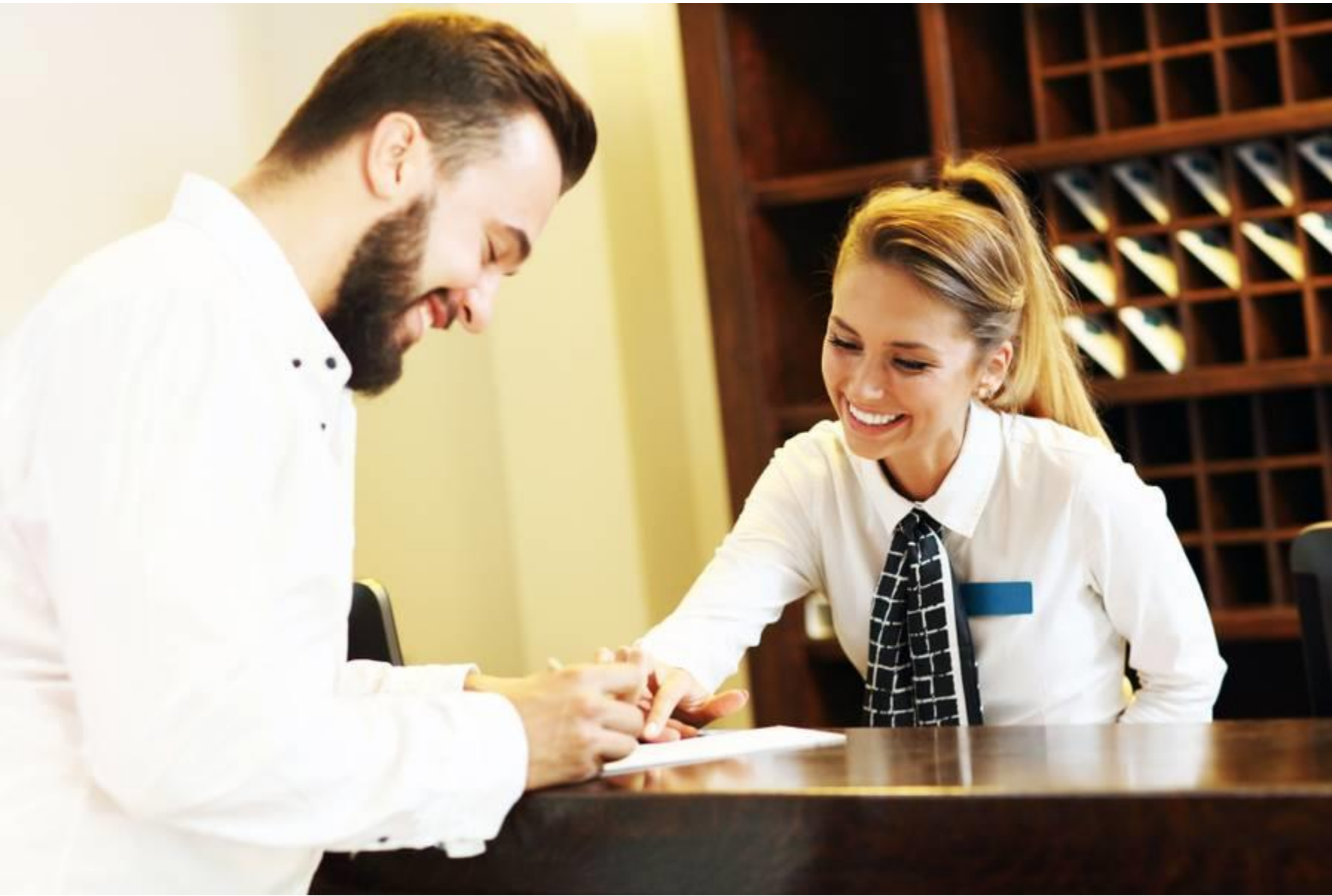




Checking into a hotel;

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I'd like to check in.


