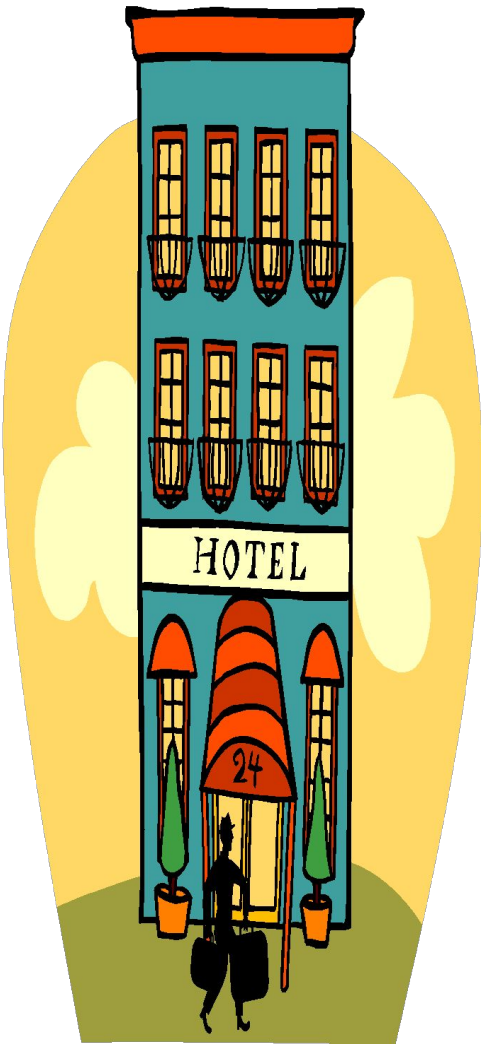


HOTEL



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Hotel Room



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Front Office

**Reception
Desk**



Receptionist

Clerk

Customer

Guest

The Customer is checking-in at the front desk



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Keys



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Elevator

Lift

Luggage

Bell Hop



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Double Room- One bed-two people



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Single Room

One bed-One person



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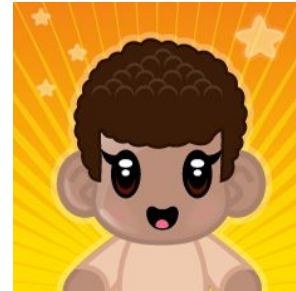
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Twin Room

2 Beds-

Two people



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The maid from the house-keeping department cleans the room.



And she changes the towels, sheets and pillows



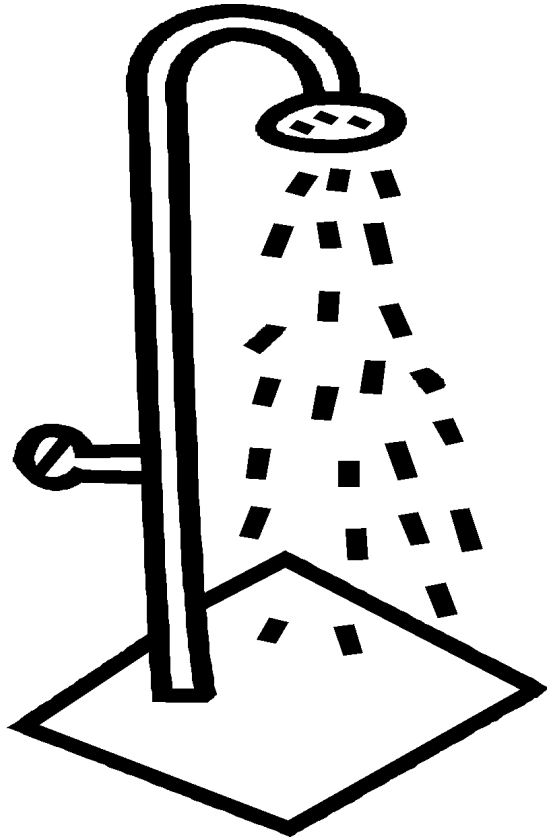
Room-service department delivers meals to our room



