At The Hotel

Warm Up

Make notes about your ideal hotel.

Name of Hotel	Staff
_____	_____
_____	_____
_____	_____

My ideal hotel

Amenities and Furnishing	Others
_____	_____
_____	_____
_____	_____

Introduction

A **HOTEL** is an establishment that provides lodging and usually meals, entertainment, and various personal services for the public.

Do you feel comfortable when you are staying at a hotel?

At the Hotel

Rooms Types

Even though rooms may vary hotel by hotel, the following room-type definitions are common:
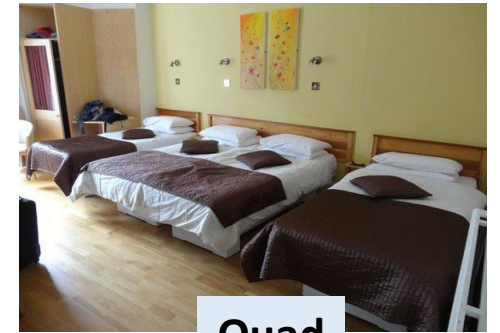

Single

A room assigned to one person.

Double

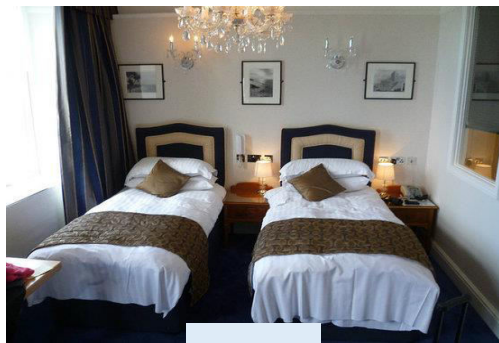A room assigned to two people.

Triple

A room assigned to three people.

Quad

A room assigned to four people.

Twin

A room with two beds.
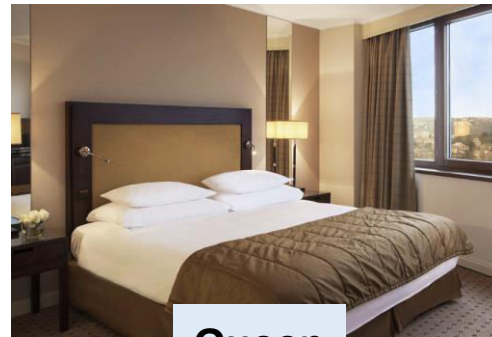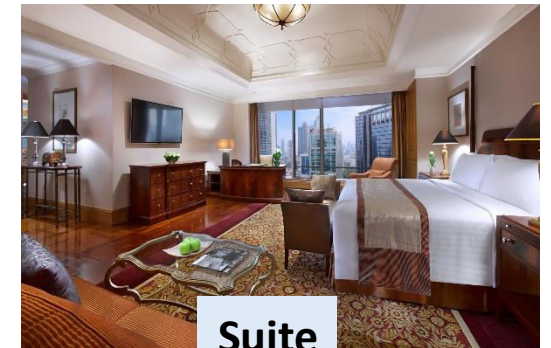

Queen

A room with queen - sized bed

King
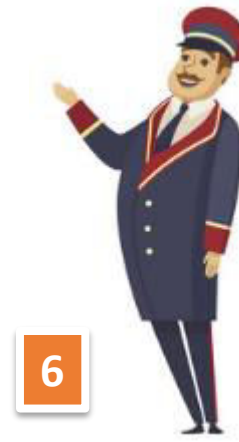
A room with a king-sized bed.

Suite

A furnished large room.

At the Hotel

Hotel Staff

Match the pictures with the words on the right and discuss with your teacher their job description.

A. Bellboy
B. Chef
C. Receptionist
D. Clerk
E. Waiter/Waitress
F. Bellhop
G. Maid
H. Valet attendant

At the Hotel

Booking a Room

Complete the dialogue below and practice.

Receptionist: Fairway Hotel. _____?
Customer: Hello, I would like to book a room for tonight.
Receptionist: What _____ would you like?
Customer: I'd like a _____, please.
Receptionist: _____, please.... I'm afraid all our single rooms are _____. The only room we have available is a double.
Customer: How much for the _____?
Receptionist: Sixty dollars _____.
Customer: Does that include breakfast?
Receptionist: No, but breakfast is available in our _____.
Customer: OK, I'll take a room for tonight (only).
Receptionist: I'll need to get your _____ information to guarantee your room....

hold on

double room

can I help you

credit card

kind of room

single room

per night

dining room

reserved

At the Hotel

Hotel Expressions

Match the column A to column B.

a. a bed for one person
b. money a guest owes for repairs to hotel property (when caused by violent or careless acts)
c. a home that offers a place to stay and a place to eat
d. go to the front desk to receive keys
e. a bed large enough for two people
f. free of charge breakfast
g. to remain somewhere for longer than expected
h. the most amount of people allowed
i. extra large bed
j. to serve food
k. delivery of food or other services requested by guests
l. return the keys and pay for the bill
m. a morning phone call from the front desk, acts as an alarm clock
n. a bed for one person
o. a fee for staying past the check-out time

1. bed and breakfast
2. check-in
3. check-out
4. complimentary breakfast
5. damage charge
6. double bed
7. king-size bed
8. late charge
9. maximum capacity
10. stay on
11. queen size bed
12. room service
13. single bed
14. wake up call
15. serve up

At the Hotel

Expand your Vocabulary

Label the pictures with the words below and say what they are for.

a hair dryer
air conditioning

a kettle
slippers

a laundry bag
toiletries

a mini bar
towels

1

2

3

4

5

6

7

8

What other things can you find in a hotel?

