

Inès Rachache

2nd Year – Communication /English Language

Hotel Vocabulary

Booking by phone:

A: Good morning. Bristol Hotel. **How can I help you?**

B: Good morning. **I would like to make a reservation** for the 20th of December.

A: Certainly. What kind of room are you looking for?

B: A **twin room**, please, for one week.

A: Let me check that for you....Hum, I'm sorry but there are no twin rooms available on that date / **no vacancies**. It is a period of holidays, and we are almost **fully booked** at this time of the year. I can offer you a double room. It is more expensive than what you have asked for, but it is something luxurious.

B: for which price?

A: 200 euros per night. **Would that work for you?**

B: Alright. I'll do it for my daughter. I promised her to stay at your hotel.

A: You will not regret it, sir. Could you, please, give me your name for **the booking** as well as an email or phone number where we can contact you.

B: My name is Mr. Carraway, Phil, and here is my email: CarrawayP@gmail.com

A: Great. Mr. Carraway, your reservation has been confirmed. **Is there anything else I can help you with today?**

B: Yes, I would like to ask if you offer a dry-cleaning service?

A: Of course we do, sir. We are a high scale hotel.

B: You are right. Thank you for your help.

A: My pleasure. **We look forward to seeing you.**

To check-in:

A: Welcome to Bristol Hotel. **How may I help you?**

B: **I have a reservation under the name** of Mr. Carraway. Here is a copy of the booking confirmation. You have sent it to me via email.

A: Ah, yes, that's right. **May I have your travel documents**, please?

B: here they are.

A: Could you, please, fill this in, and sign here?

B: Sure.

A: Is it your first time in Paris? If yes, we offer sightseeing tips.

B: Thank you for this attention, but I have already visited Paris. So, I know the tourist attractions. I just would like a wake-up call for tomorrow at 8a.m, please.

A: I'll make a note of that. So, Mr. Carraway, we have your room ready. Here are your keys. You are in room 341, on the second floor. The porter will guide you, and the bellboy will take your luggage. If you need anything, feel free to dial the front desk.

B: One last thing, would you, please, give me the Wi-Fi password of the hotel?

A: It is bristolhotel in one word. Have a nice stay, sir.

To check out:

A: Mr. Carraway, how was your stay? Did you enjoy Paris?

B: That was awesome. My daughter fell in love with this town. I will bring her back the next holidays.

A: We are happy to hear that.

B: The only inconvenient is that our room was a bit noisy.

A: We do apologize for that. But, as you know, the Bristol is at the center of the town, in one of the liveliest streets of Paris. We have equipped all the rooms with double glazing. You hear the noise only when you open the windows. We cannot do anything about that.

B: I understand. This is Paris, after all.

A: Exactly.

B: I would like also to mention that there was something wrong with the hot water the last two days.

A: You should have dialed the front desk. We would have sent somebody to take a look at that.

B: You are right. That's my fault.

A: So, here is the bill. The room is already paid. These are just the extras, like the gym you have been going to all along your journey here.

B: Okay. I'll pay cash.

A: Our hotel offers also free airport shuttle service. The next shuttle will leave in 15 minutes.

B: Great. I'll opt for that. It is better than to take a taxi.

A: Sure. Thank you so much for staying at Bristol Hotel. Have a safe trip home.