

# Staying at a Hotel

**Assignment:** Choose a hotel or youth hostel to stay at in your destination city. Check prices and room availability. Who can find the best deal?



## Make a reservation for:

One person (single room)

Two nights - Fri. and Sat.

Nonsmoking room

Breakfast included

## Make a reservation for:

Two people (double room)

One night

Smoking room

No meals included

## Make a reservation for:

Five people (2 double rooms)

Four nights - Thurs. - Sun.

Nonsmoking room

One room needs a child's cot

## Role Play - Check in Without Reservation

### Student A:

You don't have a reservation but want a room. You are traveling alone.

\_\_\_\_\_

\_\_\_\_\_

### Student B:

There are no single rooms available. Help the customer check in to a double room.

\_\_\_\_\_

\_\_\_\_\_

## Vocabulary:

accommodation	room service
motel	house keeping
reservation	hostel
front desk	porter

## HOTEL PORT MARION

1564 West Main Street  
Port Marion Fl. 34669  
(315) 555-4190

Last	Given	MI
Phone	Street Address	
(   )   -		
(   )   -		
Emergency Contact:		Children
Email: (optional)		
Length of Stay	Smoking / Nonsmoking	
/   /   -   /   /		
Room type:   Single: _____ Double: _____ Suite: _____		
Number of Occupants: _____	Breakfast: _____	Dinner: _____
Signature: _____		
FOR OFFICE USE ONLY		Yellow copy submission to office by end of business day. FAX: (315) 555-4192
Rate / Specials Code:                      -                      -		
Management and staff make no claims or assume no responsibility for lost or stolen goods.		HOTEL PORT MARION is a totally fake name made up entirely for this ESL/ELL worksheet. Any similarity to an actual hotel is completely coincidental.
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- A:** Welcome. How can I be of service sir?  
**B:** Hi there. Yeah, I have a reservation for tonight.  
**A:** I see. And what name is it under?  
**B:** My name is Alesmith.  
**A:** I see. I'm sorry I don't see anything under that name.  
**B:** Actually, I'm here on business. It might be under my company's name; Chem-Tek.  
**A:** Ah! Yes. Here it is. Sorry about the confusion.  
**B:** No problem.  
**A:** Ok sir. I'll just ask you to fill out this form. Do you need any help with your bags?  
**B:** No thanks. I'm traveling light.  
**A:** Very well. And I'll just take that. Here is your key. The elevators are there to your left.  
**B:** Thank you so much.

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( ) -			
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Email: (optional)			Children
Length of Stay		Smoking / Non smoking	
/ / - / /			
Room type: Single: _____	Double: _____	Suite: _____	
Number of Occupants: _____		Breakfast: _____ Dinner: _____	
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- A:** Welcome. How can I help you ma'am?  
**B:** Hi. I'm sorry, I don't have a reservation. Do you have any single rooms available?  
**A:** Let me see. I'm sorry, we don't have any singles available. We do have a double available.  
**B:** Is it much more?  
**A:** No ma'am. I can give it to you at the same price.  
**B:** Oh! Thank you so much. I'm here on business and my company forgot to make a reservation. I was so worried. Thank you.  
**A:** Of course. Will this be cash or credit?  
**B:** Credit.  
**A:** Okay, ma'am. Please fill out this form. Do you need anything else?  
**B:** Some help with my bags would be great.  
**A:** Of course. Wait here just a moment.  
**B:** Thank you so much.

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- A:** Hello. Can I help you sir?  
**B:** Hi. I have a reservation for tonight.  
**A:** Ok. What's your name?  
**B:** My name is Alesmith.  
**A:** Alright. I'm sorry, I can't find your reservation.  
**B:** Well, I'm here on business. My company's name is ChemTek.  
**A:** Ah! Yes. Here it is. My apologies.  
**B:** No problem.  
**A:** Okay, sir. Please fill out this form. Do you need help with your bags?  
**B:** No thanks.  
**A:** Great. Here is your key. The elevators are to the left.  
**B:** Thank you so much.

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Last	Given	M	
Phone	Street Address		
( ) -			
( ) -			
Emergency Contact:		Children	
Email: (optional)			
Length of Stay		Smoking / Nonsmoking	
/ / - / /			
Room type: Single	Double	Suite	
Number of Occupants:			
Signature:	Breakfast:	Dinner:	
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- A:** Welcome. How can I help you ma'am?  
**B:** Hi. Do you have any single rooms available?  
**A:** I'll check. I'm sorry, we don't have any singles but we have a double.  
**B:** Is it expensive?  
**A:** No ma'am. It's the same price.  
**B:** Oh! Thank you so much. I forgot to make a reservation. I was so worried. Thank you.  
**A:** Of course. Will this be cash or credit?  
**B:** Credit.  
**A:** Okay, ma'am. Please fill out this form. Do you need anything else?  
**B:** Can someone help me carry my bag?  
**A:** Of course. Wait here just a moment.  
**B:** Thank you so much.

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## Staying at a hotel

The conversations in this worksheet show two situations, one where someone has a reservation and one where they don't.

### BE CAREFUL

The first page of conversations and the second page of conversations are NOT the same. They are written to slightly different levels so please don't mix them up.

There's so much you can do with this. Practice role playing the task, talking about travel and hotels based on preferences and experience. It's actually a really fun topic with functions and language of all types coming into play.

My usual method for covering something like this is NOT to try to stuff it all into a single class.

1. Start off talking about hotels. For lower level students give specific questions to guide them along.
2. Go to the conversation for listening.
3. For lower level students stick to a similar topic with more to talk about. If your first topic was hotels, your next topic could be bad business trips etc. For higher level students make a larger topic change like an upcoming business trip or something totally different. You can do this in reverse as well with vacations in general leading to a more specific conversation about hotels.
4. For lower level students you may wish to practice filling out forms or role play one person as the concierge and others as the guests checking in.