

Checking into a Hotel and Asking for a Different Room

**WARM UP**

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

VOCABULARY CHECK - Matching

Match the words in the left column with the definitions in the right column, that are synonymous or similar in meaning.

- | | |
|----------------------|---|
| 1. current _____ | A. to make different |
| 2. ready _____ | B. a chance |
| 3. settle _____ | C. now; happening at the present time |
| 4. change _____ | D. expenses; money spent; costs |
| 5. changes _____ | E. solve; fix |
| 6. snacks _____ | F. prepared for use |
| 7. possibility _____ | G. food eaten between breakfast, lunch, or dinner |
| 8. work out _____ | H. to accept |

**DIALOGUE - Checking into a Hotel and Asking for a Different Room**

Hotel Desk Clerk: Hello. Welcome to the Smartman Hotel. My name is Bill. How can I help you?

Ms. Smythton: I need to check in.

Bill: Do you have a reservation?

Ms. Smythton: Yes, I made the reservation last month.

Bill: What name did you use to reserve the room?

Ms. Smythton: Smythton. That's spelled S...M...Y...T...H...T...O...N.

Bill: Thank you. Let me locate your reservation in our computer. What brings you to Virginia?

Ms. Smythton: I'm here to visit friends. My university classmates are meeting here for a reunion.

Bill: That sounds like fun. (Pause.) Here it is. We have Room 813 for you. It's a double on the 8th floor.

Ms. Smythton: I requested a non-smoking double. Is this room non-smoking?

Bill: Actually, no. Our 8th floor is a smoking floor.

Ms. Smythton: Oh, that's disappointing. Is there any possibility that you can change that for me? I'd really prefer a non-smoking room.

Bill: Let me see what I can do. (Pause.) Ah, here we go. Room 250 is a single. The current occupant is due to check out in an hour. We can clean that room for you. The 2nd floor is completely non-smoking.

Ms. Smythton: Well, I'll settle for that if that is all you have. But, I was hoping to have a double since one of my friends might stay with me later this week.

Bill: I see. Let me look at the 7th floor. (Pause.) Ms. Smythton, we can work this out. Room 711 has been serviced and is ready to go. It's a double room and is on one of our non-smoking floors.

Ms. Smythton: That'll be great. Thank you.

Bill: My pleasure. Do you need one key or two?

Ms. Smythton: Just one, please.

Bill: Here you go. The mini-bar is fully stocked with water, juices, and snacks. A price list is in the room. Would you like me to put the hotel charges on the credit card you used to reserve the room?

Ms. Smythton: Yes, my Mastercard will be fine. Thank you.

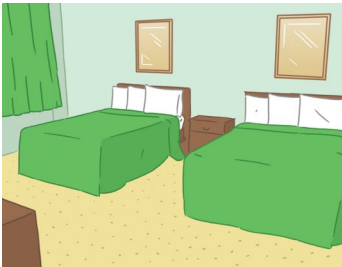
Bill: Enjoy your stay at the Smartman. Please visit our concierge or front desk if there is anything you need. We'll be happy to do what we can to make your time with us enjoyable.

**VOCABULARY CHECK - Fill in the Blank**

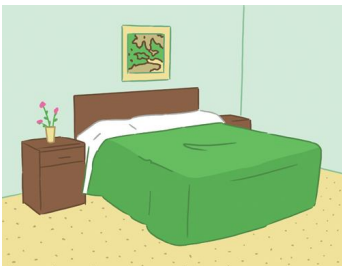
Look at the pictures and complete the sentences below each one with a word from the dialogue.



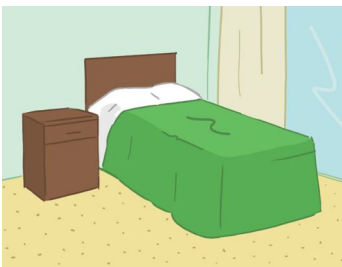
1. Friends getting together who haven't seen each other in a long time are having a _____.



