Unit 6

Check-in: Dialogues

# Reading

### Dialogue 1: The guest has got a reservation

Receptionist: Good evening. Can I help you?

Guest: Yes. I’ve booked a room for the next three nights.

Receptionist: Could you give me your name, please?

Guest: Yes. It’s Rawson. John Rawson.

Receptionist: Ah yes, Mr Rawson. Here it is. A single with bath until the 27th. Would you fill in this Registration Card while I pre-pare your Key Card?

Guest: Here you are. I think I’ve filled it in correctly.

Receptionist: Yes, that’s fine, Mr Rawson. Here’s your key. It’s room 708 on the seventh floor and the daily rate is 300 dollars, excluding breakfast. And here’s your Key Card with details of your booking on the front. Inside, it tells you about all the services the hotel can provide. You should carry it at all times. You’ll need it as identification in the hotel’s bars and restaurants if you want drinks and meals charged to your account.

Guest: Good. How do I get to my room?

Receptionist: Don’t worry about that. The porter will take your bags up in the lift and show you to your room.

Guest: Right. Thank you very much. Good night.

### Dialogue 2: The guest hasn’t got a reservation

Receptionist: Can I help you, sir?

Guest: Hello, I’d like a room for tonight.

Receptionist: Do you have a reservation?

Guest: No, I don’t.

Receptionist: Just the one night and one person? Would you like a twin or a

double-bedded room?

Guest: Twin, please. And non-smoking, if possible.

Receptionist: OK. You are in room 360. Could you tell me your name and home address?

Guest: Paul Smith, 123 Collins Avenue, Miami.

Receptionist: How will you be settling your account?

Guest: By Visa.

Receptionist: May I take an imprint of your Visa card? *: : :* Thank you. I’ll need your passport in order to complete the registration.

Guest: OK.

Receptionist: This is your registration card. Can you just check through the details, please?

Guest: OK. Does the rate include breakfast?

Receptionist: No, it doesn’t. Breakfast is 7 pounds for continental and 9 pounds for English. It is served in the restaurant on this floor from 6.30 all morning, or you can order in your room from room service at no extra charge. Can you just sign here, please?

Guest: OK.

Receptionist: Thank you. Here’s your credit card, passport, and here’s your key. It’s room 360 on the third floor. The elevator is on the right. I’ll ask the porter to follow you up with the luggage.

Guest: Thank you very much.

Receptionist: Enjoy your stay.

### Give answers to the following questions:

1. 1. Who fills in the registration card, the guest or the receptionist?
   1. What information is there inside the Key Card?
   2. What information is there on the front of the Key Card?
   3. Why should Mr Rawson carry his Key Card?
   4. How will Mr Rawson find his room?
   5. Does the room rate include breakfast?
2. 1. What kind of room does the guest require?
   1. How will the guest be settling his account?
   2. How much is breakfast?
   3. Where is breakfast served?
   4. Does the guest have to pay more for breakfast served in the room?
   5. Where is the room located?
   6. What’s the room number?