

**No.**

**Topic:** Hotel Check-in

**Material:** Business English (Business Trip)

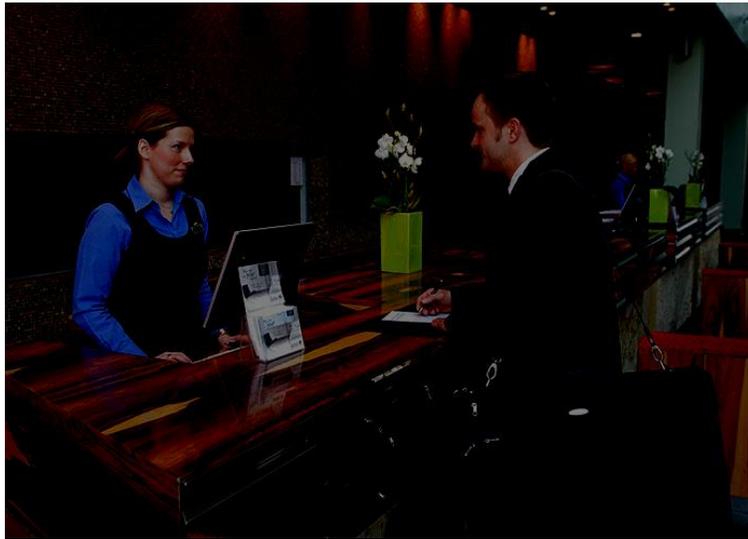
**Objectives:**

At the end of the lesson, the students will be able to:

1. Learn some useful expressions.
2. Learn to construct grammatically correct sentences.
3. Learn to check into a hotel.

### **WARM-UP: PICTURE DESCRIPTION**

**Directions:** Use your own words to describe the picture below.



### **VOCABULARY**

• How may I help you?	• Five star hotel
• Reservation	• Staying on the company's dime.
• Under the name of ____	• Continental buffet
• Can you please spell that for me?	• Airport shuttle service
• Credit Card information	• Mini bar in room
• Just sign the receipt along the bottom	• Room service
• At midday	• Have a wonderful stay

## DIALOGUE

**Scenario:** Mr. and Mrs. Matsushita are in Davao City for business. They have chosen to stay at Waterfront Hotel and Mrs. Matsushita is now at the reception area to check-in.

**Hotel Receptionist:** Good afternoon. Welcome to the Waterfront Hotel. How may I help you?

**Guest:** I have a reservation for today. It's under the name of Matsushita.

**Hotel Receptionist:** Can you please spell that for me, Ma'am?

**Guest:** Sure. M-A-T-S-U-S-H-I-T-A.

**Hotel Receptionist:** Yes, Mrs. Matsushita, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?

**Guest:** Yes, it is.

**Hotel Receptionist:** Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.

**Guest:** Whoa! Five hundred and ninety dollars a night!

**Hotel Receptionist:** Yes, Ma'am. We are a five star hotel after all.

**Guest:** Well, fine. We're here on business anyway, so at least we're staying on the company's dime. What's included in this cost anyway?

**Receptionist:** A full Continental buffet for two every morning, free airport shuttle service, and use of the hotel's safe are all included, Ma'am.

**Guest:** So what's not included in the price?

**Hotel Receptionist:** Well, you will find a mini-bar in your room. The use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.

**Guest:** Hmm. Ok, so what room are we in?

**Hotel Receptionist:** Room 487, Ma'am. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.

**Guest:** Great. Thanks.

**Hotel Receptionist:** Should you have any questions or requests, please dial '0' from your room. Also, there is internet available in the lobby 24 hours a day.

**Guest:** Okay, and what time is check-out?

**Hotel Receptionist:** At midday, Ma'am.

**Guest:** Okay, thanks.

**Hotel Receptionist:** My pleasure, Ma'am. Have a wonderful stay at the Grand Woodward Hotel.

## DIALOGUE PRACTICE

Receptionist: Good afternoon. Welcome to \_\_\_\_\_. Do you have a reservation, Ma'am/Sir?

Guest: Yes, I do.

Receptionist: What name is the reservation under?

Guest: \_\_\_\_\_.

Receptionist: Okay. How long will you be staying, Ma'am/Sir?

Guest: \_\_\_\_\_.

Receptionist: Complimentary breakfast is served in the lobby between 8 and 10 am. I'll give you the key.

Guest: \_\_\_\_\_.

Receptionist: Just call the front desk, dial '0' if you need help. Have a wonderful stay at \_\_\_\_\_.

## QUESTION AND ANSWER

1. What type of payment does the guest have?
2. What's included in the cost of the Waterfront Hotel?
3. Have you ever experience booking a hotel abroad or local? How was it?