2. Darrin always requests a _____ room because he invites his brother to stay with him.



3. Nathan prefers a _____ room because it has one large bed.



4. Andrew was _____ when the hotel only had a _____ room. He wanted the extra bed.



5. Lea works late at night so she always buys water and snacks from the _____.

**VOCABULARY CHECK - Continued**

6. Lea asked about the _____ of having the mini-bar _____ . Hers wasn't full.



7. Sara opened the hotel room with the _____ the clerk gave her when she _____ .



8. Tim was happy with the hotel. It was very clean and the hotel had the rooms _____ every day.



9. John could not check into the room until after 3 p.m. because it had an _____ who wasn't checking out until noon.



10. Christopher preferred a _____ room because he doesn't like cigarettes.



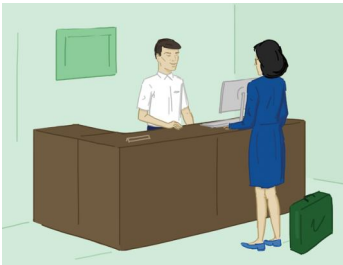
CONVERSATION STARTER

Look at the pictures below. With a partner, talk about what is happening in each picture.

Guest walking into a hotel



Guest is checking in



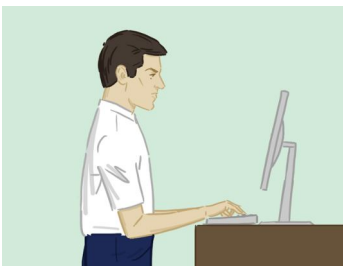
Double smoking room



Double non-smoking room



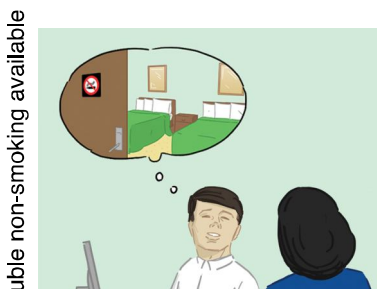
Clerk looking at a computer





CONVERSATION STARTER - Continued











**DIALOGUE BUILDING**

Read each sentence from the dialogue. Decide who would say each sentence. If it is something a hotel desk clerk would say, write “Clerk” on the line. If it is something a hotel guest would say, write “Guest” on the line. Then fill in the blanks with the missing vocabulary words. Last, cut the sentences and put them in the correct order to form a dialogue.

- ___ A. _____: Hello. Welcome to the Smartman Hotel. My name is Bill. How can I help you?
- ___ B. _____: Here you go. The _____ is fully _____ with water, juices, and _____. A price list is in the room. Would you like me to put the hotel charges on the credit card you used to reserve the room?
- ___ C. _____: Do you have a reservation?
- ___ D. _____: Actually, no. Our 8th floor is a _____ floor.
- ___ E. _____: What name did you use to reserve the room?
- ___ F. _____: I need to check in.
- ___ G. _____: Thank you. Let me locate your reservation in our computer. What brings you to Virginia?
- ___ H. _____: I’m here to visit friends. My university classmates are meeting here for a _____.
- ___ I. _____: Yes, I made the reservation last month.
- ___ J. _____: I requested a non-smoking double. Is this room _____?
- ___ K. _____: Smythton. That’s spelled S...M...Y...T...H...T...O...N.?
- ___ L. _____: Oh, that’s _____. Is there any _____ that you can change that for me? I’d really _____ a non-smoking room.
- ___ M. _____: Let me see what I can do. (Pause.) Ah, here we go. Room 250 is a _____. The current _____ is due to check out in an hour. We can clean that room for you. The 2nd floor is completely non-smoking.
- ___ N. _____: Just one, please.

**DIALOGUE BUILDING - Continued**

___ O. ____: That sounds like fun. (Pause.) Here it is. We have Room 813 for you. It's a _____ on the 8th floor.

___ P. ____: That'll be great. Thank you.

___ Q. ____: Well, I'll _____ for that if that is all you have. But, I was hoping to have a double since one of my friends might stay with me later this week.

