

Welcome to our hotel!

Warm-up

Your home away from home?

1

Have a look at the VocabBooster. Tick the descriptions that apply to the hotel where you work / where you last stayed.

In this unit you are going to

- check in guests at the hotel (*Speaking B1*)
- deal with complaints about the room (*Speaking A2 / B1*)
- conduct a check-out conversation (*Speaking A2 / B1*)
- write your hotel's FAQs (*Writing A2*)
- read an article about the perfect hotel bed (*Reading A2 / B1*)
- read instructions on dealing with complaints (*Reading A2*)
- listen to check-in conversations (*Listening A2 / B1*)
- listen to conversations at the reception desk (*Listening A2 / B1*)
- practise trouble-free grammar: Present perfect tense simple (*Language in use A2 / B1*)
- boost your vocabulary: Types of accommodations and hotel rooms
Hotel services and amenities
Methods of payment.

VocabBooster

Hotel category	Hotel clientele	Hotel meal plans
apartment hotel	adults	room only / European plan
B&B guest house	backpackers	B&B / continental plan
boutique hotel	business travellers	half board / demi pension
convention hotel	celebrities	full board / American plan
family resort	city tourists	all inclusive
holiday resort	culture lovers	
health / spa resort	families with kids	Hotel facilities
motel	holidaymakers	restaurant / bar / night club
luxury hotel	spa guests	equipment rental (skis, bikes, etc.)
sports hotel	sportsmen / -women	indoor / outdoor pool
youth hostel	senior citizens	indoor gym / spa treatments
		conference centre

Please note: A *boutique hotel* is a small hotel which typically has between 10 and 100 rooms in unique settings, with upscale accommodations and individualised *Unique Selling Points*.



2

Get into pairs. Tell your partner about the hotel you described in activity 1. Use the phrases from the LanguageBox. Take turns.

LanguageBox

My hotel is a/an ... / The hotel I stayed at is a/an ...
 The core clientele is / was ...
 The guests are mainly ...
 The hotel offers / offered ...
 Most guests book ...
 There also is / was ...
 The hotel also provides / was equipped with ...
 The guests like / liked to enjoy ... (*verb + -ing*) at the bar / spa ...



Listening

Checking in

1

Have a look at the VocabBooster. Label the pictures (1–12) with the appropriate words. Then get into pairs and compare your results.

VocabBooster

single bed / twin bed ■ bunk beds ■ apartment ■ roll-away bed ■ penthouse ■ crib / baby bed ■ double bed ■ double en-suite ■ fold-out sofa ■ connecting rooms ■ cabin / bungalow ■ twin beds



1



2



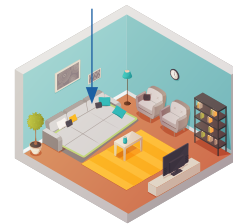
3



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10



11



12

- 2 Have a look at the VocabBooster. Match the words in A with the appropriate definitions in B. Compare your results with a partner.

		VocabBooster	
A	B		
corridor / hallway	1	<input type="checkbox"/>	an area where guests can meet up with business partners
sitting area / lounge	2	<input type="checkbox"/>	an area where guests can leave their luggage
balcony	3	<input type="checkbox"/>	a device that transports guests to different floors of the hotel
lobby / foyer	4	<input type="checkbox"/>	an area where guests store their coats and jackets
bar	5	<input type="checkbox"/>	an area that connects different floors of the hotel
luggage storage	6	<input type="checkbox"/>	an area where guests can celebrate important events (weddings, company parties, ...)
cellar / basement	7	<input type="checkbox"/>	an area where guests can have breakfast
terrace	8	<input type="checkbox"/>	an area that connects the different parts of the hotel building
conference centre	9	<input type="checkbox"/>	an area where guests may sit outside during spring and summer to enjoy a meal or coffee
elevator / lift	10	<input type="checkbox"/>	a small area where guests can sit outside of their room
stairs / staircase / stairwell	11	<input type="checkbox"/>	an area where guests can enjoy cocktails or other drinks
banqueting room	12	<input type="checkbox"/>	an area where guests can park their cars
cloakroom / wardrobe	13	<input type="checkbox"/>	the first area that guests encounter when entering a hotel
safe deposit	14	<input type="checkbox"/>	an underground area where guests can store sporting equipment (e.g. skis, golf bags)
breakfast room	15	<input type="checkbox"/>	an area where guests can store their valuables
underground car park / garage	16	<input type="checkbox"/>	an area where guests can sit down to read or wait for someone



3

Get into pairs. One of you is a guest, the other one is a receptionist. Use the words from the VocabBooster in activity 2 to ask for information about the hotel's facilities and services. Take turns.

