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 ____ **check** ____ in? We've made a _____ **reservation __**____ for a double
room and a junior __ **suite** _____. My name's Garcia.

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

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

R   Let me see. Ah, here it is. I do apologise. There's another Garcia family _ **staying** _____ with
us. — Right. Here we are. Both rooms with _ **en-suite** _____ facilities and a sea _ **view** __ ,
and ____ **including** _____ breakfast. From today __ **to** _____ this coming Thursday.

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

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

G   Thank you.

R   The room __ **rate** _____ is €180 for the junior suite, and €140 for the __ **double** _____. –
__ **May** ____ I have your credit card please?

G   Certainly. __ **Here** _____ you are.

R   Thank you. Okay. – __ **Expires** ____ June next year … security __ **code** ____ 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 ____ **refreshments** _____ and I'll send a ____ **porter** _____ to take care of
your luggage. Okay?

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

R   It's 12 o'clock noon. If you __ **wish** ____ 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 __ **else** ____ we can do for you, just let me know.
Welcome to Cancun. Enjoy your stay!