

Your Hotel Stay



Hotel Categories



Hotels are usually categorised by quality, and the quality is indicated by a number of stars, from no stars (budget hotel) up to 5 stars (top-end).



The stars do not always mean the same in different parts of Europe or in the world... hotels to the south of Europe are usually of a lower standard, but less expensive than in the north.



Prices vary greatly between countries. UK is relatively expensive, especially London. Expect to pay at least £50 for a budget place outside London, and £150 in London. In the UK, B&B (bed and breakfast) is a good choice: inexpensive and informal.



Germany, Eastern Europe and France (except Côte d'Azur) are relatively good value. Benelux, Scandinavia and Switzerland are very expensive.



Hotel Categories

I was lucky enough to stay in a 5-star hotel in Hainan last summer. It was pretty nice, but...



Hotel Categories

What about a 7-star hotel?

Watch the video about the Burj-al-Arab!



Hotel Vocabulary

Arrival Date / Check-in date

Departure Date / Check-out date

Availability

Room rate

Reservation / Booking

Room types:

- Single/double/twin room
- Suite
- Family room

En-suite

Minibar

Lobby

Reception / Front Desk

Receptionist

Porter

Concierge

Maid > Housekeeping

Room service

Reservations

Nowadays, you will most likely make a reservation on-line. Some hotels, however, especially less expensive ones, do not offer this service and you will have to call them up.

Phrases:

- **Can I reserve a double room for 2 nights, please?**
- **Can I book a room for tomorrow, please?**
- **Does the room have an en-suite bathroom?**
- **Does the room rate include breakfast?**

Optional questions for your reference:

- Does the hotel offer sporting facilities / a swimming pool / a fitness room...?
- How far is the hotel from the beach?
- Is there a main road in front of the hotel?
- Do you have a room with sea/mountain view?

At the Front Desk

Checking In

Front Desk: Welcome to the Wyatt Hotel. How may I help you?

Traveller: I'd like a room please.

Front Desk: Would you like a single, a double or a twin?

Traveller: I'd like a double, please, with an en-suite bathroom.

Front Desk: Doubles are £90 per night, or £110 with a sea view.

Traveller: A normal room will be fine, thank you. Does the rate include breakfast?

Front Desk: Yes it does. Smoking or non-smoking?

Traveller: Non-smoking, please.

Front Desk: May I take your name, please?

Traveller: Jennifer Li.

Front Desk: Could you spell Li please?

Traveller: Li is L-I.

Front Desk: Thank you. How many of you are there?

Traveller: Just two.

Front Desk: How many nights would you like to stay?

Traveller: Just one night, please.

Front Desk: How will you be paying, cash or credit card?

Traveller: Is Visa OK?

Front Desk: Yes, that's fine. Would you like a wake-up call?

Traveller: Yes, I'd like a wake-up call for 6:30. Do you have a swimming pool by any chance?

Front desk: Yes, we do. It's on the 2nd floor. Here's your key. That is room 405 on the fourth floor. Breakfast is from 07:00-09:30 in the restaurant over there. Enjoy your stay!

Exercise:

1. Work in pairs. One of each pair works at the reception of a hotel, the other is a guest.
2. Practice the conversation for checking in.
3. When you get to the end, change roles.
4. After a few rounds, the teacher will remove the dialog and you should try yourself using the questions and answers on the next slide.

At the Front Desk – Checking In Exercise

Front Desk

Traveller

Welcome the guest to the hotel.

Questions:

- Name?
- Number of guests?
- Length of stay?
- Smoking/non-smoking?
- Room type?
- Options (like sea view)?
- Payment method?
- Wake-up call?

Present the key to room 405 and inform about breakfast time.

Enjoy your stay!

Answers:

- Non-smoking double room for 2 nights
- En-suite bathroom
- Sea view
- Pay with credit card
- No wake-up call

Traveller questions:

- Any sporting facilities (gym, pool)?
- Is there a hairdresser in the hotel?
- Breakfast included in rate?

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Checking Out

Traveller: I'd like to check out, please.

Front Desk: OK, what's your room number?

Traveller: 405.

Front Desk: Did you have anything from the minibar?

Traveller: No, I didn't.

Front Desk: OK, here's your bill. Can I take it from the same credit card you used to check in?

Traveller: Yes that's fine.

Front Desk: I hope you enjoyed your stay. Was everything all right?

Traveller: Yes, thank you. It's a very nice hotel!

Front Desk: Thank you! Have a good trip, and we hope to see you again some time.

Traveller: Thank you, good bye!

At the Front Desk – Checking Out Exercise

Work in pairs. As before, one of you plays the front desk clerk. This time, however, try to include some unexpected scenarios and see if you can have a discussion.

Front Desk

Questions:

- Room number?
- Did you use the minibar?
- Present the bill.
- Say good-bye.

Think of some funny things that have happened:

- The credit card is not working, ask for another one.
- The guest said the minibar was not used, but there is a box of chocolates missing (maybe the children have secretly eaten it?).
- The shuttle bus (穿梭车) to the airport has broken down, and you offer to arrange a taxi free of charge.

Or anything else you can think of. Be creative!

Traveller

Answers:

- Room 405, did not use the minibar.
- It's a very nice hotel!
- Good bye.

Think of some funny things that have happened:

- The bill has a bottle of champagne from room service on it, but you haven't ordered it.
- You complain about the bed being too hard and demand a discount.
- Ask for a taxi to the airport.

Or anything else you can think of. Be creative!