ON THE JOB



Excuse me, where can I park my car?

You can park your car in our underground car park, Sir.



4

Track 10



- | | |
|--|---|
| <p>1 Mr Karavasilis booked his room</p> <p>A via e-mail.</p> <p>B on an online booking platform.</p> <p>C with a travel agency.</p> | <p>3 Unfortunately for Mr Karavasilis, his room</p> <p>A is a non-smoking room.</p> <p>B is not ready yet.</p> <p>C is the wrong category.</p> |
| <p>2 The room rate of 85 Euros is</p> <p>A for a single room with breakfast.</p> <p>B for a twin room, American plan.</p> <p>C for a double room.</p> | <p>4 The receptionist offers</p> <p>A to check with the housekeeping department.</p> <p>B to inform the manager.</p> <p>C to give a discount on the room rate.</p> |

5

Have a look at the VocabBooster. Match the words in A with the appropriate definitions / synonyms in B. Compare your results with a partner.

VocabBooster

A	B
cooperation 1	<input type="checkbox"/> a document printed with ink on a piece of paper
registration details 2	<input type="checkbox"/> information such as name, address, date of birth etc.
privacy policy 3	<input type="checkbox"/> home address
printout 4	<input type="checkbox"/> printed proof issued by a travel agency that states that room and further services have already been paid
residential address 5	<input type="checkbox"/> the date when a guest is expected to check in
registration form 6	<input type="checkbox"/> the date when a guest is expected to check out
signature 7	<input type="checkbox"/> documents that explain how a guest's personal data is handled
accommodation voucher 8	<input type="checkbox"/> someone's full name, written in his/her hand
complimentary 9	<input type="checkbox"/> the act of working together
date of arrival 10	<input type="checkbox"/> free of charge
day of departure 11	<input type="checkbox"/> a document where important information about a guest is filled in



Track 11

Listen to a receptionist doing a group check-in. Have a look at the steps of a proper check-in conversation. Put the steps in the correct order (1–14). The first one (0) has been done for you. Compare your results with a partner.



- | | |
|---|--|
| <input type="checkbox"/> Call up the guest by name. | <input type="checkbox"/> Ask the guest to have a proof of identity (e.g. ID, passport, driving license) and the accommodation voucher ready. |
| <input type="checkbox"/> Offer assistance with luggage (e.g. offer porter service). | <input type="checkbox"/> Offer a seat / a refreshment in case of waiting time. |
| <input type="checkbox"/> Inform the guest about the hotel's facilities and services. | <input type="checkbox"/> Inform the guest about timetables (e.g. breakfast hours, pool hours, check-out time etc.) |
| <input type="checkbox"/> Provide information about the room (room number, floor, exact location). | <input type="checkbox"/> Ask the guest to contact the reception desk if there are any further questions and say good bye. |
| <input type="checkbox"/> Hand out the key or key card and inform about the wall slot system. | <input type="checkbox"/> Inform the guest about how the group check-in will be processed. |
| <input type="checkbox"/> Ask the guest to check the registration form and to fill in information if necessary. | <input type="checkbox"/> Inform the guest about the privacy policy and ask for a signature. |
| <input checked="" type="radio"/> 0 Greet guest. / Greet guests. | |
| <input type="checkbox"/> Upsell: Suggest further hotel services and facilities (e.g. inform about special rates). | |
| <input type="checkbox"/> Provide information on access codes (e.g. for the Wi-Fi connection). | |

Please note: *To upsell* means suggesting more expensive purchases to a customer. This often includes an upgrade (e.g. *to a better, more expensive room category*). Receptionists often receive a commission for upselling.



7

Get into pairs. Write a checklist for the check-in process. An example has been given for each category. Compare your results with another group.

Ask to see ...	Make sure to check ...	Ask for a signature on ...	Provide information about ...
ID	the room status	the registration printout	breakfast hours

Speaking

Can I interest you in our *Deluxe Spa Package*?



1

Get into pairs. One of you is a receptionist, the other one is a guest. Choose a check-in scenario (1 or 2). Use the phrases from the LanguageBox on page 50. Talk for about three minutes. Take turns and switch partners.

