



# Section 1

## *Front Desk*



### Competency I

#### in Spoken and Written English—Front Desk



- 1** Can greet guests
- 2** Can deal with reservation
- 3** Can provide check-in and check-out services
- 4** Can make telephone calls
- 5** Can take messages



# Unit 1 Greeting Guests



## Warming up

Look and match.



lobby

front desk

registration

luggage

 Fill in the blanks with suitable words.

1. When a guest comes to stay in a hotel, he should go to the \_\_\_\_\_ to fill out the registration form.
2. When a guest arrives, the \_\_\_\_\_ should come up to help him.
3. When people travel, they usually carry \_\_\_\_\_ with them.
4. The front desk is in the \_\_\_\_\_ of the hotel.
5. A \_\_\_\_\_ works at the front desk.



## Video 1 At the Gate

When a guest arrives at the hotel, the bellman greets her.

## New Words and Expressions

ma'am *n.* (美)女士welcome *v.* 欢迎hotel *n.* 酒店luggage *n.* 行李suitcase *n.* 手提箱enjoy *v.* 享受stay *n.* 逗留
 1 Decide true (T) or false (F).

1. The bellman greets the guest in the evening. ( )
2. The bellman is very polite to the guest. ( )
3. The guest has four pieces of luggage with her. ( )
4. The bellman helps the guest with her luggage. ( )
5. The guest is satisfied with the bellman's service. ( )

 2 Watch the video again and then fill in the bellman's words.

Bellman: \_\_\_\_\_.

Guest: Good morning.

Bellman: \_\_\_\_\_?

Guest: Yes, please.

Bellman: \_\_\_\_\_?

Guest: Just two.

Bellman: \_\_\_\_\_?

Guest: That's right.

Bellman: \_\_\_\_\_.

Guest: OK.

Bellman: \_\_\_\_\_.

Guest: Thank you.

Bellman: \_\_\_\_\_.



## Video II In the Lobby

A guest is staying at the hotel. A clerk sees him in the lobby, and introduces him to the manager.

### New Words and Expressions

clerk *n.* 服务员

service *n.* 服务

helpful *adj.* 有帮助的

introduce *v.* 介绍

excellent *adj.* 杰出的

lobby *n.* 大堂, 前厅

manager *n.* 经理

friendly *adj.* 友好的

have a good time 过得愉快

### 1 Fill in the blanks with the missing words.

Clerk: How are you today, Mr. Johns?

Guest: \_\_\_\_\_.

Clerk: This is our manager, Mrs. Li.

Guest: \_\_\_\_\_?

Manager: How do you do? Welcome to our hotel.

\_\_\_\_\_?

Guest: Excellent. The people here are very \_\_\_\_\_.

Manager: Thank you. \_\_\_\_\_.

Guest: Thank you.

### 2 Answer the questions.

1. Who is Mrs. Li?

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---

2. How does Mr. Johns find the service here?

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## Listening I

A doorman greets a guest at the gate of the hotel.

**Doorman:** Good morning, ma'am. Welcome to our hotel.

**Guest:** Good morning.

**Doorman:** Can I help you?

**Guest:** Yes, please.

**Doorman:** Is this your suitcase?

**Guest:** Yes.

**Doorman:** How many pieces of luggage do you have?

**Guest:** Four.

**Doorman:** Let me take them for you. I'll show you to the front desk. This way, please.

**Guest:** Thank you.

**Doorman:** My pleasure. I hope you'll enjoy your stay in our hotel.

① Role-play the dialogue with your partner.

② Fill in the blanks with proper expressions.

- |                                     |   |
|-------------------------------------|---|
| 1. A: How do you do?<br>B: _____    | 6. A: How many pieces of luggage do you have?<br>B: _____ |
| 2. A: How are you?<br>B: _____      | 7. A: How do you find our service?<br>B: _____            |
| 3. A: Can I help you?<br>B: _____   | 8. A: This way, please.<br>B: _____                       |
| 4. A: Nice to meet you.<br>B: _____ | A: After you, please.<br>B: _____                         |
| 5. A: Thank you.<br>B: _____        |   |



## Listening II

As some guests come to the hotel, the doorman walks up to help them.

**Doorman:** Good evening, ladies and gentlemen. Welcome to our hotel.

**Guest A:** Thank you.

**Doorman:** Can I help you?

**Guest B:** Yes. Please help us with our luggage.

**Doorman:** Are all these yours?

**Guest A:** Yes. There are ten in all.

**Doorman:** OK. I'll take them for you. This way, please.

**Guest B:** Thank you.

**Doorman:** You are welcome. Hope you have a good time.

① Role-play the dialogue with your partner.

