

Vocabulary training _____

Hotel language – Please write the words from the box in the appropriate box.

en-suite – confirmation – code – double – towel – Expires – rate – including – May – single – reservation – look – check-out – wish – suite – staying – to – key – departure – booked – porter – check – quiet – fax – else – refreshments – Here – view

R – Receptionist, G – Guest

R Good afternoon, Ma'am. How can I help you?

G Is this where we _____ in? We've made a _____ for a double room and a junior _____. My name's Garcia.

R Just a minute, please. I'll just check. – Wasn't it for a _____ and a double?

G No, no. I'm absolutely sure. One moment, please. You sent us a _____ by _____, and I've got it right here. We _____ more than a month ago.

R Let me see. Ah, here it is. I do apologise. There's another Garcia family _____ with us. – Right. Here we are. Both rooms with _____ facilities and a sea _____, and _____ breakfast. From today _____ this coming Thursday.

G Yeah, that sounds better. Are the rooms _____?

R Yes, no noise there at all, actually. They _____ directly onto the beach. The pool's on the garden side. – Now, here are two _____ cards for each room plus four _____ cards for the pool area or the beach.

G Thank you.

R The room _____ is €180 for the junior suite, and €140 for the _____. – _____ I have your credit card please?

G Certainly. _____ you are.

R Thank you. Okay. – _____ June next year ... security _____ is 690. Great. – So, if you would like to sit down in the lobby over there for a few minutes, we can bring you some _____ and I'll send a _____ to take care of your luggage. Okay?

G Well, yes, thanks. – I've just got one question: what's the _____ time on the day of _____?

R It's 12 o'clock noon. If you _____ to check out later, I'll be happy to find out if that is possible. Just see me on the day before you leave.

G Fine, thanks.

R And if there is anything _____ we can do for you, just let me know.
Welcome to Cancun. Enjoy your stay!