



Unit 2 Reservation

Types of room

Double room = room with a double bed (for two people)

Twin room = room with two beds

Single room = room with one bed (for one person)

Suite = more than one room (e.g. bedroom and living room)

cot = a bed for a baby

Availability

fully-booked = no rooms available





Other facilities

Ensuite bathroom = a bathroom attached to the bedroom

A safe = a box with a key where you put valuables (passport, jewellery, money etc)

A minibar = a small fridge with drinks inside such as coke, water, juice, wine

Tea and coffee making facilities = a kettle (to boil water), cups, coffee, milk, sugar and tea sachets

(24-hour) room service = meals delivered to your room

Laundry / dry cleaning service = your clothes can be washed

Ensuite bathroom



Bar and restaurant = the hotel has a bar and a restaurant for drinks and meals

Wifi = internet connection

Full English breakfast = big breakfast with toast, eggs, bacon, cereal, etc

Continental breakfast = small breakfast with croissant, coffee, juice

A wake-up call = when the telephone rings to wake you up



Checking Availability

Do you have any vacancies?

From what date?

For how many nights?

How long will you stay?

What sort of room would you like?

- I would like a single room, double room, twin room, triple room, suite
- I 'd like a room with...., an en-suite bathroom, a bath, a shower, a view, a sea-view, a balcony

Could we have an extra bed?

Asking about facilities

Does the room have..?

- Internet access
- air condition

Is there a..?

- swimming pool,
- sauna,
- gym,
- beauty salon,
- lift

- Do you allow pets?
- Do you have a wheelchair access?
- Do you have a car park?
- The room has a shared bathroom



<https://youtu.be/BVWwhh0Uj90>

Discussing terms

- What's the price per night?
- Is the breakfast included?
- That's a bit more than I wanted to pay
- Can you offer me any discount?

Have you got anything.....?

- cheaper

- bigger

- quieter

Could I see the room?

Making the booking

Here are some phrases you can use on the phone to make a booking in English.

- **I'd like to book** a (single / double / twin) room for two nights, please.
- **I'd like to make a reservation for** a (single / double / twin) room for the night of (date), please.
- (a reservation = a booking)
- **Do you have** any double rooms left for the weekend?
- Do you have any double rooms available this weekend?
- (left = available)

- How much is... a single room / a double room / a suite?
- What time is check-in? (check-in = when you arrive and give your passport information)
- What time is check-out? (when you leave and pay)
- What time is breakfast?
- Are all your rooms ensuite? (= with bathroom)
- Is there wifi in the room?
- Is there a lift? (lift / elevator)

Starting the conversation

I'd like to.....

.... book a double room (for two nights from Monday 2 August to...)

.... book a table (for two at 9 pm tomorrow night)

.... book a flight (from London to Paris on Tuesday 10 November)

.... book seats (tonight for "Phantom of the Opera")

You can also reserve a room, a table or seats.

Responding to questions

- How many people is the booking for?
... It's for two people.
- How would you like to pay?
... Can I pay by credit card?
- Can you spell your surname?
... Yes, it's B – R – O – W – N.
- Can you give me your credit card number and expiry date?
... Yes, it's

Travel bookings

What time do you want to leave / arrive / check-out?

... I'd like to arrive in London by 6 pm.

Do you like to take advantage of our special insurance / extra facilities?

... No thank you / Could you give me extra information?

Asking for more information

Does this price include all taxes? (for hotels and flights)

Is there a booking fee? (for flights, theatre tickets)

How much is the baggage allowance? (for flights)

Could you confirm my booking?

What time should I arrive? (for theatre, restaurants)

What time do I have to check in / do I have to check out? (for flights, hotels)

Is there an ensuite bathroom? (for hotels)

Tips

Remember the essential information:

- how many nights (at a hotel)
- how many people (at a restaurant or the theatre)
- what time (for a flight or at a restaurant)
- how much does it cost (for a flight, theatre tickets or a hotel room)

Dialogue

Hotel Reservation

Receptionist: Good afternoon! This is Capitol Hotels in Washington, D.C. How may I help you?

Mr. Abrams: Hi, I'd like to schedule a reservation for this upcoming weekend from Friday night until Sunday.

Receptionist: Sure! Let me check and see what rooms are available. Do you need a room with one bed or two?

Mr. Abrams: My wife and I will be visiting the city, but a room with one bed will be just fine.

Receptionist: Alright... It looks like we have several rooms available. Would you care for a room with a balcony?

Mr. Abrams: A single room with no balcony will suit our needs just fine. I did notice on your website that you have a pool and an exercise room. Are these facilities available for all hotel guests?

Receptionist: Yes, all hotel guests are allowed access to those facilities. The hotel stay also includes breakfast. We have a restaurant on-site that also serves lunch and dinner, but those meals are not included in your lodging fee. Mr.

Abrams: Okay, that's fine. What time are both check-in and check-out?

Receptionist: Check-in for you on Friday can be any time after 3:00 p.m. Check-out will be on Sunday before noon.

Mr. Abrams: Sounds great!

Mr. Abrams: Okay, that's fine. What time are both check-in and check-out?

Receptionist: Check-in for you on Friday can be any time after 3:00 p.m. Check-out will be on Sunday before noon.

Mr. Abrams: Sounds great!

Receptionist: I am glad that I could help you today. Is there anything else that you need at this point in time?

Mr. Abrams: Would you like my credit card information now, or can I take care of that upon my arrival to the hotel's reception desk?

Receptionist: We can handle payment upon your arrival on Friday. We look forward to seeing you then!

Mr. Abrams: Thank you! I look forward to my stay.

Receptionist: Enjoy the rest of your week!

What is the name of the hotel where Mr. Abrams plans on staying?

a Kennedy Hotels	b Washington D.C.
c Lincoln Hotels	d Capitol Hotels

For how long does Mr. Abrams plan on staying at the hotel?

a Three nights	b Two nights
c Overnight	d A week

Question 3:

What kind of room does Mr. Abrams request to stay in?

a A double room without a balcony.

b A double room with a balcony.

c A single room with a balcony.

d A single room without a balcony.

Question 4:

All of the following are amenities the hotel offers its guests except:

a Free breakfast

b An exercise room

c A massage room

d A swimming pool

Question 5:

At what time can Mr. Abrams check into the hotel on Friday?

<input type="radio"/> a Before noon	<input type="radio"/> b Before 11:00 a.m.
<input type="radio"/> c After 3:00 p.m.	<input type="radio"/> d After 1:00 p.m.

Question 6

When does Mr. Abrams plan on giving the hotel his credit card information?

<input type="radio"/> a Upon his arrival to the reception desk	<input type="radio"/> b At the end of his stay
<input type="radio"/> c Mr. Abrams wants to pay in cash	<input type="radio"/> d During the phone call

<https://english-at-home.com/booking-a-hotel-room/>