

# ENL 3683

## English for Hotel

### Unit 3 Making reservation



In hotels, the rooms are categorized and priced according to the type of bed, number of occupants, number of bed, decor, specific furnishings or features and nowadays special even the special theme available in the room.

The rooms type examples below are seen most often, but the room names may still vary per hotel

# Room Types by Occupancy

**Single:** A room assigned to one person. May have one or more beds.

**Double:** A room assigned to two people. May have one or more beds.

**Triple:** A room assigned to three people. May have two or more beds. A room that can accommodate three persons and has been fitted with three twin beds, one double bed and one twin bed or two double beds.

**Quad:** A room assigned to four people. May have two or more beds.

# Hotel Rooms by Bed

- Some hotels classify rooms by the number or size of the beds in the room. However, hotels still have restrictions on how many guests are allowed per room.  
**Queen:** A room with a queen-sized bed. May be occupied by one or more people.
- **King:** A room with a king-sized bed. May be occupied by one or more people.
- **Twin:** A room with two twin beds. May be occupied by one or more people.
- **Double-double:** A room with two double (or perhaps queen) beds. May be occupied by one or more people.
- **Studio:** A room with a studio bed – a couch that can be converted into a bed. May also have an additional bed

What are these room type?













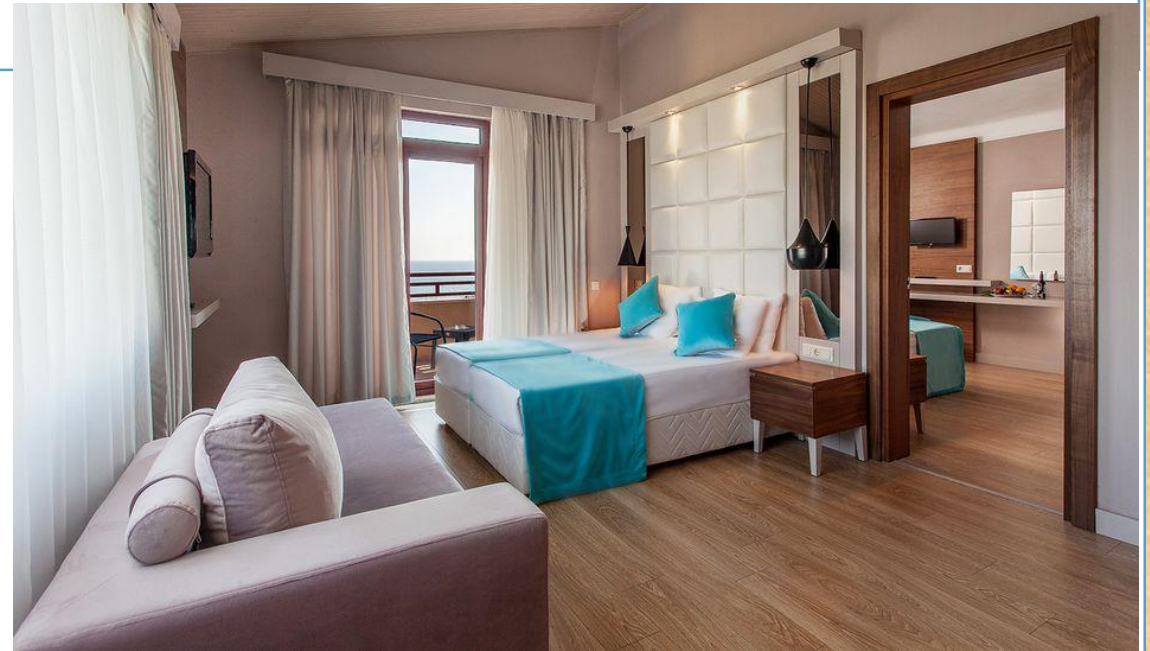
# Hotel Rooms by Layout

There are some rooms designated a certain price according to the layout - how big the rooms are, if there's an adjoining second bedroom, or if there is a kitchen area and living space (making the room a suite).

- **Standard room:** is likely the same as a queen or a single room, great for a traveler or a couple. Expect a double bed.
- **Deluxe room:** these rooms might be a bit bigger with slightly upgraded amenities or a nicer view. These rooms are typically equipped for groups who need more space, like a couple or small family.