___ R. ____: Yes, my Mastercard will be fine. Thank you.

___ S. ____: I see. Let me look at the 7th floor. (Pause.) Ms. Smythton, we can _____ this out. Room 711 has been _____ and is ready to go. It's a double room and is on one of our non-smoking floors.

___ T. ____: Enjoy your stay at the Smartman. Please visit our _____ or front desk if there is anything you need. We'll be happy to do what we can to make your time with us _____.

___ U. ____: My pleasure. Do you need one _____ or two?

DIALOGUE PRACTICE

Work with a partner. See if your answers agree. Do you have the clerk and guest lines assigned correctly? When you do, role play. One partner should read the clerk's lines. The other partner should play the role of the guest. Practice for intonation, pronunciation, and elision.

**DIALOGUE COMPREHENSION**

Answer the questions about the dialogue. Be careful! Some of the answers require critical thinking.

1. Where is the hotel?
 - a. Virginia
 - b. Washington, D.C.
 - c. New York
2. Why is Mrs. Smythton visiting?
 - a. family
 - b. friends
 - c. business
3. What kind of room does she request?
 - a. double smoking
 - b. single non-smoking
 - c. double non-smoking
4. What type of room does the hotel first offer?
 - a. double smoking
 - b. single non-smoking
 - c. double non-smoking
5. Does the hotel clerk change her room?
 - a. Yes
 - b. No
 - c. Maybe
6. Why does Mrs. Smythton want the type of room she originally reserved?
 - a. She needs room to work.
 - b. She will spend a lot of time there.
 - c. She may have a friend stay with her.
7. How does she pay for the room?
 - a. cash
 - b. credit card
 - c. check

Critical Thinking

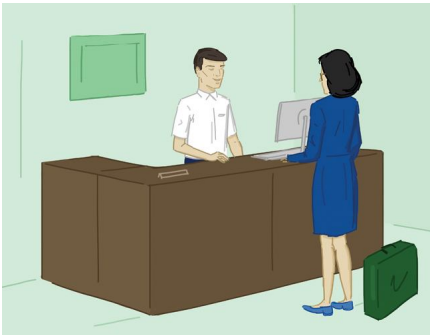
1. Who at a hotel can help guests? (2 answers) _____

2. What information is required to reserve a hotel room? (2 answers) _____

3. Who do you know that would stay in each of the following rooms:
 - a. single smoking _____
 - b. single non-smoking _____
 - c. double smoking _____
 - d. double non-smoking _____
 - e. king smoking _____
 - f. king non-smoking _____


DIALOGUE PRACTICE

Work with a partner. Look at the sections from the dialogue. Read the dialogue to the right of each picture. Make sure to express feelings and emotions into your voice. Then read and answer the question below each picture.



The clerk is probably _____.
The guest is probably _____.

Hotel Desk Clerk: Hello. Welcome to the Smartman Hotel. My name is Bill. How can I help you?

Ms. Smythton: I need to check in.

Bill: Do you have a reservation?

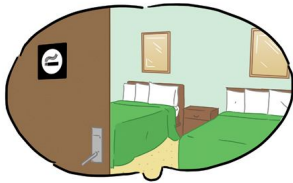
Ms. Smythton: Yes, I made the reservation last month.

Bill: What name did you use to reserve the room?

Ms. Smythton: Smythton. That's spelled S...M...Y...T...H...T...O...N.

Bill: Thank you. Let me locate your reservation in our computer. What brings you to Virginia?

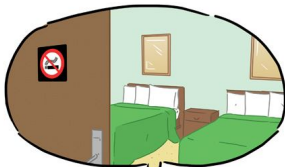
Ms. Smythton: I'm here to visit friends. My university classmates are meeting here for a reunion.



The clerk probably feels _____. The guest probably feels _____.

Bill: That sounds like fun. (Pause.) Here it is. We have Room 813 for you. It's a double on the 8th floor.

Ms. Smythton: I requested a non-smoking double. Is this room non-smoking?