ON
THE JOB

Scenario 1: The walk-in

Guest: Lacey / Larry O'Brian

In your conversation you should

- tell the receptionist that you do not have a booking
- inform the receptionist that you want a double room for three days (continental plan)
- choose one of the receptionist's offers.

Receptionist

In your conversation you should

- tell the guest that there is no double room available for the next three days
- inform the guest that he/she would have to switch rooms after two nights
- upsell: suggest the junior suite that is available for three nights.

Scenario 2: The spa guest

Guest: Stella / Steven Mitchell

In your conversation you should

- inform the receptionist about your booking with a travel agency (voucher for the *Weekend Relax Package*)
- tell the receptionist that you are vegan
- ask for a hot stone treatment in the evening (not included in the package)
- choose one or more of the alternatives offered by the receptionist.

Receptionist

In your conversation you should

- explain what the guest's booking includes (Suite 226 with garden terrace, full board, 2 spa treatments)
- ask for the guest's dinner choice
- offer alternatives for the hot stone treatment as there are no more appointments available
- upsell: suggest a guided tour of regional herbs in the afternoon.

LanguageBox

Good morning! / Good afternoon! / Good evening! / Welcome to ... !
 How may I help you? / What can I do for you? / Can I help you?
 Do you have a reservation / booking? / May I ask if you have a reservation / booking?
 Under what / whose name is the booking? / Would you please tell me your name?
 You booked a double / single / twin ... room for ... nights.
 You will stay with us from ... (date) to ... (date) with breakfast / half board / full board.
 Would you please check the printout / the details on the printout?
 Please fill in the registration form.
 Would you please have a look at our privacy policy and sign here?
 May I see your passport / ID, please? / May I have your accommodation / hotel voucher, please?
 Here is your key / key card. You are in room ... on the ... floor.
 This is the Wi-Fi code / Internet access code / access code to the spa area ...
 Let me check! I'll call the spa reception / the housekeeping department ...
 Unfortunately, there are no appointments available, but I can offer you ... instead.
 Enjoy your stay! / We hope you have a pleasant stay! / We wish you a pleasant stay at ... !
 If you have any further questions, don't hesitate to contact us / me at the reception desk!

Reading

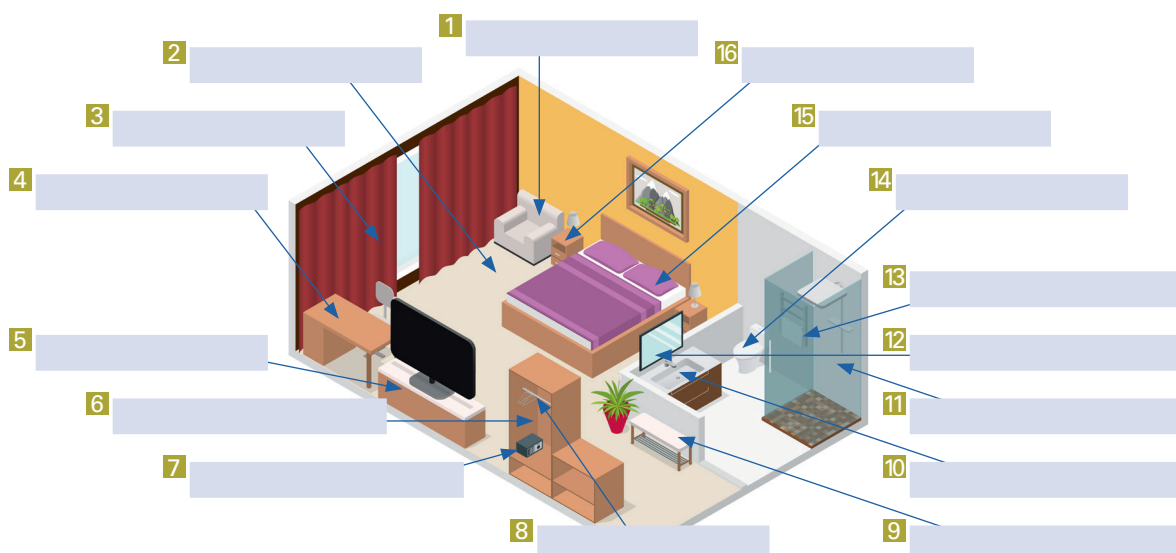
The perfect bed

1

Have a look at the VocabBooster. Label the pieces of furniture and the equipment of an en-suite hotel room (1–16) with the appropriate words. Then get into pairs and compare your results.