② Pair work. Decide which sentences are spoken by the bellman B, which by the guest G. Then, arrange the sentences to make a good conversation.

- May I help you with your suitcases, sir?
- Good evening, sir. Welcome to our hotel. Are you checking in?
- Yes.
- Yes, two suitcases and two bags.
- Anything else, sir?
- Do you have any baggage with you?
- No, that's all.
- Please step this way. It's slippery. Please mind your step.
- Yes, please.
- Thank you.
- After you, please.
- Yes, I will.

Bellman: \_\_\_\_\_

Guest: \_\_\_\_\_



## Discussion

**Pair work.** Discuss what to say to the guest in the following situations and then write out the correct expressions.

e.g. in the morning

—Good morning.

1. in the afternoon

---

2. in the evening

---

3. any time of the day

---

4. helping the guest

---

5. showing the way

---

**Group work.** Discuss and write out the proper expressions according to each requirement.

1. When one male guest comes to your hotel in the morning...

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2. When one female guest comes to your hotel in the afternoon...

---

3. When three men come to your hotel in the evening...

---

4. When five women come to your hotel in the morning...

---

5. When several men and women come to your hotel in the evening...

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## Language Points

**1** Read aloud the sentences.

- How are you doing?
- How's everything with you?

- Glad to meet you.
- I hope you have a good time here.
- Can I help you with your luggage?
- Welcome to our hotel.
- After you, please.
- Enjoy your stay with us.
- This is our manager.

**2 Keep these important tips in mind.**

1. Sensitive topics to be avoided when you greet guests or ask them questions.
  - \* age                      \* financial status                      \* politics
  - \* religion                      \* marital status
2. Questions to be avoided when you greet guests.
  - Are you married?
  - How much do you earn?
  - Do you have a boyfriend/girlfriend?
  - How old are you?
  - What religion do you believe?
  - Do you have children?
3. Listening skills: listening for general meanings.
  - Do not try to understand everything!
  - Listen for the main words.
  - Listen to what is important.

e.g. WHO (name) WHERE (place) WHEN (time)



**Shocking to Find**

Watch the video and discuss in pairs the mistakes in it. Then speak out and write down the sentences if necessary.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_



## Role-plays

Make short dialogues according to the following situations and do role-plays with your partners, using as many appropriate sentences as you can.

1. Mr. Robert Green comes to Cherry Hotel in the afternoon. A bellman greets him at the entrance, helps him with the luggage, and directs him to the front desk for registration.
2. Clark White is an important guest of the hotel. The bell captain David introduces him to the manager Miss Li Hua. And she is pleased to talk with Mr. White.



## Cultural Notes

### New Words and Expressions

receptionist *n.* 接待员

reservation *n.* 预定

conference *n.* 会议

department *n.* 部门

signature *n.* 签名

enjoyable *adj.* 愉快的

register *v.* 登记

check-in *n.* 入住

## Receptionist

A hotel receptionist usually works in a waiting area such as a lobby. Their job is to welcome and register guests. A receptionist greets guests at the front desk and then provides them with a registration form to fill out. After the guest has completed the form, the receptionist makes sure that the guest's full name, nationality, address, purpose of visit and signature are correctly and clearly entered. A receptionist has

to sometimes deal with groups of people checking in together or large numbers of conference guests. After each guest is properly registered, the receptionist gives everyone room key, tells them their room number and floor, plus the daily room rate and check out time. Lastly, the receptionist should wish the guests an enjoyable stay at the hotel.



## Assignments

- 1 Greet foreign friends.





## Assessments

### 1 Self-assessment

Elements	Competency Standards	Points (100)	
Words	1. Can read the words	5	
	2. Can use the words	10	
	3. Can use the words freely	15	
Sentences	1. Can read the sentences	10	
	2. Can use the sentences	15	
	3. Can make sentences with the words	20	
Dialogues	1. Can read the dialogues	20	
	2. Can make dialogues	25	
	3. Can make dialogues freely	30	
Role-plays	1. Can understand others	25	
	2. Can do the role-plays	30	
	3. Can do role-plays freely	35	

### 2 Pair Assessment

Elements		Stars (☆☆☆☆☆)	Suggestions	Date
Warming up	Task ②			
Video I	Task ①			
	Task ②			
Video II	Task ①			
	Task ②			
Listening I	Task ①			
	Task ②			

Listening II	Task ①			
	Task ②			
Discussion	Task ①			
	Task ②			
Shocking to Find	Task			
Role-plays	Task			

More Suggestions:

Signature:



# Unit 2 Booking Rooms



## Warming up

1 Look and match.



shower

double room

double bed

passport

2 Fill in the blanks with suitable words.

- \_\_\_\_\_ is a room with two beds.
- Today more and more people use \_\_\_\_\_ as a communication tool to contact each other.
- We often take a \_\_\_\_\_ in the bathroom.
- Look, the water is running out of the \_\_\_\_\_.
- We can watch ourselves in a \_\_\_\_\_.