At the Hotel

Grammar Focus

There is / There are for describing

Use *there is* or *there are* to describe things and people.

	Usage	Example Sentences
There is	to talk about singular things, non-count things or a particular person.	▪ There is a microwave in each hotel room. ▪ There is a hair dryer in every room.
There are	to talk about plural things and people.	▪ There are many desserts on the menu. ▪ There are hair dryers in every room

For Negative Sentences : **There isn't or There aren't + any**

At the Hotel

Grammar Exercise

What's in the hotel room? Describe the picture by using **there is** and **there are**.

There is ....

There are ....

There isn't ....

There aren't ....

Helping words:

pillow   lamp   bed   chair   microwave   couch   television   towel   drawer   table
telephone   frame   plate   hair blower   blanket   trashcan   curtain   shampoo   slipper

At the Hotel

Sentence Completion

Complete the sentences with the words in the box.

lobby	**reception**	**bellboy**	**maid**	**amenities**
baggage	**deposit**	**linen**	**rate**	**vacancy**

1. We are located downtown, so we are close to all of the _____.
2. If you need help with your _____ we have a cart you can use.
3. The _____ will take your bags to your room for you.
4. You will not receive your _____back if you cancel.
5. Towels are available at the _____.
6. Put a sign on the door if you want _____ to come in and change the sheets on the bed.
7. We only have one _____ left, and it is for a single room.
8. You can stand in the _____ and wait for your bus.
9. We will come in and change the _____ while you are out of your room.
10. Our _____ change depending on the season.

Reading Expressions
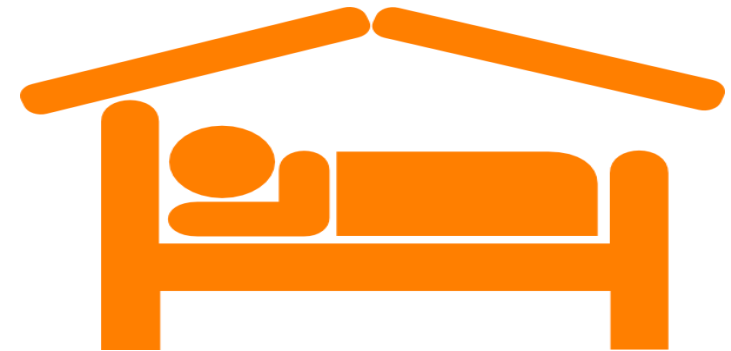
Discuss the words in bold.

Hotel Tips

Before I go on vacation, I always make hotel reservations **in advance** so I have a place to stay. I usually look online for cheap hotels or other **accommodations**. Sometimes, I **book** a nice hotel that has a number of **amenities** like a swimming pool, exercise room, or **kitchenette**. These rooms often **come furnished** with a microwave oven and a small refrigerator. If I eat at a restaurant at the hotel, I just have the meal **billed** to the room and pay for the room charge and meals at the same time. Other times, I just look for cheap hotels or motels that provide the basic necessities. If I really want to save money, I **reserve** a bed at a **hostel**. The price is cheaper, but I have to share a room with other **customers**, which doesn't bother me at all.

At the Hotel

Reading Comprehension

Answer the questions about the passage.

1. What does **in advance** mean?
2. Why does he make a reservation in advance?
3. Where does he usually look for cheap hotels?
4. Give examples of amenities.
5. What does he do when he eats at a restaurant at the hotel?
6. Where does he go if he wants to save money?
7. Describe a hostel.

Build Up

Make a dialogue using the pictures below.

Customer: _____

Receptionist: _____

Customer: _____

Receptionist: _____

Customer: _____

Receptionist: _____

Customer: _____

Receptionist: _____

At the Hotel

Hotel Complaints

What can you say in the situations below?

1. The food in the hotel is awful.
2. The hotel is boring. (no nightlife, no activities...)
3. The staff is unfriendly.
4. The room is very hot.
5. The heater is not working.
6. The internet connection is poor.
7. The linen is stinky.
8. The sink is broken.
9. The TV has a poor signal.
10. There are bedbugs.

What other complaints can you add?

Culture File

Worlds Most Unusual Hotel. Give them a star rating. ⭐⭐⭐⭐⭐

Ice Hotel in Sweden

Tree-House Lodge in Peru

Glass-ceiling Igloo in Finland

Boeing 747 hotel in Costa Rica

Book and Bed in Japan

Hotel Unique, Brazil

At the Hotel

Speaking Drill

1. Have you ever checked into a hotel?
2. Do you like staying at hotels? Why/why not?
3. How often do you stay at hotels?
4. Do you normally stay at hotels for work/for pleasure?
5. What's the longest you've ever stayed at the same hotel?
6. Have you ever been to a hotel for a special occasion, such as a wedding or conference?
7. Are there many hotels in your country/where you live?
8. What's the best hotel you've ever stayed in?
9. What do you look for when choosing a hotel? (for example, price, comfort, facilities)
10. Which features are the most important for you – swimming pool, sauna, air conditioning, good view, good food, TV, internet connection, gym?

At the Hotel

Pronunciation Drills

Minimal Pairs

L sound	R sound
light	right
lace	race
glass	grass
full	fur
lane	rain
lead	read
lot	rot
load	road
lock	rock
law	raw
belly	berry
lack	rack
late	rate

The End