

A tropical beach scene with a blue sky, white clouds, turquoise water, and a row of white lounge chairs with a striped umbrella.

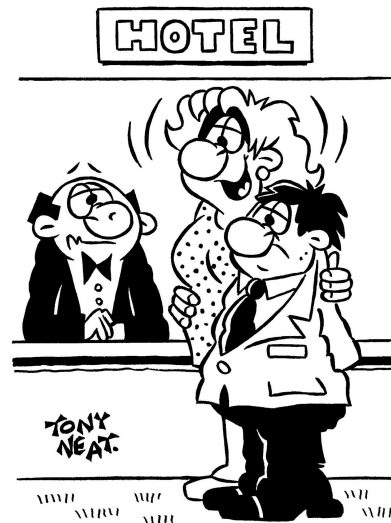
**At a hotel**

**HOTEL  
PARADISE**



# Reasons to stay at a hotel

- Business trip
- Holiday
- Sightseeing around the place
- Temporary home
- Love affair



"Yes we are married,  
but not to each other."



# Check out

# Check in



## Make a reservation

- go to the **front desk** to receive keys
- return the keys and pay for the **bill** – cash or by credit card
- arrange to stay in a hotel – usually on the phone or online

# At which point could you hear these lines?

- I'd like to reserve a hotel room.
- Could you tell me when you need the room?
- I'm planning to visit New York from Friday, April 14 until Monday, April 17.
- We look forward to seeing you next month!



**Checking out**

**Checking in**

**Making a reservation**



# At which point could you hear these lines?

- May I see your identification, please?
- Just dial 0 if you need anything.
- This is your key, sir.
- Your room number is 507, queen bed, non-smoking.



**Checking out**

**Checking in**



**Making a reservation**

# At which point could you here these lines?

- My stay is over. Here's the key to my room.
- I hope you enjoyed your stay, sir.
- I'll just print out your receipt.
- I hope you have a nice trip home.

**Checking out**



**Checking in**

**Making a reservation**

# Types of hotels

**Depending on the location or the purpose of the stay**

- City hotel
- Seaside resort hotel
- Mountain hotel
- Spa / Wellness hotel
- Hostel
- Bed & Breakfast
- Motel

# Hotel facilities and features

- Air conditioning
- Room service
- Restaurant
- Wireless internet access
- Swimming pool
- Cable /satellite TV
- An en-suite bathroom
- Warm and friendly staff
- Location and view



# People in the hotel

match the people with their responsibilities

- |                  |  |
|------------------|--|
| 1) PORTER        | 6) cleaning and tidying the bedrooms   |
| 2) CHEF          | 5) running the hotel                   |
| 3) WAITER        | 4) welcoming and helping guests        |
| 4) RECEPTIONIST  | 1) helping guests with luggage         |
| 5) HOTEL MANAGER | 2) cooking meals in the restaurant     |
| 6) CHAMBERMAID   | 3) serving the meals in the restaurant |

# Explain the difference between the following



- A Key x a key card
  - A Lift x an elevator
  - Check in x check out
  - A bill x a receipt
  - A double room x a twin-bedded room
  - Full board x half board
- A **key** is a specially shaped piece of metal. A **key card** is an electronic device in the shape of a card.
- **Lift** is British English. **Elevator** is American English.
  - You **check in** when you arrive at the hotel. You **check out** when you leave.
  - At the end of your stay or after a meal, you get a **bill** – piece of paper which shows you how much you have to pay. After you buy something, you get a **receipt** – a piece of paper which shows what you bought and how much you paid.
  - A **double room** is a room for two people, with either two beds or one large bed suitable for two people. A **twin-bedded room** has two separate beds.
  - **Full board** means that the hotel provides all your meals as well as your room. **Half board** includes breakfast and either lunch or supper.