This is a typical Easy English Conversations at the Reception Counter.

Receptionist: Good morning Sir. May I help you?

Guest: Good morning. I need a room.

Receptionist: Do you require a single or double room or a suite?

Guest: Well! A single room will do.

Receptionist: Please fill your name in this register.

Guest: May I know the tariff please?

Receptionist: It's nine hundred rupees a day.

Guest: Does it include breakfast?

Receptionist: No sir. It's just for the accommodation sir.

Guest: Is the room air conditioned?

Receptionist: All our rooms are centrally air-conditioned.

Guest: Do you have a restaurant?

Receptionist: Not one. We have three. We offer Indian, Western and Chinese cuisine catered by the different restaurants.

Guest: Well! That's good news. I can choose different cuisine for different meals.

Receptionist: May I know the duration of your stay?

Guest: Oh! I haven't filled that column because I haven't decided on my period of stay yet. It all depends on how early or how late I am going to finish my work. But, tentatively, I shall write it as four days.

Receptionist: That'll do. Please inform us about your extension one day earlier.

Guest: Sure. By the way, do you have laundry facility here?
Receptionist: Yes. Please call up the housekeeping department and they will have the clothes picked up.

Guest: How do I get the extension phone numbers for all the departments?

Receptionist: All the in-house phone numbers are in a list kept near the telephone.

Guest: Oh! That will do. Thank you. You have been very helpful.

Receptionist: My pleasure! I am here to help you.

Guest: Thanks. Well I am rather tired. Can you please ask the bellboy to bring my luggage to the room?

Receptionist: Certainly. Here's your key.

Guest: Thank you very much.

Receptionist: You're welcome.
Arriving at the Hotel

There are a few different conversations you might have with the hotel receptionist when you arrive at a hotel.

Conversation 1

**Mike:** I'd like a room for two people, for three nights please.

**Hotel Receptionist:** Ok, I just need you to fill in this form please.

**Hotel Receptionist:** Do you want breakfast?

**Mike:** Yes, please.

**Hotel Receptionist:** Breakfast is from 7 to 10 each morning in the dining room. Here is your key. Your room number is 345, on the third floor. Enjoy your stay.

**Mike:** Thank you.

Conversation 2

**Lisa:** I'd like a room please.

**Hotel Receptionist:** Do you have a reservation?

**Lisa:** No, I don't.

**Hotel Receptionist:** How many nights?

**Lisa:** Two nights, please.

**Hotel Receptionist:** For two people?

**Lisa:** Yes.

**Hotel Receptionist:** Do you want breakfast?

**Lisa:** No, thank you.

**Hotel Receptionist:** Ok, that will be $210. Do you want to pay now, or when you check out?

**Lisa:** I'll pay now.

**Hotel Receptionist:** Can you fill this in, and sign here please.

**Hotel Receptionist:** Thank you. Here is your receipt and your key. You are in room 231, on the second floor.

Leaving the Hotel

**Mike:** I'd like to check out please.

**Hotel Receptionist:** What room number?

**Mike:** 231.

**Hotel Receptionist:** That's $250 please.

Mike pays the hotel receptionist.

**Hotel Receptionist:** Thank you. Sign here please. Have a good journey.

**Mike:** Thank you.
1. Can you get someone to clean my room?
   - Yes, I'll get someone to do that right away.
   - Yes, it was cleaned this morning.
   - Yes, all of our rooms are always clean.

2. Why was my credit card declined?
   - You can pay cash.
   - I don't know. You'll have to contact your bank to get that information.
   - No, we don't have free parking.

3. Where is breakfast served?
   - Breakfast is included.
   - We offer a breakfast buffet.
   - In the hotel restaurant.

4. Could you please confirm my reservation via (by) email?
   - Yes, I'll send you a confirmation email right away.
   - I'll give you our email address.
   - Please send us a confirmation right away.

5. We need some clean towels.
   - There is a shower in every room.
   - The cleaning staff will pick up the dirty towels when they clean the room.
   - I'll ask the cleaning staff to bring you some.

6. How much are the small bottles of brandy in the mini-bar?
   - I'll get more sent up right away.
   - They are $10 each.
   - There are 10 small bottles in each mini-bar.

7. I need to wake up at 7:00 AM.
   - I'll make sure you get a wake-up call at that time.
   - It's 8:30 PM
   - Would you like me to call you a taxi?

8. Do you accept Mastercard?
   - You can pay with your bank card as well.
   - Yes, we accept all major credit cards.
   - You can pay with a credit card.
9. *How much is your cheapest double room?*
   - For one person?
   - Right now our cheapest one is $200 per night.
   - Our double rooms are usually booked well in advance.

10. *I reserved a room for Friday. I'd like to change that to Saturday.*
    - OK, you will be leaving on Saturday?
    - I see that you've already made a reservation.
    - OK, let me check your reservation.
Check In

Example Conversation – tasks / question can be substituted with further examples added beyond.

Front Desk: Welcome to the Wyatt Hotel. How may I help you?
Traveler: I’d like a room please?

Front Desk: Would you like a single or a double?
Traveler: I’d like a double, please?

Front Desk: May I have your name, please?
Traveler: Timothy Findley.

Front Desk: Could you spell that please?
Traveler: F-I-N-D-L-E-Y.

