, and American Express.

Ms. Lee: I'll use my Visa. The number is 1234 4321 9999 0000.

**Hotel Agent:** The expiration date?

Ms. Lee: September 2018.

**Hotel Agent:** Great. The room is reserved. We'll see you on July 8. Please let us know if you need anything else.

Ms. Lee: Thank you.



**Conversation Starter**

In your own words, complete the following dialogue by filling in the blank bubbles.



**Dialogue Building**

Fill in the blanks using vocabulary from the dialogue.

Then put the sentences into the correct order.

- A. I need to \_\_\_\_\_ a room for a business trip to New York.
- B. We do \_\_\_\_\_. Would you like \_\_\_\_\_?
- C. When will you need \_\_\_\_\_?
- D. Yes, I would.
- E. Non-smoking, please.
- F. July 8 and 9.
- G. Do you want a king or a \_\_\_\_\_?
- H. Yes, please.
- I. So you'll need a room for \_\_\_\_\_. You'll be \_\_\_\_\_, correct?
- J. I'll be traveling alone, so \_\_\_\_\_.
- K. Yes, that's right.
- L. Do you prefer \_\_\_\_\_?
- M. We do have a \_\_\_\_\_. Would you like me to \_\_\_\_\_?

**Dialogue Practice I**

Underline the content words. Remember that content words are words that contain important meaning like nouns, verbs, adjectives, and adverbs. These words should receive stress (emphasis) when being read. Find a partner and practice reading the dialogue out loud using stress on the content words.

**Dialogue Comprehension**

Answer these questions about the dialogue.

1. Where is Ms. Lee going? \_\_\_\_\_  
\_\_\_\_\_
2. When will she be there? \_\_\_\_\_  
\_\_\_\_\_
3. How long will she need a hotel room? \_\_\_\_\_  
\_\_\_\_\_
4. Are there rooms available? \_\_\_\_\_  
\_\_\_\_\_
5. What kind of bed does Ms. Lee request? \_\_\_\_\_  
\_\_\_\_\_
6. Does she smoke? How do you know? \_\_\_\_\_  
\_\_\_\_\_
7. What time must she check out? \_\_\_\_\_  
\_\_\_\_\_
8. Why does she need a late check-in time? \_\_\_\_\_  
\_\_\_\_\_
9. How late can the agent hold the room? \_\_\_\_\_  
\_\_\_\_\_
10. How much does the continental breakfast cost? \_\_\_\_\_  
\_\_\_\_\_

**Dialogue Practice II**

With a partner, role-play booking a hotel. One partner will read the questions while the second partner answers. Then reverse the roles for both situations.

**Part 1:**

AGENT:

How can I help you?

When will you need the accommodations?

When will you depart?

Would you like to make a reservation?

What kind of room would you like?

Is a non-smoking room okay?

**Part 2:**

CUSTOMER:

Can I request a late check-in?

Does the hotel have a restaurant?

Is there room service?

What do I need to do to reserve the room?

**Matching**

Read the questions in the left column and match the best answer from the right column.

- |   |  |
|---|--|
| 1. How can I help you?                      | A. No, it is included in the price of your room. |
| 2. When will you be visiting?               | B. Yes, we have a safe behind the front desk.    |
| 3. How long will you be staying?            | C. I need to book a room.                        |
| 4. How will you be paying for this room?    | D. Three days and two nights.                    |
| 5. Does breakfast cost extra?               | E. With a credit card.                           |
| 6. Is there anywhere to store my valuables? | F. July 8 and 9.                                 |



**Writing Task**

With a partner, plan a trip to Honolulu, Hawaii. Write a dialogue you might have as you book a room.

Agent: Thank you for calling \_\_\_\_\_ in Hawaii. \_\_\_\_\_?

You: I'd like to \_\_\_\_\_.

Agent: When will you be in Hawaii?

You: \_\_\_\_\_.

Agent: What type of room would you like?

You: \_\_\_\_\_.

Agent: Do you need a smoking room?

You: \_\_\_\_\_.

Agent: We have a \_\_\_\_\_.

Would you like me to \_\_\_\_\_?

You: \_\_\_\_\_.

Agent: We'll \_\_\_\_\_ until 6:00 pm.

Checkout time is \_\_\_\_\_.

You: I don't arrive until 10:00 pm. \_\_\_\_\_?

Agent: \_\_\_\_\_.

You: I might be hungry when I arrive. \_\_\_\_\_?

Agent: Yes. \_\_\_\_\_.

\_\_\_\_\_.

You: Great. \_\_\_\_\_?

Agent: I'll need a \_\_\_\_\_.

You: \_\_\_\_\_.

Agent: Expiration date?

You: \_\_\_\_\_.

Agent: \_\_\_\_\_ . We'll see you on July 8.