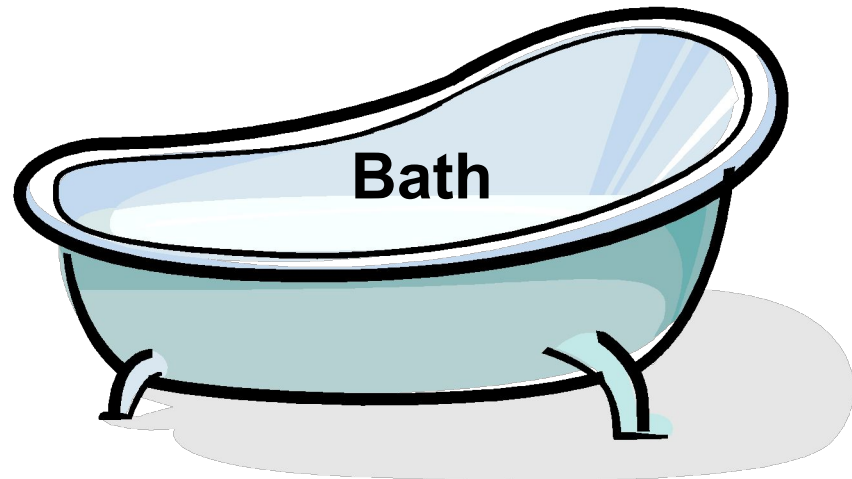
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Shower



Would you like to have a room with a bath or a shower?



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Super Dooper Hotel



Good evening, welcome to our Hotel.

Thank you- I'd like to book a room for tonight

What is the customer doing?

Checking in? Checking out?



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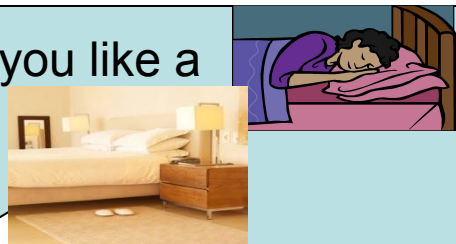
Super Dooper Hotel



Certainly- For how many people?

Just one-only me.

Would you like a
or a
room?



I'm alone so a  will be fine

What type of room does the guest want?

Double Single Twin



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Do you want a room with a 
or a 

I would really like to have a 

The guest wants to have a room with a

Bath-tub

Shower



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Fine- Here are your
Its room 201
Have a good night.



The clerk gives the customer her

cash

Keys

Luggage

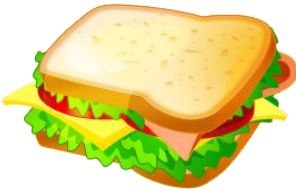
Pillow



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Hello-this is Room 201
I'm hungry, please send me a sandwich
and an orange juice



The customer is calling

Reception

House-keeping

The bell-hop

Room Service



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When we check –out
we must pay the bill.