Video 1 At the Reception Desk

A guest books a room on the telephone, and a clerk reserves the room for him.

New Words and Expressions

reception <i>n.</i> 接待	reserve <i>v.</i> 预订	double <i>adj.</i> 双的	single <i>adj.</i> 单个的
confirm <i>v.</i> 确认	date <i>n.</i> 日期	look forward to 期望	from...to... 从……到……

1 Decide true (T) or false (F).

- The guest wants to book three rooms. ( )
- The guest wants to reserve the room from September 12th to September 13th. ( )
- The guest wants a double room. ( )
- The guest's telephone number is 023-87633721. ( )

2 Watch the video again and then fill in the clerk's words.

Clerk: \_\_\_\_\_?

Guest: Yes, I'd like to reserve a room for two nights.

Clerk: \_\_\_\_\_?

Guest: From September 12th to September 13th.

Clerk: \_\_\_\_\_?

Guest: A double room, please.

Clerk: \_\_\_\_\_?

Guest: Yes. It's George Peters. George, G-E-O-R-G-E. Peters, P-E-T-E-R-S.

Clerk: \_\_\_\_\_?

Guest: Yes. It's 023-87633741.

Clerk: \_\_\_\_\_?

Guest: Yes, thank you.

Clerk: \_\_\_\_\_.

Guest: Good-bye.



## Video II At the Reception Desk

A guest comes to the hotel to reserve a room.

### New Words and Expressions

available *adj.* 可用的

list *n.* 名单

cancellation *n.* 取消

nearby *adv.* 在附近

put...on the waiting list 将……放在等候名单中

### 1 Fill in the blanks with the missing words.

Receptionist: Good morning. May I help you?

Guest: Yes. Do you have a room \_\_\_\_\_?

Receptionist: Would you like a \_\_\_\_\_ or \_\_\_\_\_?

Guest: A single room would be \_\_\_\_\_.

Receptionist: Let me check. (*checking on the computer*) I'm very \_\_\_\_\_, madam. We have no single room available for that day. Will it be OK if I \_\_\_\_\_ you on the waiting \_\_\_\_\_ and see if there's a \_\_\_\_\_?

Guest: Yeah, that will be fine. But could you tell me, hum...is there another hotel \_\_\_\_\_?

Receptionist: You may \_\_\_\_\_ Grand Hotel on Zhongshan Road.

Guest: Grand Hotel on Zhongshan Road. Thank you.

Receptionist: \_\_\_\_\_.

### 2 Answer the questions.

1. What kind of room does the guest want?

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2. Is there a single room for the guest?

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3. What does the receptionist suggest?

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Listening I

A guest wants to reserve a room. He phones the hotel.

New Words and Expressions

quiet *adj.* 安静的

choose *v.* 选择

- Guest:** Good morning. This is John Nelson speaking. I'd like to make a reservation for a single room.
- Clerk:** Yes, Mr. Nelson. When for?
- Guest:** For the night of July 28th. And I'd like a quiet room away from the street.
- Clerk:** Certainly. I'll just check what we have available. ...Yes, we have a room on the 4th floor away from the street. Hum...how long will you be staying?
- Guest:** Two nights.
- Clerk:** May I have your telephone number?
- Guest:** Yes. It's 023-68832490.
- Clerk:** OK. Let me make sure I got that: Mr. John Nelson, single room, quiet, away from the street, for July 28th and 29th, telephone number 023-68832490. Is that correct?
- Guest:** Yes, it is. Thank you.
- Clerk:** My pleasure. Thank you for choosing Liyuan Hotel and have a nice day!
- Guest:** Thank you. Good-bye.

① Role-play the dialogue with your partner.

② Fill in the blanks with proper expressions.

Clerk: \_\_\_\_\_ ?

Guest: Yes, I'd like to reserve a room.

Clerk: \_\_\_\_\_ ?

Guest: Single.

Clerk: \_\_\_\_\_ ?

Guest: Yes, it's Phillips.

Clerk: \_\_\_\_\_ ?

Guest: P-H-I-L-L-I-P-S.