**Joint room:** a sometimes called an adjoining room,

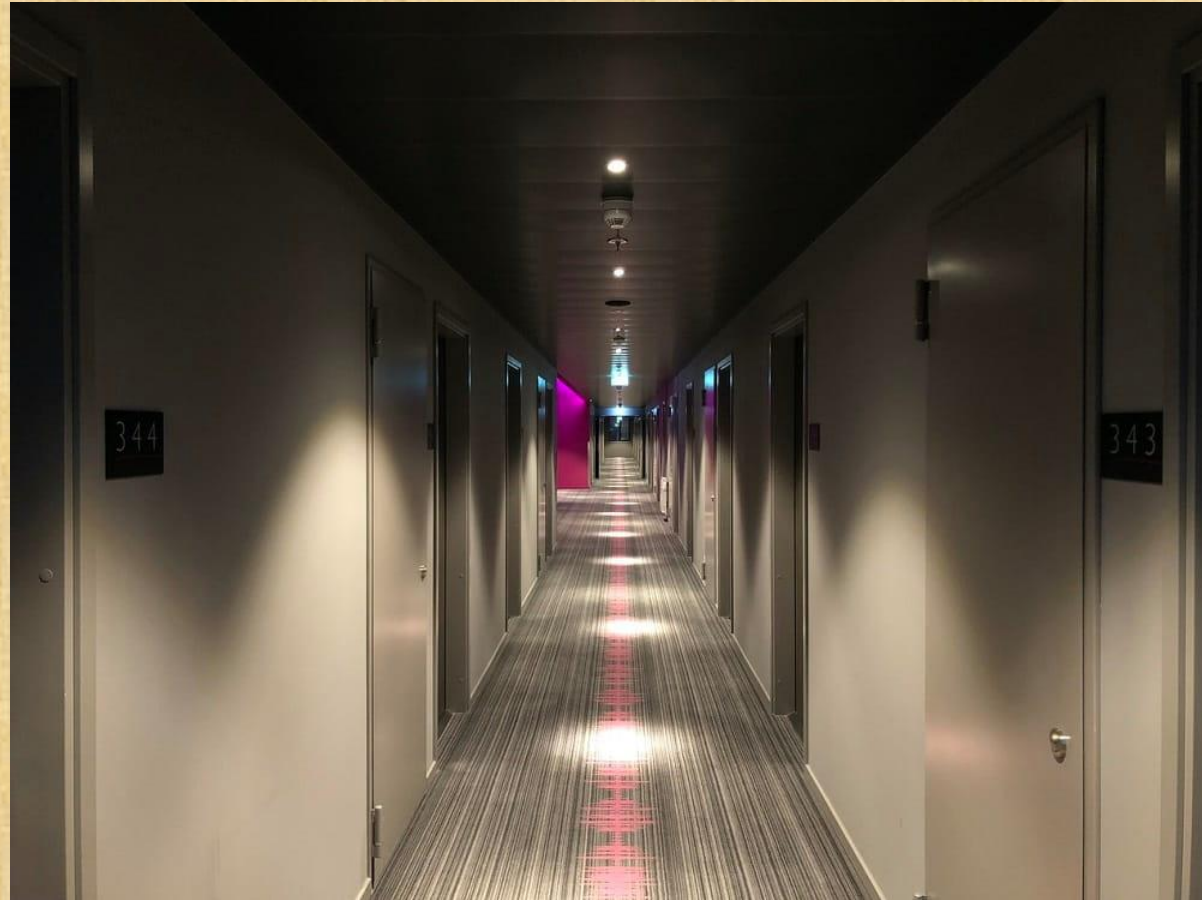
An adjoining room is two guest rooms that are located next to each other and are connected by a locked door between them.



**Connecting room:** these rooms have a connecting door between them, as well as individual doors to get to the outside. Great for families or groups who don't want to have to walk through the hallway to move between rooms.



**Adjacent rooms:** Rooms close to each other, perhaps across the hall.



- Types of Suites can include:
- **Master Suite:** A parlor or living room connected to one or more bedrooms.



- **Mini-Suite or Junior Suite:** A single room with a bed and sitting area. Sometimes the sleeping area is in a bedroom separate from the parlor or living room.



**Apartment-style:** These rooms target long stay guests with full kitchens, laundry, and other amenities



**Accessible room:** hotels are required by law to provide a certain number of handicapped-accessible rooms. These rooms will have space for a wheelchair to move easily, and a bathroom outfitted for a disabled person.





**Cabana:** cabana rooms open out onto the swimming pool or have a private pool attached to the room. This room type is more common in [boutique hotels](#).



