

At 'SleepWell Hotel' in Galena, the USA

Doorman: Welcome to Hotel SleepWell. May I help you with your luggage?

Brandon: No, thank you. We can manage on our own. However, would you tell us where **to check in**?

Doorman: Certainly!! Just walk past the table with flowers and you will see the **check-in counter** on your right-hand side. There should be someone there to assist you.

Brandon: It seems easy enough to find. Thank You.

Doorman: You're welcome.

Brandon & Marlies proceed to the reservation desk beyond the table of fresh flowers to be greeted by a cheerful, well-dressed young lady named Gabby.

Gabby: Good afternoon! My name's Abigail, but you may call me Gabby. How may I help you today?

Brandon: We would like to check-in. The last name is Jordan.

Gabby: Very good. Thank you for choosing Hotel SleepWell. Our computer shows your reservation for a two-night stay featuring a **king-size** bed at a rate of \$90 per night. Your room includes a whirlpool tub, air conditioning, television, and a mini refrigerator. We do **require identification from all guests** and **full payment at time of check-in**. Your total amount due is \$180. How would you like to pay, cash or credit?

Marlies (*speaking to Brandon*): Honey, let's just use the debit card this time. We should save our cash for **getting around town** this weekend.

Brandon: Good thinking.

Marlies: Gabby, here is my debit card. Does it matter if the surname on my card is different from Brandon's?

Gabby: No Miss. We accept all currency here at Hotel SleepWell. All money is welcomed. Ha-ha

Marlies: You're funny. Are you a comedian?

Gabby: No Miss. I just aim **to please all our guests**.

Brandon: (*in a very serious tone*) Very **cheeky**! Is there anything else you need from us?

Gabby: No, Mr. Jordan. Your room number and **complimentary wi-fi password** are printed on the back of your receipt. The elevators are around the corner to the left. Again! Thank you for choosing Hotel SleepWell. Enjoy your stay and please **feel free to dial 0 on the room phone** if you have any additional questions or concerns. I hope you'll find your weekend here in Galena to be beyond dreams.

Brandon & Marlies: Thank you



1 Read the story and answer the questions.

1. What is the first thing Brandon and Marlies need to do after their arrival?
.....
2. What kind of room did Marlies book?
.....
3. What is the total cost of staying in the hotel?
.....
4. How are they going to pay?
.....
5. What can they do if they have any other requests or needs?
.....

2 Read the definitions and match them to the words and phrases in the box.

<i>A) feel free to dial ...</i>	<i>B) whirlpool tub</i>	<i>C) check in</i>	<i>D) require identification from all guests</i>
<i>E) king-size</i>	<i>F) complimentary wi-fi password</i>	<i>G) doorman</i>	<i>H) check-in counter</i>
<i>I) require full payment at time of check-in</i>	<i>J) please all guests</i>	<i>K) cheeky</i>	<i>get around town</i>

- – a man whose job is to stand by the door of a hotel and allow people to go in and out, help with the luggage, open their car doors, etc.
- – report your arrival, especially at an airport or hotel, so that you can get the service you are paying for
- – the place where you are supposed to go when you arrive at an airport or a hotel
- – larger than the ordinary size and usually the largest size available
- – a large tub which is filled with water and it often has jets to circulate the water; good for relaxing and relieving muscle ache
- – it means that they need some kind of ID (for example, a passport or a driving license) from all the people registered at the hotel
- – it means that, as a guest, you need to pay when you check in and before you enter your room at the hotel
- – travel through the town
- – make the guests feel satisfied
- – slightly rude or showing not respect
- – wi-fi is included in the price of the room
- – do not hesitate to push number ...

3 In the list provided tick only the items which refer to booking a room in a hotel.

date of arrival and number of nights		parking availability	
interior colour		number of guests	
repairs needed?		engine	
breakfast included?		number of doors?	
wi-fi availability		automatic or manual shift	
leather or cloth?		number of beds	
refrigerator availability		any accidents?	
garaged or kept outside?		check-in and check-out time	
price per night		mileage?	

What do the other items you didn't tick refer to?

- a) buying/selling an apartment
- b) buying/selling a bike
- c) buying/selling a car

4 Read and complete the dialogue. Use the words in the box

breakfast	available	assist	guests	reservation	conditioning
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Reservation Agent: Hotel SleepWell, how may I 1) you?

Marlies: Hello, I'm calling to check on your room availability for a two-night stay on November 13th for two 2)

Reservation Agent: Good Morning. I'd be happy to assist you. Will you be needing one bed or two?

Marlies: One bed is fine, but we do need Wi-Fi and a refrigerator.

Reservation Agent: No, problem. All of our rooms offer a mini refrigerator, free Wi-Fi, 42" flat screen TV, and complimentary 3) Our room rate for a single king-size bed and private bathroom with a shower is \$80 per night. However, for an extra \$10 per night I can put you in our larger deluxe room which includes air 4) and a whirlpool therapy tub.

Marlies: The deluxe room would be great. Oh, is there parking 5)?

Reservation Agent: Yes, we have a secured indoor parking garage, at no extra charge, located adjacent to the hotel. You can't miss it. Ok, if you have no additional questions we may proceed with securing your 6) Would you like to proceed by providing me with your name, address and telephone number?

Marlies: Yes, We'll take it! My name is

5 You're on the road and need to book a room for one night. Your partner works in a hotel at the reception and answers your call. Present an appropriate dialogue. Use the text in Ex 4 as a model.

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