We can pay by credit card



Or with cash



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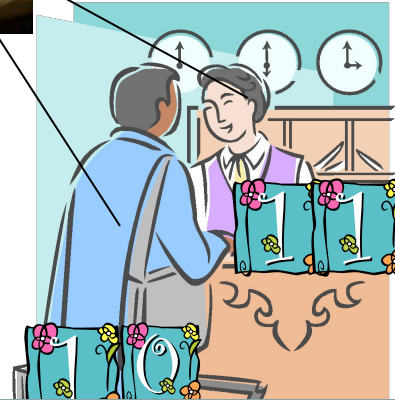
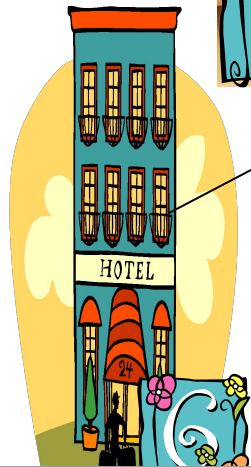
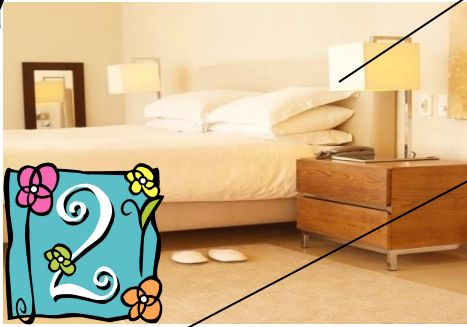
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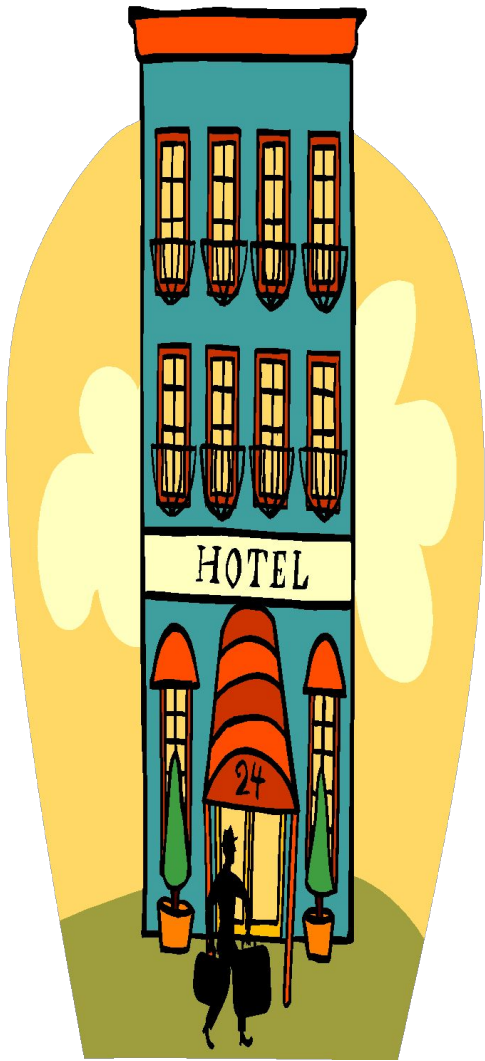
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Indicate the items: Single room, Customer, Bell-hop, hotel, Elevator, receptionist, double room, house-keeper, keys, room-service, twin room.



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CONVERSATION PRACTICE



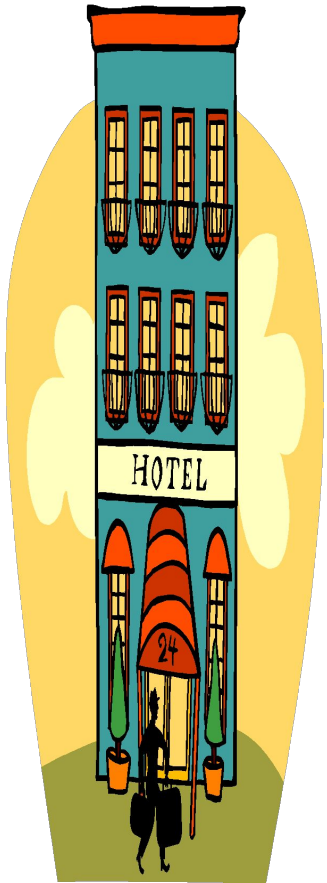
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A: Big Time Hotel. Can I help you?

B: Hello, I would like a room for tonight.
Friday, August 15th.
the 20th through the 23rd.