Front Desk: How many are in your party?
Traveler: Just two.

Front Desk: How many nights would you like to stay?
Traveler: Just tonight.

Front Desk: How will you be paying?
Traveler: Is Visa OK?

Front Desk: That’ll be fine. Would you like a wake-up call?
Traveler: Yes, I’d like a wake-up call for 6:30. Do you have a pool?

Front Desk: Yes, we do. On the 2nd floor. Here’s your key. That’s room 405 on the fourth floor.

Example 2:
A: Hi, my name is Suzuki and I have a reservation for tonight.

B: Let me check. OK, yes. A twin room for one night.

A: That’s right.

B: You are in room 408. How would you like to pay for the room?

A: Do you take American Express Travelers Checks?

B: Certainly, are they in American funds?

A: No, in Canadian. Is that OK?
B: Yes, no problem. With the exchange, that comes to 83.76 dollars Canadian.

A: Do I pay now or when I check out.

B: In advance, please.

A: Here you go.

B: The elevator is just around the corner. Do you need any help with your bags?

A: No thanks. I can manage myself.

B: Is there anything else we can do to help you enjoy your stay?

A: Can you give me a wake-up call at 7:00?

B: We don’t do that from here. You can use the clock radio in the room, or you can program the telephone in your room to ring at 7:00.

A: Oh, yes. I have a meeting downtown tomorrow. Does this hotel have a shuttle bus?

B: No, I’m afraid we don’t, but we will be happy to call a taxi for you if you provide us with the details.

A: No, that won’t be necessary. I can call from my room.

B: There are no charges for local calls.

More Examples for: Front Desk Receptionist

- What name is the reservation under?
- How long will you be staying?
- Are you planning on checking out tomorrow?
- I’m afraid you can’t check in until after 4:00 pm.
- What type of vehicle are you driving?
- Do you know the license plate number of your vehicle?
- Complimentary breakfast is served in the lobby between 8 and 10 am.
- I’ll give you two room keys.
- The dining room is on the main floor at the end of the hall.
- The weight room and sauna are on the top floor.
- Just call the front desk if you need any extra towels or pillows.

More Examples for the guest

- We have a reservation under Jill McMann.
- Do you have any vacancies?
- Is the hotel booked, or can we get a room for tonight?
- How do we get to our room from here?
• Is it okay to park out front?
• What time is the pool open until?
• What time is breakfast served at?
• Is it too early to check in?
• Can we get a wake-up call?
• When is check out time?

Check Out

Example Conversation – tasks / question can be substituted with further examples added beyond.

Receptionist: Hi there. Are you checking out now?
Guest: Yes, sorry. I know we’re a few minutes late.

Receptionist: That’s no problem. It’s always really busy at check out time anyway.
Guest: Oh, really. The last hotel we stayed in charged us for a late check out.
Receptionist: The hotel isn’t booked this week, so it’s not a problem. How was everything?
Guest: The room was great. The beds were really comfortable, and we weren’t expecting our own fridge.
Receptionist: I’m glad you liked it.
Guest: The kids were disappointed that the pool wasn’t open this morning, though.
Receptionist: I apologize for that. We can’t get a cleaner in any earlier than 10 am.
Guest: Well we had a nice swim last night anyhow.
Receptionist: Will you be putting this on your credit card?
Guest: No. I’ll pay cash.
Receptionist: OK. So the total comes to $123.67, including tax.
Guest: I thought it was $115 even. That’s what they said yesterday when we checked in.
Receptionist: Yes, but there is an extra room charge on your bill.
       No problem. So…from $140, here’s your change. Now, I’ll just need to ask you for your room keys.

More Examples for the Front Desk Receptionist

• Are you ready to check out?
• What room were you in?
• How was your stay?
• Was everything satisfactory?
• Will you be putting this on your card?
• And how will you be paying for this?
• Would you like to speak to the hotel manager on duty?
• I’ll just need your room keys, please.
• Enjoy the rest of your holiday.
• Have a safe trip home.
More Examples for the guest
- We’re checking out of room 401.
- Sorry we’re a bit late checking-out.
- I’m afraid we overslept/slept in.
- We really enjoyed our stay.
- We have a few complaints.
- We’ll be back next time we’re in town.

Checking Guests In and Out

Check In

Front Desk Receptionist
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- Are you planning on checking out tomorrow?
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- What type of vehicle are you driving?
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- I’ll give you two room keys.
- The dining room is on the main floor at the end of the hall.
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- Just call the front desk if you need any extra towels or pillows.

Guest
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- Do you have any vacancies?
- Is the hotel booked, or can we get a room for tonight?
- How do we get to our room from here?
• Is it okay to park out front?
• What time is the pool open until?
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Check Out

Front Desk Receptionist

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Guest

• We're checking out of room 401.
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• We really enjoyed our stay.
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Sample Conversation

Double-click the left button (>) to start. Click the middle button to stop. Click the right button to pause. Click it again to continue.

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Receptionist: No problem. So...from $140, here's your change. Now, I'll just need to ask you for your room keys.
Check your understanding

1 Why does the guest apologize when she arrives at the front desk?

2 Which of the following did the woman's family NOT like about the hotel?

3 What was the woman charged for besides the room rate?