

# AT THE HOTEL

## Vocabulary



Lift / elevator



Receptionist



Double room (with a double bed)



Single room (with a single bed)



Twin room (with two single beds)



Porter / bellboy



Key



Key card



Pillow



Mini-bar



Trouser press



Cot



Safety-deposit box / safe

## More words

- **Reception / front desk** – the area in the hotel entrance where you can book rooms or ask questions. The receptionist is usually behind a long table.
- **Guest** – a person who is staying in a hotel.
- **Lobby** – the large area near the entrance just when you walk into a hotel.
- **Room service** – if a hotel has “room service”, it will bring food / drinks to your room.
- **Suite** – the most luxurious room in a hotel
- **Bill** – a piece of paper with information about how much you have to pay for the hotel room.
- **Hotel manager** – the person in charge of the hotel and the staff who work there.
- **Air-conditioning** – a machine that produces cold air.
- **Heating** – a machine that produces warm air.
- **Balcony** – an area on the outside of a room with a railing (a guard or barrier) around it.
- **View** – what you can see from the hotel window: the land, sea, mountains, etc.
- **Floor** – the second “floor” of a building (for example) refers to the second level of that building with all the rooms on it.
- **Check in** – when you “check in” to a hotel, you go to the front desk and tell them that you’ve arrived.
- **Check out** – when you “check out”, you go to the front desk and tell them that you’re leaving. You often pay at this point.
- **Wake-up call** – a telephone call from the hotel that will wake you up at a certain time.
- **Reservation** – if you make a “reservation”, you telephone the hotel and arrange to have a room on a particular day.

## Useful expressions

### What you say

- I’d like a room for two nights, please.
- I’d like a single room, please.
- I have a reservation under the name of Smith.
- Does the hotel have a swimming pool?
- Is breakfast included?
- We need a cot for the baby, please.
- Could I have a wake-up call at 6am, please?
- What time do we have to check out?

### What you hear

- What name was the reservation made under?
- Here’s your key. It’s room 458.
- It’s on the fourth floor.
- The lift is just over there.
- Would you like someone to help you with your bags?
- Breakfast is served between 7 and 11.
- Check-out is at midday.
- Shall I call a taxi for you?

## Dialogue: Checking in

Melissa has just arrived at the hotel where she’s staying. She’s at the front desk.



- Receptionist:** Hi, can I help you?  
**Melissa:** Yes, I made a reservation a couple of weeks ago.  
**Receptionist:** What name did you make it under, please?  
**Melissa:** Simmonds, Melissa Simmonds.  
**Receptionist:** Ah, yes, a single (1) \_\_\_\_\_ for two nights.  
**Melissa:** Actually, it was a double room for three nights.  
**Receptionist:** Oh, I’m sorry about that. I’ll just change the (2) \_\_\_\_\_. Right, so that’s a double room for three nights.  
**Melissa:** Yes, I’ll be checking (3) \_\_\_\_\_ on Monday morning.  
**Receptionist:** Could I have your credit card and (4) \_\_\_\_\_, please?  
**Melissa:** Yes, here you are.  
**Receptionist:** Thanks. You’re in room 625, which is on the sixth floor. Here’s your key card, and the (5) \_\_\_\_\_ is just over there.  
**Melissa:** Great. What time is the restaurant open for (6) \_\_\_\_\_, please?  
**Receptionist:** Between 7am and 10am.  
**Melissa:** OK, and is there a swimming pool here?  
**Receptionist:** Yes, just down those stairs over there on the right. We’ve got some pool (7) \_\_\_\_\_ if you need one.  
**Melissa:** Perfect.  
**Receptionist:** And let me know if there’s anything else you need. Enjoy your stay.  
**Melissa:** Thanks.