# Essential vocabulary

Stages of Registration and Useful Phrases

### Determining the guest’s reservation status

* + Do you have a reservation?
  + Could you give me your reservation number?
  + Do you have a letter or fax confirming your reservation?
  + Who made the reservation?
  + When did you make the reservation?
  + Could you give me your name, please?
  + I’ll just check for you on the computer.
  + Ah, yes, here it is. A single room with bath / double room / suite until the 24th.
  + I’m sorry, but I haven’t got any record of your reservation.

### Creating registration record

* + Could you fill in this form? Would you fill in this registration card?
  + Would you like to register?
  + Put your surname on the first line and then your name.
  + Put your home address on the bottom line.
  + May I see your passport, please?
  + Have you got any identification?
  + Put your date of birth, and next to it put your place of birth.
  + Here is your registration card. Can you check through the details and sign here?

### Assigning the room and rate

* + It’s room *: : :* on the ground / first / second *: : :* floor.
  + The daily rate is *: : :*
  + The room rate includes / doesn’t include breakfast.
  + Here’s your key card. It gives details of your booking on the front. Inside it tells you about all the services the hotel provides.

### Establishing the method of payment

* + How are you going to settle your account?
  + How will you be settling your account? In cash or by credit card?
  + How are you planning to pay your bill?
  + Are you paying with a credit card?
  + May I take an imprint of your credit card?

### Giving the room key

* + Here’s your key.
  + The porter will show / escort / follow / take you to your room.
  + The porter will take your bags up.

### Fulfllling special requests

* + Oh, yes, certainly, we can arrange that for you.
  + Yes, I think we can extend your stay. I’ll just check the computer.
  + I’m sorry, but only breakfast is served in the room.
  + I’m afraid none of our rooms have a balcony.

### Telling the client there’s not a vacant room

* + Would you like me to get you a room in another hotel?
  + Would you like me to call another hotel?
  + I found you a room at *: : :*