

## At the hotel

### Situation 1

- Good evening. Are there any vacancies at your hotel?
  - Let me have a look at it in the hotel register book. Well, we are pretty busy at the moment, but as I can see we have still some free rooms. Do you want a single or double room?
- A double room. I'd like to have it on the ground floor or first floor because my wife/ husband can't climb the stairs.
  - I can let you have one on the first floor. How many days do you intend to take the room for?
- For three days.
  - Have you got any other special requirements?
- I'd like to be woken up at 7 in the mornings. You know, I go in for sports regularly and whenever I can do it, I go jogging or swimming.
  - All right. Here's the key of your room. Shall I help you with carrying your luggage into your room?
- That would be a great help of you.

### Situation 2

- I'd like to reserve a room at your hotel
  - from 3rd to 9th July.
  - from Monday to Friday next week.
- Well, we have still a few free rooms at that period of time.
- How much is a single room for a person per night?
  - It costs £ 8.75
    - including V.A.T.
    - plus ten percent purchase tax.
- To tell you the truth I find it rather expensive. I'm afraid I can't afford to me to book such an expensive room. Haven't you got anything
  - cheaper?
  - less expensive?
- Let me see what I can do for you. Well, there is a cheaper one, but it's on the fifth floor.
- I don't mind it, that will be very nice. Is breakfast included in the price?
  - Yes, it is. Do you have any particular wishes?
- I would be very pleased if you could provide a computer for me. You see, I'm a businessman and I have got a lot of business matters to attend to.
  - That's all right. I'll arrange everything for you.
- Thank you very much for your help.

**Situation 3**

- Good evening.
  - Good evening Sir/ Madam. Can I help you?
- Yes, please. I'd like to take the room I have reserved at your hotel in advance.
  - Let me check it in the hotel register book. Well, it's a single room with half board, isn't it?
- Yes, it is.
  - Here is the key of your room.
- Thank you. Would you be so kind as to show me up to my room?
  - Yes, please. Let me have one of your cases.
- Thank you. That's very kind of you.

**Situation 4**

(telephone conversation)

- Hotel Astoria. The receptionist speaking. Can I help you?
- This is Endre Nagy here from Szeged, Hungary. I have booked a single room at your hotel from 26th June to 1st July, but I'm afraid I have to cancel it because I will be away on a business trip at that period of time. I wonder if I could modify my room reservation.
  - Certainly. What date would suit you?
- Would you please see to it if there is a vacant room from 18th to 23rd July?
  - Well, there is one, but it's on the fifth floor.
- It doesn't matter. I'd like to book it right now.