Clerk: \_\_\_\_\_ ?

Guest: From September 9th to September 11th.

Clerk: OK. Let me make sure I got that: \_\_\_\_\_  
\_\_\_\_\_. Is that correct?

Guest: Yes, it is. Thank you.

Clerk: You are welcome. Have a nice day! Good-bye.

Guest: Thank you. Good-bye.



## Listening II

A guest comes to the hotel to reserve a room.

**Receptionist:** Good morning. Can I help you?

**Guest:** Yes, I'd like to book a room for October 10th and 11th.

**Receptionist:** Would you like a single room or double room?

**Guest:** A single room with a bath would be fine.

**Receptionist:** Let me check. I'm very sorry, sir. We have no single room available for those days. Will it be all right if I put you on the waiting list and see if there's a cancellation?

**Guest:** That's fine.

**Receptionist:** May I have your name, please?

**Guest:** Tom Smith. And my telephone number is 010-86372253.

**Receptionist:** OK. I'll call you if there's a cancellation.

**Guest:** Thank you.

**Receptionist:** You are welcome.

1 Role-play the dialogue with your partner.

2 Pair work. Decide which sentences are spoken by the receptionist R, which by the guest G. Then, arrange the sentences to make a good conversation.

- A single room with a bath from the afternoon of June 4th to the morning of June 5th.
- Yes. I'd like to book a room at your hotel.
- Would you like a single room or double room?
- Hilton Hotel. Can I help you?
- We do have a single room available for those dates.

- What's the rate, please?
- OK. I'll take it.
- How do you spell it, please?
- The current rate is 300 *yuan* per night.
- Good. May I have your name, sir?
- It's M-O-O-R-E.
- Yes, it is Moore.
- Yes. It's 010-62648759. By the way, I'd like a quiet room away from the street if possible.
- That's right.
- May I have your telephone number?
- Thank you very much. Good-bye.
- A quiet room away from the street is preferred. OK. Thank you for choosing Hilton Hotel and have a nice day.
- Thank you. Good-bye.

Receptionist: \_\_\_\_\_

Guest: \_\_\_\_\_



## Discussion

**Pair work.** Discuss what to say to the guest in the following situations and then write out the correct expressions.

1. When the guest wants to reserve a room...

---

2. When the guest wants to book a single room for July 14th...

---

3. When the room is not available...

---

4. When the guest will stay in the hotel for three days...

---



## Language Points

### 1 Read aloud the sentences.

- May I help you?
- Would you like a single room or double room?
- For which date/day, please?
- May I have your name, please?
- Let me check.
- It doesn't matter.

### 2 Keep these important tips in mind.

When we explain booking issues to a guest, we must remember some important things. They are:

- name of the guest
- address of the guest
- what kind of room he/she wants to book
- what time he/she will come and leave
- how long he/she will stay
- if the guest comes alone or with a family

**3** Compare the formality of the following sentences.

Hello!

How are you?

Can I help you?

Good morning.

Thank you.

Good-bye.

Please join us.

Would you mind if...?

Hi!

How is it going?

What would you like?

Morning.

Thanks.

Bye./See you later./See you.

Come along!

Is it OK if...?



**Shocking to Find**

Listen to the tape, find out the mistakes if any and then write down the correct words and expressions.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_



**Role-plays**

Make short dialogues according to the following situations and do role-plays with your partners, using as many appropriate sentences as you can.

The operator at White Way Hotel answers the phone. The caller wants to book a double room. The operator transfers the call to the reception. The caller wants to book the room from August 1st to August 3rd. The receptionist asks for the name, telephone number and address of the guest.



**Cultural Notes**

**New Words and Expressions**

assign *v.* 分配

internet *n.* 互联网

save *v.* 节省

letter of confirmation 确认函

short message 短信

in person 本人，亲自

paperwork *n.* 纸上作业

## Reservationist

Reservationists usually work in the front office of a hotel. Their job responsibilities include answering questions about reservations, and booking and assigning rooms for guests. They also write and send out a hotel's letters of confirmation. Reservations are made in different ways. Some people send reservation letters to the hotel. Others go

directly to the hotel and make reservations in person, or call the hotel and make bookings over the telephone. Nowadays, internet reservation has become more popular. The hotel may confirm a guest's booking immediately with a return email or short message. Much time and paperwork is thus saved.