**Villa:** most villas can be found at [resorts](#). These kinds of rooms are actually stand-alone houses that have extra space and privacy. Villas typically come equipped with multiple bedrooms, a living room, a swimming pool, and a balcony





## CONVERSATION

### Front Desk Receptionist

- Enterprise Hotels, Lisa speaking. How can I help you?
- What date are you looking for?
- How long will you be staying?
- How many adults will be in the room?
- I'm afraid we are booked that weekend.
- There are only a few vacancies left.
- We advise that you book in advance during peak season.

- Will two double beds be enough?
- Do you want a smoking or non-smoking room?
- The dining room is open from 4 pm until 10 pm.
- We have an indoor swimming pool and sauna.
- We serve a continental breakfast.
- Cable television is included, but the movie channel is extra.
- Take Exit 8 off the highway and you'll see us a few kilometers up on the left hand side.
- The rate I can give you is 3,500 Baht with tax.
- We require a credit card number for a deposit.

## **Guest**

- I'd like to make a reservation for next week.
- Is it necessary to book ahead?
- Do you charge extra for two beds?
- How much is it for a cot?
- Do you offer free breakfast?
- Is there a restaurant in the hotel?
- Do the rooms have refrigerators?
- Do you do group bookings?
- Is there an outdoor pool?
- Do you have any cheaper rooms?
- When is it considered off- season?

- **Reading practice**

- **Receptionist:** Thanks for calling Quality Inn. Morine speaking.
- **Caller:** Hello. I'm interested in booking a room for the September long weekend.
- **Receptionist:** I'm afraid we're totally booked for that weekend. There's a convention in town and we're the closest hotel to the convention centre.
- **Caller:** Oh, I didn't realize. Well what about the weekend after that?
- **Receptionist:** So... Friday the seventeenth?
- **Caller:** Yes. Friday and Saturday.
- **Receptionist:** It looks like we have a few vacancies left. We recommend that you make a reservation, though. It's still considered peak season then.
- **Caller:** Okay. Do you have any rooms with two double beds? We're a family of four.



**Receptionist:** Yes, all of our rooms have two double beds. The rate for that weekend is \$129 dollars a night.

**Caller:** That's reasonable. And do you have cots? One of my daughters might be bringing a friend.

**Receptionist:** We do, but we also charge an extra ten dollars per person for any family with over four people. The cot is free.

**Caller:** Okay, but I'm not positive if she is coming. Can we pay when we arrive?

**Receptionist:** Yes, but we do require a fifty dollar credit card deposit to hold the room. You can cancel up to five days in advance and we will refund your deposit.

**Caller:** Great, I'll call you right back. I have to find my husband's credit card.

**Receptionist:** Okay. Oh, and just to let you know...our outdoor pool will be closed, but our indoor pool is open.

# Answer the question

- 1. Why did the caller phone the hotel?
  - to change a reservation
  - to report a cancellation
  - to inquire about available rooms
- 2. The caller can't stay on the September long weekend because the hotel
  - is fully booked
  - is hosting a convention
  - is closed for the season
- 3. What will the caller do before calling back?
  - research other hotels
  - discuss it with her husband
  - find a credit card to pay the deposit

# Making a hotel reservation

- **Part I New words**

- Arrival elevator
- Departure vending machine
- Passport room service
- Flight transportation
- Lobby complimentary breakfast
- Front desk shuttle bus
- Concierge taxi

# Making a hotel reservation

## Part II Dialogue: At the front desk or concierge

Guest: Excuse me, I want to stay at this hotel

Staff: Ok. What kind of room would you like?

Guest: I want to stay in a room with twin beds

Staffs: How many people will be staying with you?

Guest: There will be 4 people all together, 2 adults and 2 children

Staff: How long will you stay?

Guest: we will stay for 1 week

Staff: Will you pay with cash or credit card?

Guest: How much does it cost?

Staff: The room with twin beds costs 220\$ per night.

Guest: OK. I will pay with a credit card

## **Change the sentence with these words:**

A queen bed

2 adults

A single bed

2 children

A hot tub

3 days

With a debit card

just me

• **Part III: True or false. If false please correct the sentence.**

1. The guest wants a room with a hot tub.
2. The guest is alone.
3. The guest will stay for 2 weeks.
4. It cost 200\$ per night.
5. the guest will pay with a credit card.
6. The guest has to pay total 1540\$.

# Listening Practice



<https://www.esl-lab.com/easy/hotel-reservations/>

**The man finally makes a reservation for March**

**\_\_\_\_\_.**

- March 22nd
- March 20th
- March 21<sup>st</sup>

**What kind of room does the man prefer?**

- a non-smoking room
- a smoking room
- either one is okay

**The room costs \_\_\_\_\_ plus tax.**

- 88 dollars
- 80 dollars
- 96 dollars

**How do you spell the man's name?**

- Mexner
- Maexner
- Maxner

**• Why doesn't he want to reserve the suite?**

It's too expensive.