VocabBooster

safe ■ desk ■ shower ■ double bed ■ bedside table ■ luggage bench ■ curtain ■ wardrobe closet ■
 armchair ■ TV console ■ washbasin ■ coat hanger ■ towel rack ■ mirror ■ carpet ■ toilet



- 2 Have a look at the VocabBooster. Match the words in A with the appropriate definitions / synonyms in B. Compare your results with a partner.

VocabBooster

A	B
hodgepodge 1	bedding, sheets
cover 2	cloth
linens 3	blanket or bed linen
fabric 4	mixture, a variety of things

A	B
to equal 5	a place where you feel safe
neat 6	to stand for, to be the same
sanctuary 7	clean, tidy
duvet 8	comforter, thick down blanket



- 3 Read the article about hotel beds and underline the most important information. Then answer the questions (1–4) in full sentences. Compare your results with a partner.



Your bed can be just as heavenly as a hotel bed

1 Anyone who has ever spent the night in a luxury hotel knows the beds are absolutely magical. Once you crawl under those fluffy covers, you have no choice but to sink slowly into a dreamy,

luxurious sleep.

But you don't have to spend hundreds of dollars for a five-star night of rest. The secret behind hotel bed magic is surprisingly simple, and it boils down to two words: fluff and white.

10 Think about it: More likely than not, your bedding is a hodgepodge of linens you've collected over the years that probably vary in color, fabric and quality. But the beds at some of the best hotels around, including *Marriott*, *Westin*,
15 *Sheraton* and *W Hotels*, all have two things in common: The beds are perfectly puffy with all white everything.

White is a symbol of cleanliness and white sheets can make a whole room feel luxuriously neat.

20 "White equals clean," Roland Kam, Housekee-

ping Manager of *The Royal Hawaiian*, a Luxury Collection Resort, told *HuffPost*. "You cannot hide a stain or mark when it is white. When you know your room is clean, that equals comfort."

"With the all-white bed – people thought a 25 room had been renovated, even if it was just the bed that had been changed," Erin Hoover, Vice President of design for *Westin* and *Sheraton* hotels, previously told *HuffPost*. "It had a huge impact." 30

Also of vital importance is the comforter's fluff factor. Luxury hotels use duvets with a little weight, which makes them perfect for snuggling under. The slight heaviness of this layer can be calming and provide comfort, according 35 to the *Medical Daily* – perfect for days when we never want to leave the bed.

To get hotel-worthy rest at home, keep your sleep sanctuary simple by stocking it with white and fluffy pillows, bed sheets and duvets. 40

- 1 What happens when people crawl under the fluffy covers of a bed in a luxury hotel?

.....

- 2 What are the two secret words of hotel bed magic?

.....

- 3 Why are private beddings usually a mix of linens?

.....

- 4 What do all-white sheets stand for?

.....

Listening



Hotel amenities

Have a look at the VocabBooster. Use an online dictionary to check the meaning of the expressions if you do not know them. Then complete the grid with the appropriate expressions (1–16). The first one (0) has been done for you. Compare your results with a partner.



VocabBooster

toiletries ■ sewing kit ■ shower gel dispenser / bar of soap ■ shoe shine kit ■ dental kit ■ laundry bag ■ coffee and tea set ■ shaving kit ■ nail file ■ bath robe ■ cotton buds / q-tips ■ kettle ■ shampoo and conditioner ■ guest slippers ■ stationery ■ shower cap ■ ~~vanity kit~~

0	vanity kit	contains utensils for beauty care such as cotton buds, pads and a nail file
1		cotton balls on a short stick
2		an item used to manicure your nails
3		a set of needles, threads and buttons; you can use these items for mending pieces of clothing
4		a general term for all personal hygiene items such as soap, shampoo and shower gel
5		an electric device used to boil water for tea or instant coffee
6		liquids that you use for washing and caring for your hair
7		a set of shoe polish and cloth, a shoe brush and a small shoehorn
8		pen, paper and envelopes (most likely branded with the hotel's logo)
9		a tray with dishes, sachets of sugar, sweetener as well as instant coffee, creamers and tea bags
10		a set containing a tooth brush, tooth paste and dental floss
11		this item keeps your hair dry while you take a shower
12		a pair of cloth shoes that guests may wear indoors or to the spa
13		personal hygiene products; either a refillable bottle affixed to the shower wall or a small piece in a soap dish
14		a robe that guests may use after having a shower or when going to the spa or pool
15		a set containing shaving cream, aftershave and a razor
16		guests can put their laundry in it to have it washed and ironed

2

Make a checklist for the chambermaid / room boy. Use the words from the VocabBoosters on page 50, in activity 1 on this page and the VocabBooster below. The first one (0) has been done for you.

