

Hotel

ARRIVAL

When arriving at the hotel, the customer may use following phrases:

Hello, my name is...

I have a reservation.

I have reserved a (double) room.

I'd like to change my reservation.

I have a voucher.

I phoned you...

...last week.

...a month / 2 weeks ago.

...yesterday.

I sent a fax to you.

I booked the room through a travel agent.

This is the confirmation.

I'd like a room at the back.

I'd like a room facing the street.

I'd like to see the room, please.

I'm afraid I don't like it.

It's too cold / noisy / small.

Haven't you got anything better / quieter / bigger?

Do you have a room with a better view?

Which credit cards do you accept?

Can I pay in cash?

Will you have my luggage sent up for me, please?

Useful phrases for the receptionist (not in the soundtrack)

Welcome to our hotel / Welcome to the Hotel

In which name (is the reservation)?

Could you spell your name, please?

I'm sorry I can't find your reservation.

When / How did you make the reservation?

How would you like to pay?

We take / accept all major credit cards.

Here / This is your key.

Your room number is...

It's on the ... floor.

The lifts (*BrE*) / elevators (*AmE*) are...

...round the corner.

...to the right / left.

You can leave your bags with the bell boy / porter.

The bell boy / porter will take up your luggage.

You're all set (*AmE*)

Have a nice stay. / Enjoy your stay.

INQUIRES

The hotel guest may ask following questions:

Is the water safe to drink?

Where is the nearest emergency exit?

Is there... in the hotel?

...a restaurant...

...a swimming pool...

...a hair-dresser...

...a bar...

...room service...

...satellite channels...

...a public phone...

...a disco / a night-club / a karaoke...

...a gym...

...a fax / an Internet connection...

Do you have...

...computers for customer use?

...safety deposit boxes?

...laundry service?

Is there ... in the room?

...a hair drier...

...a trouser press...

...an iron...

...a minibar ...

Is breakfast included?

Where is breakfast served?

Where is the fire exit / emergency exit?

Where can I buy...

...souvenirs?

...toiletries?

...an adaptor?

...stamps?

...postcards?

Could you post (BrE) / mail (AmE) this for me?

Has my luggage arrived?

Are there any messages for me?

Is there any post / mail for me?

Have there been any calls for me?

I'm expecting a fax, has it arrived?

How can I...

...make a call?

...make a long distance call?

Useful responses for the receptionist (not in soundtrack)

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REQUESTS

The hotel guest may have following requests:

Can I have...

- ...some letter paper, please?*
- ...a towel / bathrobe, please?*
- ...a needle and thread, please?*
- ...some soap, please?*
- ...some toilet paper, please?*
- ...an extra blanket / pillow, please?*
- ...extra coat hangers, please?*
- ...an ashtray, please?*
- ...a wake-up call at 7 o'clock. please?*

Could you...

- ...open my door, please? I left the key in the room.*
- ...get a taxi for me, please?*
- I'd like to leave this in a safety deposit box.*

Could I borrow...

- ...an adaptor, please?*
- ...a hair drier, please?*
- ...a telephone book, please?*

Useful responses for the receptionist (not in soundtrack)

Just a minute.

I'll see to that.

Here you are.

Come with me, please.

Wait here, please.

COMPLAINTS

The hotel guest may make the following complaints:

I'm sorry, but...

...there is no drinking water in the room.

...there are no towels / coat hangers in the room.

...there is no soap / shampoo in the room.

...there are no sheets on the bed.

...the room hasn't been cleaned.

...there is no shower / bath in the room.

...the sheets are not clean.

...there's no electricity.

...the lamp / the trouser press / the TV / the phone is not working.

...I can't open the door.

...I can't lock the door.

...there is no hot water.

...the room smells of cigarettes.

...the wash basin is blocked.

...the window won't open.

...there is too much noise.

...it's too cold / hot.

Useful responses for the receptionist (not in soundtrack)

Just a minute.

I'll call housekeeping.

Wait here, please.

I'll get the janitor to help you.

I'll see to that.

GOING OUT

When leaving the hotel to go out, the guest may ask the following:

What is the address here?

Can I have the business card of this hotel, please.

Can you write down the name and the address of this place, please?

Is the front door open 24 hours?

Can I use my room key to open the front door?

Is there a door bell?

CHECK-OUT

When checking out, the hotel guest may use some of the following phrases:

What is the check-out time?

I'd like to check out, please.

Could you take my bag / our bags downstairs, please.

May I have the bill (Br.) / check (Am.), please.?

Room (number)...

I'm leaving early tomorrow morning. Could you have my bill / check ready, please.

Excuse me, but would it be possible to stay in the room for longer?

Are VAT and service included?

I wonder if this is right?

Could you check my bill / check, please?

Please do.

Can I leave my bags here until ...?

Does it cost anything to leave my luggage here?

Could you get me a taxi?

Thank you, good bye.

Useful responses for the receptionist (not in soundtrack)

Your room number, please.

Thank you for staying at the ... Hotel.

Have you used the minibar?

Welcome again.

Shall I charge it to your credit card?

Hope to see you again soon.

Sign here, please.