

## Checking In



### Section 1: Dialogue

Please read the following dialogue between the receptionist and Mr. Watanabe.

**Receptionist:** Good afternoon, welcome to the Sani Beach Hotel. How may I help you sir?

**Mr. Watanabe:** I have a reservation for today under the name of Akihiro Watanabe.

**Receptionist:** Okay sir, please wait one moment, I'll just check are account data base. Yes Mr. Watanabe, we have a room reserved for you, it includes one queen sized bed. As you've requested, it has a view of the ocean. And you've made the reservation for 1 week, is that correct sir?

**Mr. Watanabe:** Yeah, that's right!

**Receptionist:** Excellent! We already have your credit card account information. I'll just ask you to sign the receipt at the bottom, please.

**Mr. Watanabe:** Okay. May I ask what's included at this price?

**Receptionist:** Thank you sir. You are entitled to a full Continental buffet every morning, free airport shuttle service, and you are welcome to all of the hotel's amenities as well.

**Mr. Watanabe:** What is not included for this amount?

**Receptionist:** There is a mini-bar provided in your room, however the use of it will be charged on your account. Room service will also be an additional charge too.

**Mr. Watanabe:** Hmm. Okay, so what room am I in?

**Receptionist:** Room 401 sir. Here is your key. To get to your room, take the elevator on the right, and up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A Bellboy will bring your bags up shortly.

**Mr. Watanabe:** Great. Thanks.

**Receptionist:** If you have any questions or requests, please dial 'O' from your room phone. Also, there is free internet access available at the hotel lobby 24 hours a day.

**Mr. Watanabe:** Ok, thanks.

**Receptionist:** You're very much welcome sir.

### **Section 2: Useful Expression**

Please take note of the following useful expressions.

1. I've got a reservation.
2. My booking was for a room with a queen sized bed.
3. May I request for a wakeup call?
4. What time is the breakfast served?
5. Could I request for breakfast to be brought up to my room, please?
6. Can I ask for assistance on our luggage, please?

**Section 3: Vocabulary Words**

Please read the vocabulary word/expression with its definition and sample sentence.

Vocabulary Word	Sample Sentence
<b>excellent</b> [ <i>ek-suh-luh nt</i> ] adjective	The hotel service was excellent.
<b>receipt</b> [ <i>ri-seet</i> ] noun	We will acknowledge receipt of your claim by email.
<b>continental buffet</b> [ <i>kon-tn-en-tl buhf-it</i> ] noun	<i>Continental breakfast</i> was delivered to your room.
<b>shuttle service</b> [ <i>shuht-l sur-vis</i> ] noun	We took the <i>shuttle service</i> provided by the hotel where we stayed.
<b>bellboy</b> [ <i>bel-boi</i> ] noun	The <i>bellboy</i> will assist you and carry your luggage to your room.
<b>lobby</b> [ <i>lob-ee</i> ] noun	Your friend is waiting for you at the <i>hotel lobby</i> .

**Section 4: Completing the Conversation Exercise**

Please complete the dialogue using the words from the box below.

**Receptionist:** Good afternoon, Welcome to the Sani Beach Hotel. How may I help you sir?

**Mr Watanabe:** I have a reservation for today under the name of Akihiro Watanabe.

**Receptionist:** Okay sir, please wait one moment, I'll just check are account data base. Yes Mr. Watanabe, we have a room reserved for you with one queen sized bed. As you've requested, it has an \_\_\_\_\_ view of the ocean. And you've made the reservation for 1 week, is that correct sir?

**Mr Watanabe:** Yeah, right!

**Receptionist:** Excellent! We already have your credit card account information. I'll just ask you to sign the \_\_\_\_\_ at the bottom please.

**Mr Watanabe:** Okay. Can I ask what is included at this rate?

**Receptionist:** Thank you sir. A full \_\_\_\_\_ every morning, free airport \_\_\_\_\_ service, and use of the hotel's amenities are all included.

**Mr Watanabe:** What is not included on the price?

**Receptionist:** A mini-bar is provided in your room, but any use of it will be charged on your account. Room service is also an additional charge too.

**Mr Watanabe:** Hmm. Okay, so what room am I in?

**Receptionist:** Room 401 sir. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A \_\_\_\_\_ will bring your bags up shortly.

**Mr Watanabe:** Great. Thanks.

**Receptionist:** If you have any questions or requests, please dial 'O' from your room phone. Also, there is an internet available at the hotel \_\_\_\_\_ 24 hours a day.

**Mr Watanabe:** Ok, thanks.

**Receptionist:** You're very much welcome sir.

lobby	bellboy	shuttle	receipt	excellent	continental buffet
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