

# Making a Reservation I

It is not common to go to a hotel without a reservation so I will only cover the reservation aspect. Along with reserving a room, I will cover checking in, checking out, room service, and wake up call.

## Making a Reservation

When you make a reservation, call them and tell them you want to reserve a room. Or, you can start by asking them for a price.

"Hi, how much are your rooms?"

"Hi, what are your rates?"

"Hello, how much is a room?"

"Our rooms start at \$79 for a basic room."

"Our rooms start at \$79 for a standard room and go up to \$300 for a suite."

"Ok. Can I reserve a room?"

"Hi, I would like to reserve a room."

"Hello, can I reserve a couple of rooms?"

The first thing they usually ask is the dates you want the room and the duration.

"What day do you want to check in?"

"Which date did you want to reserve?"

"What date are you looking for?"

"I want a room from June 22nd to June 25th."

"I would like a room for the 19th of July."

"How long will you be staying with us?"

"When will you be checking out?"

"How many days would you like the room for?"

"I am going to stay for 3 days."

"I would like to reserve the room for 4 days."

"I am going to need the room until July 23rd."

---

## **Making a Reservation II**

The next series of questions covers how many people and how many rooms. Some hotels charge by number of rooms and number of adults, and some hotels charge by number of rooms only.

"How many rooms will you need?"

"Is this for only one room?"

"How many rooms would you like to reserve?"

"How many rooms should I reserve for you?"

"I will only need one room."

"I am going to need two rooms."

"How many adults will be in your party?"

"How many total children will be with you?"

"Just two adults."

"A total of four adults."

"I will be alone."

"A total of 2 adults and 2 children."

"One adult and 2 children."

## **Making a Reservation III**

After they determine how many rooms and how many total people, they will ask you what type of bed you want.

"Would you like a single king size bed, or two double size beds in the room?"

"Will a single king size bed be ok?"

"We only have a room with two double size beds. Will that be ok?"

"Do you want a smoking room or a non smoking room?"

"Do you prefer a smoking or non smoking room?"

"I would like a smoking room."

"Can I have a non smoking room?"

"Either is fine."

"I don't have a preference."

You will have to provide your credit card number to reserve the room.

---

"Can I get a credit card number?"

"Can I have your credit card number?"

"What is your credit card number?"

Finally, they will repeat all the information back to you.

"Ok, Mr. Lee. I have one smoking room reserved for July 19th till July 22nd. The total comes to \$256.78 after tax. If you need to cancel, please call us 24 hours before July 19th. Can I help you with anything else?"

### **Checking In and Checking Out**

Checking in is pretty simple, you just need to go to the counter and say that you are checking in.

"Hi, I am checking in."

"Hi, I have a reservation and I am checking in."

They will ask you for your credit card and a photo ID. They might confirm your information and you should receive your keys. Here are some questions to ask during this time.

"Where is the elevator?"

"Do you have concierge service here?"

"Do you have a map of the city?"

"What time should I check out by?"

"What time is check out?"

Checking out is just as simple. You go to the counter and say, "I am checking out." At this time, you should return the keys. They might ask you to sign something or ask you if the credit card on file is ok to charge.

"Should we charge the credit card on file or did you want to use a different card?"

"Your credit card will be charged a total of \$256.78. Can you sign on the bottom?"

"Thank you for staying with us. We look forward to seeing you again."

### **General Things**

If you need a wake up call, you can call the front desk.

"Can I have a wake up call?"

---

"What time would you like your wake up call?"

"At 7:30 am please."

Room service is available but they have hours of operation. The menu in the room should indicate what times they serve hot food, and the menu will show a list of items that are available 24 hours a day. If you can't find the times, you can ask the front desk.

"What are the hours for room service?"

"They serve hot food from 5:30am to 11:00pm. They also have a list of items you can select from during off hours."

If you need help with your luggage, the person that does this is called a bellman, a bellhop, or a bellboy. The most common term is a bellman so I will use that terminology here.

The person that gives advice on city activities, recreation, places to dine, and general questions is called a concierge.

If a person parks the car for you, they are called a valet.

Regular motels and inns might not have these additional services. Even some hotels do not have them. But if you are staying at a nice hotel, you can ask for them.

"Do you have a bellman here?"

"Do you have a concierge?"

Only some hotels have valet service. If someone parked the car for you and you can't find someone, you can ask someone else the following questions.

"Where is the valet attendant?"

"Can you get someone to get my car?"

Remember that if you use these premium services, you should tip. Also remember that you might not know they are helping you. For example, when you check in, a person might ask if you need help with your bags. If you say yes, then you are using the bellman services. So remember to tip if you do. If you don't want to tip, you don't have to, but it is a little rude. Finally, if you don't want any help, just tell them, "No thank you."

**Hotel Checking In - Interactive Practice**

---

Click on Listen All and follow along. After becoming comfortable with the entire conversation, become Person A by clicking on the Person A button. You will hear only Person B through the audio file. There will be a silence for you to repeat the sentences of Person A. Do the same for Person B. The speed of the conversation is native speed. Use the pause button if the pause between each sentence is too fast for you. After practicing several times, you will be able to speak as fast as a native.

1

A: "Thank you for calling Great Hotel. How may I help you?"

B: "I would like to rent a room, but how much do you charge a night?"

A: "Our prices start at \$79 a night for a standard room."

B: "Great. Can you reserve a room for me?"

A: "Sure. What day are you coming in?"

B: "I will be checking in on August 3rd."

A: "How many days do you need the room for?"

B: "I'll need it for three nights."

A: "Ok. I have you coming in on the 3rd of August and checking out on the 6th. Is that correct?"

B: "Yes."

A: "How many total adults?"

B: "Two adults and two kids."

A: "How old are the children?"

B: "10 and 12."

A: "Would you like one room or two rooms?"

B: "Just one is fine."

A: "Would you like a smoking room or a non smoking room?"

B: "Non smoking room please."

A: "Can I have your last name?"

B: "Park."

A: "Your first name"

B: "Young. That's Y O U N G."

A: "Let me confirm your information Mr. Park. I have one non smoking double room with 2 adults and 2 children from August 3rd to August 6th. Is this correct?"

B: "Yes."

A: "The total comes to \$256.78. Can I get your credit card number?"

B: "Sure. It is 444444444444."

A: "What is the name on the credit card?"

B: "Young Park."

A: "I have the room reserved for you. If you need to cancel, please call us 24 hours before your check in date. Failure to cancel will result in a one day charge on your credit card. Is there anything else I can do for you?"

---

B: "Yes, one more question. What time can we check in."

A: "We can check you in by 2:00pm."

B: "Great. Thank you."

A: "Thank you and have a great day."

B: "Thanks. Bye"

A: "Good bye."

---