## Assignments

- 1 Greet foreign friends.
- 2 Write a short dialogue about greeting guests.
- 3 Fill in the blanks with correct letters.

sh\_\_er      v\_\_se      passp\_\_t      l\_\_mp      ba\_\_room  
d\_\_ble      res\_\_ve      addr\_\_ss      f\_\_thfully      sinc\_\_rely

- 4 Fill in the blanks with correct words.
  1. \_\_\_\_ I help you?
  2. Do you have a room \_\_\_\_\_?
  3. How many nights would you like to \_\_\_\_ for?
  4. Do you \_\_\_\_ a visa card?
  5. Will it be all right if I put you on the waiting \_\_\_\_?
- 5 Put the words in the brackets in the right order to make sentences.

### Example:

Guest: *Good morning. Could I have reservations, please?*

Reservationist: *One moment, please.*

*(moment please one)*

A

Reservationist: Reservations. Can I help you?

Guest: Yes, I) \_\_\_\_\_.  
(a two I'd like book for to nights room)

Reservationist: Could I have your name, please?

Guest: 2) \_\_\_\_\_.  
(is my Jeff Hardy name)

Reservationist: When would you like the room?

Guest: 3) \_\_\_\_\_.  
(week to Thursday this from Tuesday)

Reservationist: Single or double?

Guest: 4) \_\_\_\_\_.  
(room like single please I'd a)

Reservationist: That's fine, Mr. Hardy. Goodbye.

B

Karl: Good morning. I'd like to reserve a room.

Hotel: 1) \_\_\_\_\_?  
(louder speak sorry you I'm could but please)

Karl: OK. I hope you can hear me now. Is that OK?

Hotel: 2) \_\_\_\_\_ . Seems we have a bad line.  
(you now I hear can)

Karl: Now, I'd like to reserve a double room for two nights.

Hotel: 3) \_\_\_\_\_.  
(I'm I you sorry catch didn't)

Karl: I said a double room for two nights.

Hotel: 4) \_\_\_\_\_?  
(arrive when like you would to)

Karl: On August 30th.

Hotel: 5) \_\_\_\_\_?  
(did August you 13th say)

Karl: No, the thirtieth, three zero. And the name is Absari.

Hotel: 6) \_\_\_\_\_?  
(you that please could spell)

Karl: Yes, it's A-B-S-A-R-I. It's for three nights.

Hotel: I'm sorry. 7) \_\_\_\_\_?  
(you repeat that could please)

Karl: For three nights, one, two, three. OK?

Hotel: That's fine, Mr. Absari. 8) \_\_\_\_\_.  
(hold we'll until room the 8 p.m.)

6 Look at this reservation form and answer the following questions.

**New Words and Expressions**

agent / agency *n.* 代理人/机构

origin *n.* 由来

request *v.* 需求

coach *n.* 长途公共汽车

departure *n.* 离开

cultural *adj.* 文化的

optional *adj.* 可选择的

individual *adj.* 个别的

<b>Grand Hotel</b>	
<b>Reservation Form for Group Guests</b>	
Name of travel agent / agency	<i>International Travel</i>
Address	<i>34 Datong Street, Chongqing</i>
Number of guests	<i>50</i>
Country of origin	<i>Australia</i>
Room requested	<i>25</i>
Date of arrival	<i>25-08-2009</i>
Time of arrival	<i>10 a.m.</i>
Means of arrival	<i>by coach</i>
Date of departure	<i>1-09-2009</i>
Time of departure	<i>9 a.m.</i>
Means of departure	<i>by plane</i>
Breakfast	<i>hotel</i>
Lunch	<i>restaurant in town</i>
Dinner	<i>hotel</i>
Tours	<i>half-day city tours</i>
Cultural event	<i>visit to Chongqing Tourism School</i>
Optional	<i>optional tours to be discussed with individual guests</i>

1. What is the name of the travel agency?

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2. How will the guests arrive at the hotel?

---

3. Where will the guests have dinner?

---

4. When will the guests arrive?

---

5. How many rooms do the guests need?

---



## Assessments

### 1 Self-assessment

Elements	Competency Standards	Points (100)	
Words	1. Can read the words	5	
	2. Can use the words	10	
	3. Can use the words freely	15	
Sentences	1. Can read the sentences	10	
	2. Can use the sentences	15	
	3. Can make sentences with the words	20	
Dialogues	1. Can read the dialogues	20	
	2. Can make dialogues	25	
	3. Can make dialogues freely	30	
Role-plays	1. Can understand others	25	
	2. Can do the role-plays	30	
	3. Can do role-plays freely	35	

## 2 Pair Assessment

Elements		Stars (☆☆☆☆☆)	Suggestions	Date
Warming up	Task ②			
Video I	Task ①			
	Task ②			
Video II	Task ①			
	Task ②			
Listening I	Task ①			
	Task ②			
Listening II	Task ①			
	Task ②			
Discussion	Task			
Shocking to Find	Task			
Role-plays	Task			

More Suggestions:

Signature:



## 2 Fill in the blanks with suitable words.

1. If you've arrived at the hotel and want to move in, you should go to the front desk to \_\_\_\_\_.
2. A \_\_\_\_\_'s job is doing housekeeping.
3. If you want to stay in the hotel, you should fill out the \_\_\_\_\_.
4. A \_\_\_\_\_ works at the bar.
5. Red \_\_\_\_\_ is often used in hotels.