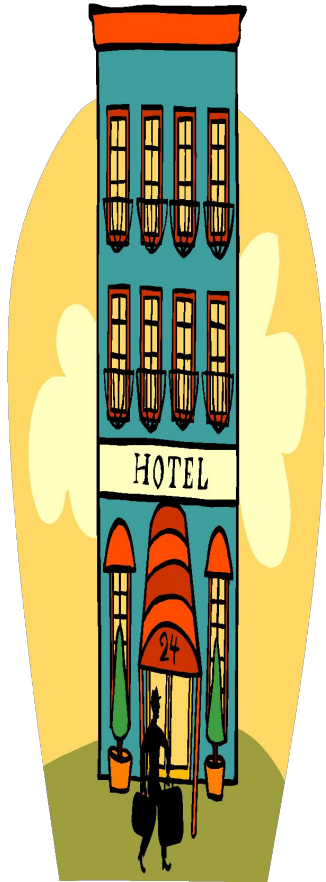
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A: What kind of room would you like?

B: I'd like a **single room, please.**
double
twin



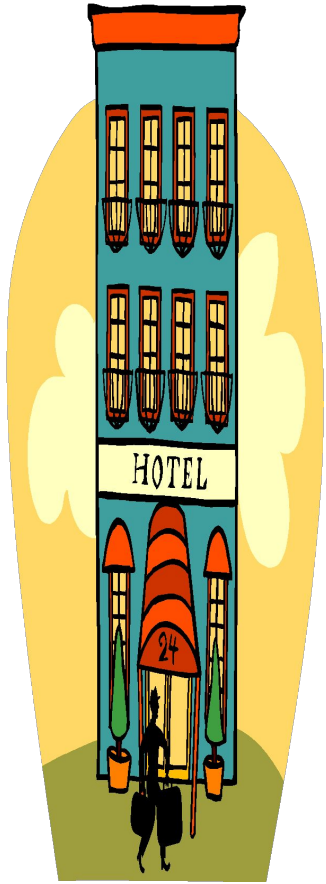
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A: Hold on, please.... I'm afraid all our single rooms are reserved. The only room we have available is a twin.

B: How much for the twin room?

**A: Sixty dollars including tax.
excluding tax / before tax.**



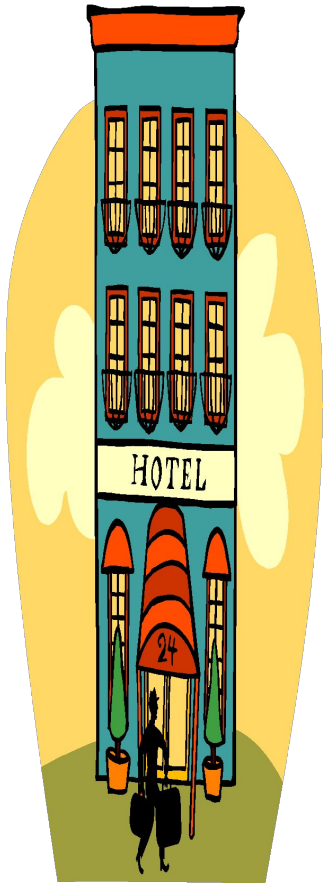
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B: Does that include breakfast?

A: No, but breakfast is available in our dining room.



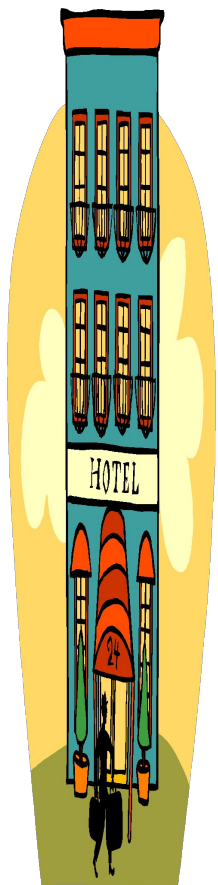
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B: OK, I'll take a room for tonight (only).

A: I'll need to get your credit card information to guarantee your room....



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