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Reserving a room.

Ring ring…

Good morning hotel Dubrovnik, Marina speaking. How can I help you’

Good morning I’d like to reserve a room for the 16th March.

Can I have your name, please sir?

It is Tony Jamieson

Oh, yes Mr. Jamieson. How many nights?

For two nights. (Until 18th)

Right. What type of room would you like/prefer Mr. Jamieson?

A single room.

That’s right. Do you prefer smoking or non-smoking room, sir?

Non- smoking please. How much will that be?

It is 125$ per night including breakfast and parking.

Good.

Can I have your telephone and credit card details, please?

Yes, of course. My telephone is……and my credit card is mastercsard number …..

And the expiry date?

Noverber, 2004.

Ok Mr Jamieson. A single room for two nights from the 16th March.

That’s right, thank you.

Thank you sir. We look forward to your visit/stay. Good bye.

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|  |  |  |  |
| --- | --- | --- | --- |
| bar | Laundry serviceironingDry cleaningpressing | restaurant | Swimming pool |
| Fitness centrecenter | parking | Room service | reception |

Opening and closing times.

Hello, could you tell me if the restaurant is open on Sundays please?

Yes sir it’s open every evening from 19 to around 22 o’clock.

Good evening, I was wandering…can I get a sauna now. I know it’s a bit late.

I’m sorry madam, the fitness and sauna closes at 10 pm but it opens up again tomorrow at 7 am

Can you tell me if the pool is open now?

I’m sorry sir. The pool is only open in summer.

Hello am I too late for room service?

No madam. Room service is available until 10:30 pm

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| It’s twelve o’clock | It’s one o’clock | It’s ( A ) quarter past twoTwo fifteen | Three thirty or half past three | Four forty five or quarter to five | Half past five or five thirty |
| Ten past seven pm or seven ten | Twenty past eight or eight twenty pm | Twenty past nine or nine twenty pm | Ten forty or twenty to eleven pm | A quarter to twelve or eleven forty-fivepm | Eleven fifty five or five to twelve pm |

1. What time does the fitness centre close? The fitness and sauna closes at 10pm
2. What is the latest check out time please? The latest check out is at 11 am
3. Is the laundry service open? I need these things by tonight. (deadlines) Yes madame there is a same-day laundry service
4. Is room service available? I know it’s a bit late. Yes sir room service is available until 10:30 pm.
5. Is the car park locked at night? Yes sir and there’s a 24 hour valet parking service.
6. What does the bar open? It opens at 4 pm.

Business services:

|  |  |  |
| --- | --- | --- |
| Computer services | Exercise equipment | Conference rooms |
| Secretarial services | Tour guide | Beauty salon |
| sauna | Translation services | Audio-visual equipment |
| Indoor swimming pool | Fitness center | Internet access |

I phoned you earlier about the business facilities in your hotel and you gave me some information. Can we just run through it again? Certainly sir,…concerning secretarial services/ Can you just tell me again what the hotel offers? Yes, indeed.

Including a full range of secretarial services. Up to date computer services and so on (etcetera)/ at any time/

And if you wish we can even get you available a tour guide for trip around the city I’m not sure if we’ll get too much time for a tour but…might need translation in several languages

Just let us know in advance which languages you need and we can arrange everything

We are thinking of bringing a group to Shanghai for a few days. Health and fitness centre

State of the art gym

Language Funtion:

Ask and provide information about facilities in the hotel

Is/are there……in the hotel?

Does the hotel offer……? Does the hotel have…..? yes it does….it doesn’t

Have you got….? Has the hotel got…..? yes it has/ no it hasn’t.

Can I park my car somewhere in the hotel?

Alarm clock/ watch/

Cushion / drawer /

Can you describe the room to me please?

Let’s see….first there is a big double bed, and of course there’s a telephone by/next to/beside the bed and you have the radio alarm next to that. Then, there is a tv of course.

I am afraid there isn’t a cd player in the room.

But the bed sheets, are they changed every day?

And in fact the pillows are filled with a non-allergic material and threre are plenty of coat hangers

Ok I’ll take it.

Frigobar – duvet or cover-

The room must be quiet …fully equipped to the highest standards

As a personal touch we’d like to welcome our guests with a vase of fowers in the room on arrival

Aand a central switch as well

Normally we have duvets on the beds, but in some of the rooms we have ordinary blankets for guests who prefer them

And it does have the things you need

None of the rooms have mini bar

Ground floor, basement 1st floor, top floor, terrace (floor)

Sunny

+ plus / - less or minus / \* multiplied by/ times ( 2 x3 two times three) / /divided by / % percentage or rate /

Only a few of