VocabBooster

~~to clean~~ ■ to dust ■ to restock ■ to change ■ to vacuum / to Hoover ■ to arrange ■ to wipe ■ to disinfect ■ to check ■ to refill

0 *clean the penthouse suite.*

1

2

3

4

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7

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9



Track 12–15



1 What is Ms Sinclair especially fond of?

- A the fluffy bath robe
- B the neat guest slippers
- C the extra pool towels



2 What does Mr Brixton ask for?

- A a dust mite-proof pillow cover
- B having the bedspread removed
- C having clean sheets put on his bed

3 What does Ms Mendoza request?

- A a sewing kit
- B a shower cap
- C some cotton buds



4 What does Mr Anisimov need?

- A a bar of soap
- B shoe polish
- C a shaving kit



Writing

FAQs – Frequently asked questions

1

Tick the questions that are frequently asked in a hotel. Add four questions not mentioned that are usually asked. Compare your results with a partner.

- | | |
|---|--|
| <input type="checkbox"/> When is check-in time / check-out time? | <input type="checkbox"/> Do you have rooms for smokers? |
| <input type="checkbox"/> Can I leave my luggage? | <input type="checkbox"/> Do you allow pets? |
| <input type="checkbox"/> Is there free Wi-Fi? | <input type="checkbox"/> Do you have rooms that are wheelchair-accessible? |
| <input type="checkbox"/> Where is the nearest airport? | <input type="checkbox"/> Is it cheaper to book online? |
| <input type="checkbox"/> How can I get from the airport to the hotel? | <input type="checkbox"/> Are the prices per room or per person? |
| <input type="checkbox"/> Do you have an on-site car park or garage? | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |
| <input type="checkbox"/> _____ | <input type="checkbox"/> _____ |



2

Get into pairs. One of you reads the FAQs of *Pension Frank* (FAQ 1), the other one reads information about *Deluxe Hotel Jardin Verde* (FAQ 2). Ask each other questions about the two hotels' policies. Take turns.

	FAQ 1: <i>Pension Frank</i>	FAQ 2: <i>Deluxe Hotel Jardin Verde</i>
Check-in and check-out?	check-in: 2 pm / check-out: 11 am Late check-out (5 pm) + 50 Euros	check-in: 3 pm / check-out: 12 pm Early check-in and late check-out upon request, subject to availability
Parking options?	free parking in <i>Pension Frank's</i> parking lot	valet service and underground parking garage, 15 Euros per night, only for guests
Breakfast?	7 am – 10 am	Monday – Friday: 6:30 am – 10:30 am Saturday & Sunday: 7 am – 11:30 am
Smoking?	non-smoker	smoking is only allowed in designated areas of the restaurant and bar
Pets?	no pets allowed	pets allowed
Payment options?	cash or debit card	all major credit cards and debit cards
Cancellation policy?	<ul style="list-style-type: none"> ■ Cancellation on the day before the intended date of arrival: 20% of total amount owed ■ Cancellation on the intended date of arrival: 80% of total amount owed ■ No notice of cancellation: 100% 	<ul style="list-style-type: none"> ■ Cancellations up to seven days before arrival are free. If the booking is cancelled in the week prior to the arrival, you will be charged 30% of the total amount owed. ■ In case of a no-show, the guest is charged the total cost of the stay.

When can I check in?

Check-in at Pension Frank starts at 2 pm.

Can I bring my dog?

I'm sorry, but pets are not allowed.



3

Have a look at the grid in activity 2 again. Choose one hotel (*Pension Frank* or *Deluxe Hotel Jardin Verde*) and write down five questions. Answer them in full sentences. Use FAQ 1 below as a model.

Please note: How to write FAQs

Stick to a style. Answer in full sentences. Be clear and brief.

FAQ 1: When can I check in?

Check-in time is after 2 pm. Let us know your arrival time in case you need to check in early. We'll do our best to have your room available.