It doesn't have a nice view.

It doesn't come with a sauna bath.



<https://www.esl-lab.com/difficult/hotel-checkin/>

- **The man's name is \_\_\_\_\_ Nelson.**
- Chad
- Charles
- Chris
- **The first problem with the reservation is that \_\_\_\_\_.**
- the price for the room is more than he expected
- the hotel confused him with another guest
- the rooms are overbooked for that evening

• **Mr. Nelson made a hotel reservation for the \_\_\_\_\_.**

• nineteenth

• twentieth

• eighteenth

• **A \_\_\_\_\_ in the city is making it impossible to get another room.**

• a music festival

• marathon

• a conference

• **The hotel is ready to give Mr. Nelson a \_\_\_\_\_ discount after he complains.**

• 25%

• 15%

• 20%

• **Free breakfast is available on \_\_\_\_\_.**

• every day

• weekends

• weekdays

## Speaking exercise

- **Guest:** Hi. I have a reservation for tonight.
- **Hotel Clerk:** And your name?
- **Guest:** It's Nelson. Charles Nelson?
- **Hotel Clerk:** Okay. Mr. Nelson. That's a room for five, and . . .
- **Guest:** Excuse me? You mean a room for five dollars? I didn't know the special was so good.
- **Hotel Clerk:** No, no, no. According to our records, a room for five guests was **booked** under your name.
- **Guest:** No. No. Hold on. There must be some mistake.
- **Hotel Clerk:** Okay. Let's check this again. Okay, Mr. Charles C. Nelson for tonight . . .
- **Guest:** Ah. There's the problem. My name is Charles Nelson, not Charles C. Nelson. [Uhh] You must have two guests under the name.

- **Hotel Clerk:** Okay. Let me check this again. Oh. Okay. Here we are.
- **Guest:** Yeah.
- **Hotel Clerk:** Charles Nelson. A room for one for the 19th . . .
- **Guest:** Wait, wait! It was for tonight. Not tomorrow night.
- **Hotel Clerk:** Hum. Hum. I don't think we have any rooms for tonight. There's a **convention** going on in town, and uh, let's see. Yeah, no rooms.
- **Guest:** Ah come on! You must have something. Anything.
- **Hotel Clerk:** Well. We do have some rooms under **renovation** with just a roll-a-way bed. [U-hh] None of the normal **amenities** like a TV or working shower or toilet.
- **Guest:** Ah man. Come on. There must be something else.
- **Hotel Clerk:** Well. Let, let me check my computer here. Ah!
- **Guest:** What?
- **Hotel Clerk:** There has been a cancellation for this evening. A honeymoon suite is now available.
- **Guest:** Great. I'll take it.
- **Hotel Clerk:** But I'll have to charge you two hundred fifty dollars for the night.

- **Hotel Clerk:** Well. The best I can give you is a ten percent discount plus a ticket for a free continental breakfast.
- **Guest:** Hey. Isn't the breakfast free anyway?
- **Hotel Clerk:** Well, only on weekends.
- **Guest:** I want to talk to the manager.
- **Hotel Clerk:** Wait, wait, wait Mr. Nelson. I think I can give you an additional 15 percent discount and I'll **throw in** a free room for the next time you visit us.
- **Guest:** That'll be a long time.

## • Vocabulary and Sample Sentences

- **book** (*verb*): to reserve in advance, for example, a plane ticket or a hotel room
  - You'll need to book a room at least a month in advance.
- **convention** (*noun*): a large formal assembly or group of organized meetings held over several days
  - Participants can receive a discount if they register early for the convention.
- **renovation** (*noun*): the condition of being restored to its former good condition
  - The convention center is under renovation to repair damage caused by the tornado.
- **amenities** (*noun*): things that make one comfortable and at ease

My son had a difficult time adapting to life

## Post exercise speaking

- Talk about a hotel where you stayed at least one night. How much did it cost to stay? Describe the room and the hotel facilities. Would you stay there again? Why or why not?
- Choose a city that you want to visit and use the Internet to find three cheap, affordable accommodations (hotels, youth hostels, etc.) that interest you in that area. Then, compare prices, location, and amenities of each. Finally, decide where to stay based on the information you collected. What are the advantages and disadvantages of each?



- <https://hoteltechreport.com/news/room-type>
- <https://www.englishclub.com/english-for-work/hotel-reservation.htm>