

Check-in: Dialogues

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STAGES OF REGISTRATION AND USEFUL PHRASES

- ☐ DETERMINING THE GUEST'S RESERVATION STATUS
- ☐ CREATING REGISTRATION RECORD
- ☐ ASSIGNING THE ROOM AND RATE
- ☐ ESTABLISHING THE METHOD OF PAYMENT
- ☐ GIVING THE ROOM KEY
- ☐ FULFILLING SPECIAL REQUESTS

DETERMINING THE GUEST'S RESERVATION STATUS

- Do you have a reservation?
- Could you give me your reservation number?
- Do you have a letter or fax confirming your reservation?
- Who made the reservation?
- When did you make the reservation?
- Could you give me your name, please?
- I'll just check for you on the computer.
- Ah, yes, here it is. A single room with bath / double room / suite until the 24th.
- I'm sorry, but I haven't got any record of your reservation.

CREATING REGISTRATION RECORD

- Could you fill in this form? Would you fill in this registration card?
- Would you like to register?
- Put your surname on the first line and then your name.
- Put your home address on the bottom line.
- May I see your passport, please?
- Have you got any identification?
- Put your date of birth, and next to it put your place of birth.
- Here is your registration card. Can you check through the details and sign here?

ASSIGNING THE ROOM AND RATE

- It's room ... on the ground / first / second ... floor.
- The daily rate is ...
- The room rate includes / doesn't include breakfast.
- Here's your key card. It gives details of your booking on the front. Inside it tells you about all the services the hotel provides.

ESTABLISHING THE METHOD OF PAYMENT

- How are you going to settle your account?
- How will you be settling your account? In cash or by credit card?
- How are you planning to pay your bill?
- Are you paying with a credit card?
- May I take an imprint of your credit card?

GIVING THE ROOM KEY

- Here's your key.
- The porter will show / escort / follow / take you to your room.
- The porter will take your bags up.

FULFILLING SPECIAL REQUESTS

- Oh, yes, certainly, we can arrange that for you.
- Yes, I think we can extend your stay. I'll just check the computer.
- I'm sorry, but only breakfast is served in the room.
- I'm afraid none of our rooms have a balcony.

TELLING THE CLIENT THERE'S NOT A VACANT ROOM

- Would you like me to get you a room in another hotel?
- Would you like me to call another hotel?
- I found you a room at

Record, sign, address, show, confirming, me, fill, reservation, register, here, may, id

1. Would you like to _____, please?
2. Do you have a letter _____ your reservation?
3. Could you _____ in this form, please?
4. Who made the _____?
5. Put your home _____ on the bottom line.
6. _____ is your key
7. Would you like _____ to call another hotel?
8. _____ I see your passport, please?
9. The porter will _____ you to your room.
10. I'm sorry, I haven't got any _____ of your reservation.
11. Have you got any _____?
12. _____ Here please.

phrases NOT suitable for welcoming guests?

1. Good evening, how may I help you?
2. It's good to see you again, Mr. Jones!
3. Hello, what do you want?
4. Your name?
5. It's nice to see you again, Mrs. Black!
6. Wait a moment.
7. Good afternoon, sir, do you have a reservation with us?
8. Back again, Mr. Smith?
9. Good evening, Mr. Williams.
10. How nice to see you again!
11. Enjoy your stay with us, Mrs. Black!

Read the conversation and fill in the gaps with the following words: sign, require, elevator, porter, imprint, registration, account, luggage, preference, enjoy, check, citizen

I'd like a room for the night.

Do you have a reservation?

No, I don't.

Do you have a _____ for a twin or a single room?

Single, please

Ok. You are in room 430. How will you be settling your _____?

By visa card.

May I take an _____ of your visa card?

Here you are.

Thank you. Because you are not a British _____ I'll _____ your passport in order to complete the _____.

Here it is.

This is your registration card. Can you _____ through the details and _____ here, please?

Ok

Thank you. Here's your credit card. passport and here's your key. Your room is on the 4th floor. The _____ is on the right. If you just tell the _____ your room number, he'll follow you with the _____

Thank you very much.

_____ your stay.

DIALOGUE 1: FULFILLING A SPECIAL REQUEST

Guest: Good evening, my name's Johnson. I have a room booked for tonight.

Receptionist:

Guest: Yes. Do you have a room with a balcony?

R:.....

Guest: That sounds fine.

R:.....

Guest: I'm going to pay by Visa. Here's my card.

R:

DIALOGUE 2: EXTENDING STAY

Receptionist:

Guest: Well, I would like to extend my stay for another night if I can.

Receptionist:.....

Guest: Yes, 810. Is there a problem?

Receptionist:

Guest: I don't mind moving to a different room if necessary.

Receptionist:

Guest: That's right. Thanks very much.