• Checking into a hotel

1 | Vocabulary

A Write these travel words in the correct categories. Try to add one more word to each list.

dorm	business center
single	motel
youth hostel	pool
hotel	campground
triple	double

Places to stay	Facilities	Types of rooms

 **B PAIR WORK** Tell your partner which places you have visited and where you stayed. _____

Example:

A: I went camping last summer and I stayed in a campground.

B: I stayed at a four star hotel in Paris. The hotel restaurant was really good.

2 | Conversation

CD1 14 A Listen. What does Mira provide the hotel clerk? How long is she staying?

Mira: Hello. I'd like to check in, please. My name's Mira Abboud.

Hotel clerk: Yes, I have your reservation here, Ms. Abboud.

May I have your passport?

Mira: Here you are. By the way, is there wireless Internet in the room?

Hotel clerk: Yes, but for a fee. It's free in the lobby. Can I have your credit card, please?

Mira: Sure.

Hotel clerk: Thank you. Let me confirm this for you. You have a single room for four nights, checking out on the 16th. Is there anything more I can do for you?

Mira: I don't think so. Thank you.

Hotel clerk: You're welcome. Enjoy your stay.



3 Language Booster

A Notice how we check into a hotel.

Checking into a hotel

Do you have a reservation?

Are you here for four nights?

Is one queen-size bed OK?

Can I have your credit card, please?

May I see your passport, please?

Could you fill in this form?

Responding

Yes, I do.

That's right.

Yes, that'll be fine.

Yes, here you are.

Of course. Here you go.

Yes, of course.

B PAIR WORK Take turns checking into a hotel. Use the ideas below.

pool

ID card

restaurant

business center

double room

4 Pronunciation Linking sounds

A Listen and practice. Notice how consonant sounds at the end of words are linked to the vowel sounds that follow them.

1. Do you have a reservation?

2. Could you fill in this card?

B PAIR WORK Practice these sentences and questions. Pay attention to linked sounds.

1. Can I have your ID card?

3. Please enjoy your stay with us.

2. Wireless is free here in the lobby.

4. Is there anything more I can do?

SPEAK *with* CONFIDENCE

A PAIR WORK Fill in the information below. Then take turns practicing the conversation between a hotel clerk and a guest.

Hotel clerk: Hello. Can I help you?

Guest: _____

Hotel clerk: Certainly. Do you have a reservation?

Guest: _____

Hotel clerk: Ah yes. Here's your name. Can I see your I.D.?

Guest: _____

Hotel clerk: Thank you. And could you fill in this registration card?

Guest: _____

Hotel clerk: Is there anything more I can do for you?

Guest: _____

Assignment / Tugas

- 1. Look at a text in next slide**
- 2. Study, try to memorize, and find how to pronounce the words in the text**
- 3. Make video use that text, tell you name, class, ID/NIM, and Major**

The hotel check in process and guest expectations

The hotel check in process has a pretty historical routine that is sticking around even to this day.

Generally the process is:

The First, the guest arrives and heads to your reception/front desk.

The second, the guest is identified and has their details checked

The third, Front desk staff will give the guest an introduction to the hotel.

The fourth, the guest will take note of amenities and regulations etc and ask any questions

The fifth, the guest will be handed their keys/keycard

The sixth, Luggage is taken to the room by the guest or hotel staff

The last, The guest enters and settles into their room

It's been roughly this way for so long that it's exactly what guests expect, but are they satisfied with a process that looks simple on paper but can become complicated and time-consuming?

Usually guests are told when they can check in and out too, with generally agreed upon check in and check out times. However, other arrangements can often be made between hotel and guest for early check-in or late check-out.

Most properties have a check in deadline because the front desk will close at certain times of day, such as overnight. This isn't always practical for the guest however, since flight times won't always align with check-in and check-out times.

THANK YOU