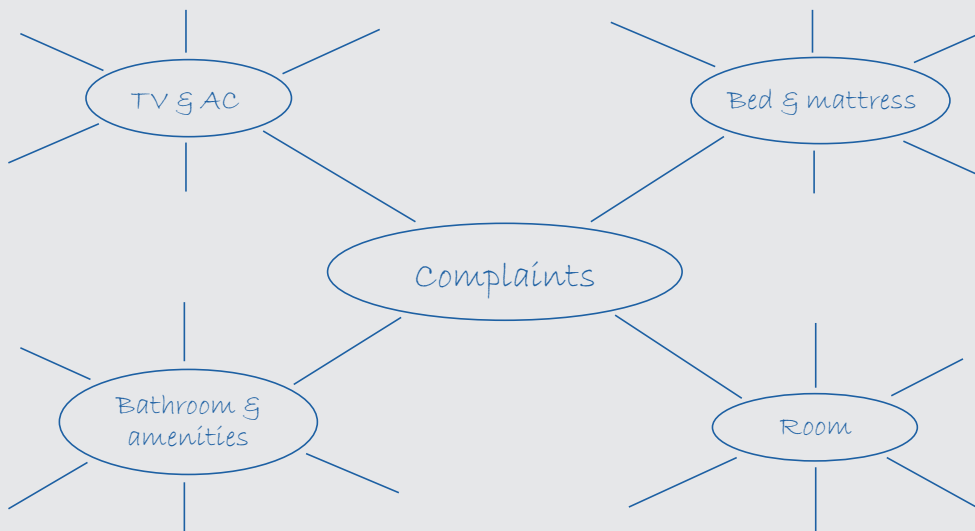
If your arrival time is after 10 pm, please inform us about the late check-in.

Speaking

Dealing with complaints



Get into pairs. What are the most common complaints guests have about their rooms? Take notes in the mind map. Compare your results with another pair. Add any missing information.



Read the tips about dealing with guests' complaints and match the headlines (A–G) with the appropriate sentences (1–7). Compare your results with a partner.

- | | | |
|---------------------------|--|-----------------------------------|
| A Don't interrupt! | B Get to the bottom of the problem! | C Prevent future mistakes! |
| D Apologise! | F Solve the problem! | G Listen carefully! |
| E Keep calm! | | |



- 1** ☐ Stay polite and calm. Do not take the guest's criticism personally.
- 2** ☐ Propose a solution: If possible, fix the problem on the spot or call somebody who might be able to do necessary repairs etc. You can also offer another room, an upgrade or a freebie as compensation.
- 3** ☐ Show sincere interest in the guest's problem and do not place the blame on him/her. Show him/her your undivided attention and mind your body language.
- 4** ☐ Say you are sorry for the inconvenience, even if you feel that the customer is wrong.
- 5** ☐ Let the guest express his/her feelings. Give him/her time and space to vent their anger.
- 6** ☐ Try to understand what happened: Was the problem caused by a misunderstanding or was it an honest mistake?
- 7** ☐ Stop it from happening again. Use the information gained from the complaint to prevent problems in future.



3

ON
THE JOB

Get into pairs. One of you is a receptionist, the other one is a guest with a complaint. Choose a scenario (1 or 2) and make up a conversation. Use the phrases from the LanguageBox below. Take turns.

Scenario 1:**Guest:** Ellen / Edgar O'Connor**Room:** No. 208**Complaint:**

- There is no toilet paper.
- The AC is too cold, but it cannot be turned off.
- The neighbours are very noisy.

Scenario 2:**Guest:** Paula / Paul Canning**Room:** No. 314**Complaint:**

- He/She cut his/her toe on the sharp edge of the shower door.
- There is mould in the shower.
- The carpet in the bedroom is dirty.

LanguageBox**Acknowledge the problem**

I understand.

I see what you mean.

I can see your point.

Get the facts

Could you describe the problem?

Could you tell me what happened exactly, please?

If I understand you correctly, what happened is that ...

Show empathy

If I were in your position, I would feel just as you do.

You are right. I can understand how you feel.

Thank you for informing me / bringing this to our attention.

Apologise

I am very sorry about ...

I have to apologise, this is unacceptable / incompatible with our standards / intolerable ...

I apologise for the inconvenience / my mistake / the problem ...

Offer a solution

I'll immediately send for / call ... to fix this / to take care of the problem ...

I'll deal with this problem personally.

I will look into this immediately. / I'll sort this out right away. / I'll make sure that ...

Reassure the guest

Please let me know if there is anything else I can do for you.