## Video I At the Reception Desk

A man and his wife come to check in, and a clerk receives them.

### New Words and Expressions

check in 入住

passport *n.* 护照

fill out / in 填写

registration card 登记卡

cash *n.* 现金

credit card 信用卡

## 2 Decide true (T) or false (F).

1. The guests have reserved a double room. ( )
2. The guests come to check out. ( )
3. The husband's name is John Smith. ( )
4. The husband shows his wife's passport to the receptionist. ( )
5. The guests' room number is 565. ( )

## 2 Watch the video again and then tick the words and expressions you hear.

What's your name?

May I have your name?

May I see your passport?

check out

by credit card

Do you have a reservation?

Your room is 656. Here's your key.

check in



## Video II At the Reception Desk

A guest comes to check in without a reservation.

**New Words and Expressions**

check v. 检查

finish v. 完成

manage v. 能应付 (难对付的东西或人)

elevator n. 电梯

**1 Fill in the blanks with the missing words.**

Receptionist: Good morning, ma'am. \_\_\_\_\_?

Guest: Yes. Is there a room available?

Receptionist: Would you like \_\_\_\_\_ or double room?

Guest: A single room would be fine.

Receptionist: Let me \_\_\_\_\_. (*checking on the computer*) Yes, we have a very nice single room available on the \_\_\_\_\_ floor. How many nights would you like to stay?

Guest: Well, I have a meeting that finishes on Thursday. So I need to stay two nights.

Receptionist: That's fine. May I have your \_\_\_\_\_?

Guest: Of course.

Receptionist: Please fill in this \_\_\_\_\_.

Guest: OK. (*filling in the form*) Here you are.

Receptionist: Thank you. Here is your \_\_\_\_\_.

Guest: Can I go to my room now? I'm very tired.

Receptionist: Yes, of course. Do you need someone to help you with your \_\_\_\_\_?

Guest: No, I can \_\_\_\_\_. Hum, but where is the \_\_\_\_\_?

Receptionist: To your left. (*pointing to the left side*)

Guest: Thank you.

**2 Answer the questions.**

1. How many days will the guest stay in the hotel?

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2. How does the guest feel and what does she want to do?

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## Listening I

A guest comes to the hotel to check in.

- Receptionist:** Good evening. Can I help you?  
**Guest:** Yes, my name is Peter Johns. I believe you have a room for me?  
**Receptionist:** One moment, please, sir. Yes, your reservation is... a double room.  
**Guest:** That's right.  
**Receptionist:** Can I have your passport?  
**Guest:** Yes, here you are.  
**Receptionist:** Could you fill in this registration form, please?  
**Guest:** Yes, of course. Do you need my wife's passport also?  
**Receptionist:** No. Thank you. That won't be necessary.  
 Here's your key. Your room is on the 8th floor.  
**Guest:** Thank you. Is there someone to help with our bags?  
**Receptionist:** Yes. I'll get someone to help you. Just a moment, please.

1 Role-play the dialogue with your partner.

2 Fill in the blanks with proper expressions.

- Receptionist: \_\_\_\_\_?  
 Guest: Yes, my name is Tim Burton. I'd like to check in now.  
 Receptionist: \_\_\_\_\_?  
 Guest: Yes. I reserved a room three days ago.  
 Receptionist: \_\_\_\_\_.  
 Guest: That's right.  
 Receptionist: \_\_\_\_\_?  
 Guest: Yes, here you are.  
 Receptionist: \_\_\_\_\_?  
 Guest: Yes, of course.  
 Receptionist: Thank you. Here's your room key. Your room is on the 8th floor.  
 Guest: Thank you very much.  
 Receptionist: You're welcome.



## Listening II

A guest comes to check in, but she has not reserved a room.