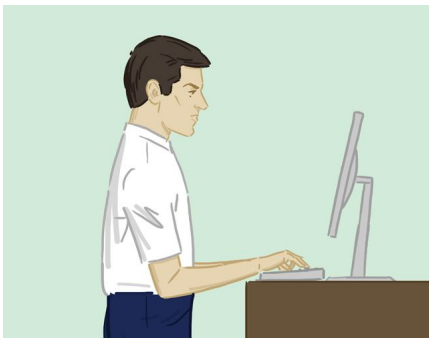
The guest is very _____. The clerk would probably be _____.

Bill: Actually, no. Our 8th floor is a smoking floor.

Ms. Smythton: Oh, that's disappointing. Is there any possibility that you can change that for me? I'd really prefer a non-smoking room.



DIALOGUE PRACTICE - Continued



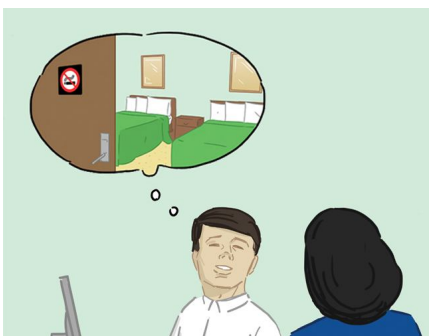
Bill: Let me see what I can do. (Pause.) Ah, here we go. Room 250 is a single. The current occupant is due to check out in an hour. We can clean that room for you. The 2nd floor is completely non-smoking.

The clerk might be feeling _____. What would she be saying? _____



Ms. Smythton: Well, I'll settle for that if that is all you have. But, I was hoping to have a double since one of my friends might stay with me later this week.

What did the clerk say? How did she say it? Do you think the guest is sad? Why? _____



Bill: I see. Let me look at the 7th floor. (Pause.) Ms. Smythton, we can work this out. Room 711 has been serviced and is ready to go. It's a double room and is on one of our non-smoking floors.

Ms. Smythton: That'll be great. Thank you.

How do you think both people feel now? _____



WRITING PRACTICE - Part A

Look at the pictures. Imagine these people are checking into a hotel. Write your own dialogue below each picture.

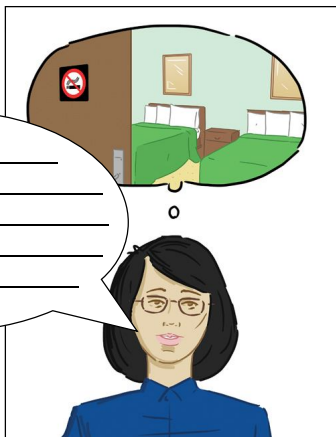
1.



2.



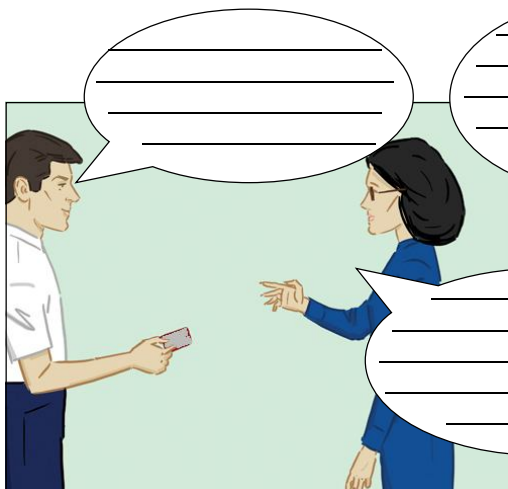
3.



4.

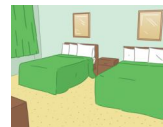


5.



6.





WRITING PRACTICE - Part B

Imagine you had to check into a hotel. Write a short dialogue that would take place between you and a hotel clerk. Describe what type of room you would need, and let the clerk know about any guests that might be sharing the room with you. What questions would you ask? What questions would you be asked by the clerk?

