


20

At a Hotel

The aim of this lesson is to make the students use the key vocabulary and target expressions in a more natural manner.

Language Point

<p>That won't be necessary but thank you.</p>	<ul style="list-style-type: none"> - I don't need that but thanks anyway. - I don't think so but thank you. - No, I'm fine, thank you.
<p>settle the bill</p>	<ul style="list-style-type: none"> - pay the bill - make payment - settle the charges
<p>I'll just need to run your credit card.</p>	
<p>Will you be requiring a wake-up call?</p>	

Key vocabulary

here you go	possibly	at the far end	run a credit card
good to go	help oneself to ~	settle a bill	by cash

Part 1

I. INTRODUCTION

Patrons always look for excellent service, amenities and rates when booking a hotel. Depending on the reason for the stay, they may opt for a **2-star**, a **3-star** or a **5-star hotel**.



II. PRESENTATION

A. Expressions

	Questions:
Will you be requiring a wake-up call?	▪ Cite some reasons why people like to wake up late when they stay at a hotel.
That won't be necessary but thank you.	▪ What hotel services do you seldom utilize?
settle the bill	▪ What mode of payment do you prefer when booking a hotel?

B. Dialogue

Practice the dialogues with your teacher.

1. Checking In

Kumi: Hi, checking in.

Clerk: Welcome. May I have your passport, please?

Kumi: Here you go. Can you tell me where the business center is?

Clerk: It's just down this hall, past the gift shop. I see you're staying with us for four nights and you requested a queen-sized bed, non-smoking room. Is that correct?

Kumi: Yes, that's correct. Can I possibly get a room that's far away from the elevators?

Clerk: Sure. Let me check, here you go, room 1016. It's at the far end of the hall.

Kumi: Thanks for your understanding.

Clerk: My pleasure. I'll just need to run your credit card and then you'll be all set. Will you be requiring a wake-up call?

Kumi: That won't be necessary but thank you.

Clerk: Okay, you're good to go. The elevators are down this way, just on the left.

2. Checking Out

Kumi: Hi, checking out, room 1016.

Clerk: And how was your stay with us?

Kumi: Very good, thanks.

Clerk: Excellent. Did you help yourself to anything in the minibar last night?

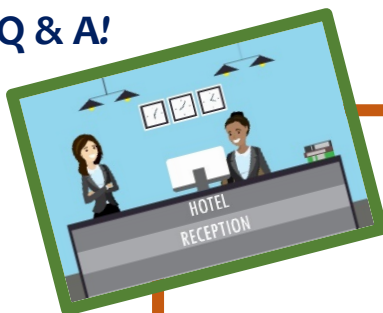
Kumi: Yes, I had an orange juice and a chocolate bar.

Clerk: Thank you very much. Will you be using the same credit card from check-in to settle the bill?

Kumi: Yes, you can charge the same card, but can I settle the minibar bill by cash?

Clerk: Sure, that's fine. It'll be \$11.85.

Q & A!



- Compare a 3-star hotel and a 5-star hotel.
- What is more important, hotel service or hotel amenities?
- Give the 3 most important features you look for in a hotel.

Part 2

III. PRACTICE

Use the newly learned vocabulary and expressions in the following practice exercises.

A. What do you look for in a hotel?

Directions: Choose 3 Guest Service features and 3 Hotel Facilities that can make your hotel stay satisfying and enjoyable. Explain your choices.

Guest Service

- 24-hour room service
- laundry service
- babysitting on request
- free Internet access
- airport transfers
- 24-hour security



Hotel Facilities

- swimming pool
- poolside bar & restaurant
- spa
- conference room
- gym
- business services



B. Let's Talk!

Directions: Choose one hotel from anywhere in the world that you would like to stay at for a day. State your reasons why.



C. Role-Play

Role-Play



You are at the hotel reception but have not made a reservation

Ask the receptionist to find you a room.

Then, make some requests by using the following prompts:

King-sized Room	or	Presidential Suite
Sea View	or	Mountain View
With a Butler	or	Without a Butler
Room Service	or	Without Room Service

Use the vocabulary and expressions you have learned.