## New Words and Expressions

form *n.* 表格

tired *adj.* 累的

lift *n.* 电梯

- Receptionist:** Good morning, madam. May I help you?
- Guest:** Yes. Do you have a room available?
- Receptionist:** What kind of room would you like? We have common rooms, standard rooms, luxury rooms and a presidential suite.
- Guest:** What's the rate today?
- Receptionist:** A common room is 120 *yuan*, a standard room is 385 *yuan*, a luxury room is 800 *yuan*.
- Guest:** A standard room would be fine.
- Receptionist:** Would you like a single room or double room, madam?
- Guest:** A single, please.
- Receptionist:** That's fine. May I have your passport?
- Guest:** Yes, here you are.
- Receptionist:** Good. Could you please fill out the registration form?
- Guest:** Sure.
- Receptionist:** How long will you be staying in our hotel?
- Guest:** Two nights. Can I go to my room now? I'm very tired.
- Receptionist:** Yes, of course. Here's your key card. Your room is on the 5th floor. I'll get someone to help you with your bags.
- Guest:** Thank you. But where's the lift?
- Receptionist:** Go ahead that way and then turn right.

① Role-play the dialogue with your partner.

② Listen to a conversation carefully and then fill in the registration card below.

## New Words and Expressions

private <i>adj.</i> 私人的	adult <i>n.</i> 成年人	surname <i>n.</i> 姓	occupation <i>n.</i> 职业
nationality <i>n.</i> 国籍	destination <i>n.</i> 目的地	account <i>n.</i> 账户	settle <i>v.</i> 解决
check <i>n.</i> 支票	prior <i>adj.</i> 以前的	arrangement <i>n.</i> 安排	

**Mary:** Good evening, sir. May I help you?

**Guest:** Hello. My name's Herd. I reserved two rooms for my family.

**Mary:** Ah, yes, Mr. Herd. Here we are. Shall I complete the registration card?

**Guest:** OK. The name's Herd. H-E-R-D.

**Mary:** And what's your first name, sir?

**Guest:** Mark. M-A-R-K.

**Mary:** And your private address, sir?

**Guest:** No. 20 of the Fifth Avenue, New York, USA. We are here on holiday. I am a teacher.

**Mary:** OK. What's your passport number, sir?

**Guest:** One moment. Ah, it's 6-0-5-7-9-1-T.

**Mary:** Do you have a car here, sir?

**Guest:** Yes. Its number is B 6741PN.

**Mary:** And where will you be going next, sir?

**Guest:** After this? Home.

**Mary:** And finally, sir, how do you intend to pay?

**Guest:** By credit card. Access.

**Mary:** That's fine, sir. Now we have put you in Room 322 and 323. You have arrived today July 18th. How long are you staying with us?

**Guest:** We will be leaving on July 25th.

**Mary:** Fine, sir, and it's two adults and two children.

**Guest:** That's right.

**Mary:** Thank you very much, sir. I'll get the porter to show you the rooms now. I hope you'll enjoy your stay with us.

REGISTRATION CARD

ROOM NUMBER	ARR DATE	DEP DATE	ADULT	CHILD	RATE	CODE NO.

SURNAME: \_\_\_\_\_ FIRST NAME: \_\_\_\_\_

PRIVATE ADDRESS: \_\_\_\_\_

COMPANY NAME & ADDRESS: \_\_\_\_\_

OCCUPATION: \_\_\_\_\_

NATIONANITY: \_\_\_\_\_ PASSPORT NO.: \_\_\_\_\_

CAR REG NO.: \_\_\_\_\_ NEXT DESTINATION: \_\_\_\_\_

MY ACCOUNT WILL BE SETTLED BY

CASH	CHECK	COMPANY ACCOUNT
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AMERICAN EXPRESS	DINNER CLUB	VISA
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ACCESS	BY PRIOR ARRANGEMENT	
<input type="checkbox"/>	<input type="checkbox"/>	

SPECIMEN SIGNATURE \_\_\_\_\_ CLERK'S INITIALS \_\_\_\_\_



Discussion

Pair work. Discuss what to say to the guest in the following situations and then write out the correct expressions.

1. When the guest comes to your hotel to check in but without a reservation...

\_\_\_\_\_

2. When there's no room available...

\_\_\_\_\_

3. When you want to know the information of the guest...

\_\_\_\_\_

4. When the guest wants to go to the toilet, but he doesn't know the place...



## Language Points

### 1 Read aloud the sentences.

- Do you have a reservation, sir?
- What's your passport number?
- How do you intend to pay?
- May I have your passport?
- How many nights would you like to stay?
- It's on the left side of this corridor.
- Go straight ahead, and turn right.