May I offer you ... as a compensation for the inconvenience?

I would like to invite you to ... as a sign of appreciation.



4

ON
THE JOB

Get into pairs. One of you is a receptionist, the other one is a guest with a complaint. Choose a complaint from the box and make up a dialogue. Use the phrases from the LanguageBox in activity 3. Take turns.

The bed is too small. ■ There is noisy construction work being done at the hotel. ■ The room is too hot. ■ The Wi-Fi doesn't work. ■ There are bugs in the room. ■ There is a disgusting smell in the room. ■ The room doesn't look like it did online / in the brochure. ■ The TV doesn't work. ■ There were not enough croissants at the breakfast buffet. ■ The room was not cleaned. ■ There are a lot of unexpected fees on the invoice. / The stay at the hotel is more expensive than expected.

Language in use

What has happened?

Trouble-free grammar: Present perfect tense simple

We use the **present perfect tense simple** to describe something that is **related to the present** (e.g. *this month, today, since ..., for ..., just, so far, etc.*). The result of the action is important.

Formation: person + **have / has** + **3rd form of the verb**

She **has** just **noted** down what the guest said. They **have done** the morning shift this week.

Negation

Formation: person + **have not (haven't) / has not (hasn't)** + **3rd form of the verb**

My colleagues **have not talked** to me for days. Liz **hasn't had** any complaints for a week.

Questions and short answers

Formation: **have / has** + person + **3rd form of the verb**

Have you ever **done** three night shifts in a row? – Yes, I **have**. / No, I **haven't**.

Has he ever **forgotten** the reception desk password? – Yes, he **has**. / No, he **hasn't**.

- 1** Make up sentences / questions in the present perfect tense simple. Compare your results with a partner.

- 1** you / ever / be / to / the USA / ?
- 2** you / ever / stay / at a four-star hotel / ?
- 3** the Millers / yet / arrive / at the airport / not /
- 4** she / just / visit / her grandma / in Italy /
- 5** I / never / travel / to Australia /
- 6** you / speak to / a foreigner / yet / ?
- 7** Mary / so far / swim / not / in the Pacific /
- 8** they / already / book / a safari tour /
- 9** you / ever / make / any complaints / at a hotel / ?

- 2** Fill in *for* or *since*. Compare your results with a partner.

Please note:

for + period of time *since* + point of time

- | | | |
|--|---|---|
| 1 <input type="text"/> yesterday | 6 <input type="text"/> a long time | 11 <input type="text"/> a decade |
| 2 <input type="text"/> I was thirteen | 7 <input type="text"/> Easter | 12 <input type="text"/> a term |
| 3 <input type="text"/> five years | 8 <input type="text"/> my birthday | 13 <input type="text"/> last week |
| 4 <input type="text"/> three hours | 9 <input type="text"/> so many years | 14 <input type="text"/> then |
| 5 <input type="text"/> 2014 | 10 <input type="text"/> we first met | 15 <input type="text"/> several months |

Speaking

Checking out

1

Have a look at the VocabBooster. Label the methods of payment with the appropriate pictures (1–6). Compare your results with a partner.

VocabBooster

cash payment ■ voucher ■ debit / bank / cash card ■ credit card ■ bank transfer ■ wireless payment



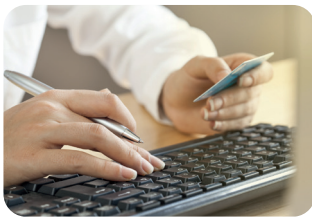
1



2



3



4



5



6



2

ON
THE JOB

Get into pairs. One of you is a receptionist, the other one is a guest who wants to check out. Make up a conversation. In your conversation you should

- ask for the name and the room number
- offer to help with the luggage
- speak about details concerning the bill.

Speak for about four minutes. Use the phrases from the LanguageBox. Take turns.

LanguageBox

Could you tell me your name and room number, please?

How was your stay with us? / Did you enjoy your stay with us?

Do you need any help with your luggage / transportation ...?

Did you have anything from the minibar?

This is your bill / your printout of the bill. Would you like me to explain the positions in detail?

A copy of your bill will be e-mailed to you. Would you like a copy printed as well?

How would you prefer to settle the account? / How would you like to pay?

We hope to see you again on your next trip / to host you again soon ...

Thank you for staying at / choosing the ... (*name of hotel*).



► Review
online

Please note: You can find information about writing an invoice on page 258.