### 2 Keep these important tips in mind.

1. When the guest checks in, you should remember to do the following:
  - Identify the guest.
  - Identify the room.
  - Check the passport.
  - Confirm the time of departure.
  - Ask the guest to fill out the registration form or do it for him/her.
2. When you give the guest directions, the following expressions may be helpful.

go straight

turn left

turn right

It's next to...

It's opposite to...

It's across...

It's behind...

It's in front of...

It's between...

Go past...



## Shocking to Find

Watch the video and discuss in pairs the mistakes in it. Then speak out and write down the sentences if necessary.

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_



## Role-plays

Make short dialogues according to the following situations and do role-plays with your partners, using as many appropriate sentences as you can.

1. Two guests come to your hotel. They haven't reserved rooms before hand. You greet them and say sorry because there are no rooms available in your hotel. You recommend another five-star hotel nearby.
2. A husband and his wife come to your hotel. They haven't reserved a room. You introduce several kinds of rooms to them, such as standard room, luxury room and double room. They choose the standard room at last. The rate is RMB 360 for each night. They will stay for three nights.
3. Mr. Smith has reserved a room in your hotel. Now he comes to stay for two nights. The rate is RMB 365 for a night. You fill in the registration card for him.



## Cultural Notes

### New Words and Expressions

facility *n.* 设备

responsibility *n.* 责任

emergency *n.* 突发事件

valuables *n.* 贵重物品

discretion *n.* 判断力

porter *n.* 行李员

hand *v.* 递交

obtain *v.* 获得

parking lot 停车场

supply *n.* 储备

garment *n.* 外套

contact *v.* 联系

deposit *v.* 存放

## Welcome to Holiday Inn

**ROOM SERVICE:** If you need anything, please telephone us from your room. Breakfast is only served in the rooms.

**TEA AND COFFEE:** There are facilities for making tea and coffee in all the rooms of the hotel.

**NIGHT PORTER:** If you need anything after the bar closes, the night porter has a supply of beverages and is on call throughout the night.

**CAR PARK:** The parking lot is available to all guests, but no responsibility is taken for cars parked there.

**SHOE CLEANING:** There are shoeshine machines on the second and fifth floors.

**LAUNDRY:** A same-day service is available, from Monday to Friday. Garments

handed in before 10 a.m. will be returned the same evening.

**DOCTOR:** In case of an emergency, private medical attention may be obtained by contacting the housekeeper, reception desk or duty manager.

**THEATER TICKETS:** These may be obtained by contacting reception.

**TRANSPORT:** For car rentals, travel information and taxi services, please contact reception or the hall porter.

**VALUABLES:** Valuables should be deposited with the reception desk and a receipt obtained for them. Otherwise, the management cannot accept responsibility.

**CHECKS:** The reception desk can make arrangements for foreign exchange. Traveler's checks may be cashed at the management's discretion.

### Hotel services and facilities:

bar	business center	check	coffee shop	fitness center
laundry	medical service	night porter	parking lot	restaurant
room service	swimming pool	tennis court	theater ticket	valuables



## Assignments

1 Design a registration card.

2 Write a short dialogue about receiving guests who check in or check out.

3 Fill in the blanks with correct letters.

inf__mation	tele__one	c__pet	reg_stration
destin_tion	s__venir	pr_vate	p__king
val__ble	occup_tion		

4 Fill in the blanks with correct words.

1. Could you fill in this \_\_\_\_\_ please?
2. How do you \_\_\_\_\_ pay?
3. May I \_\_\_\_\_ your passport?
4. How many nights would you \_\_\_\_\_?
5. I'll get someone to help you \_\_\_\_\_.



## Assessments

### ① Self-assessment

Elements	Competency Standards	Points (100)	
Words	1. Can read the words	5	
	2. Can use the words	10	
	3. Can use the words freely	15	
Sentences	1. Can read the sentences	10	
	2. Can use the sentences	15	
	3. Can make sentences with the words	20	
Dialogues	1. Can read the dialogues	20	
	2. Can make dialogues	25	
	3. Can make dialogues freely	30	
Role-plays	1. Can understand others	25	
	2. Can do the role-plays	30	
	3. Can do role-plays freely	35	

### ② Pair Assessment

Elements		Stars (☆☆☆☆☆)	Suggestions	Date
Warming up	Task ②			
Video I	Task ①			
	Task ②			
Video II	Task ①			
	Task ②			
Listening I	Task ①			
	Task ②			

Listening II	Task ①			
	Task ②			
Discussion	Task			
Shocking to Find	Task			
Role-plays	Task			

More Suggestions:

Signature: