

# LEARNING GOALS

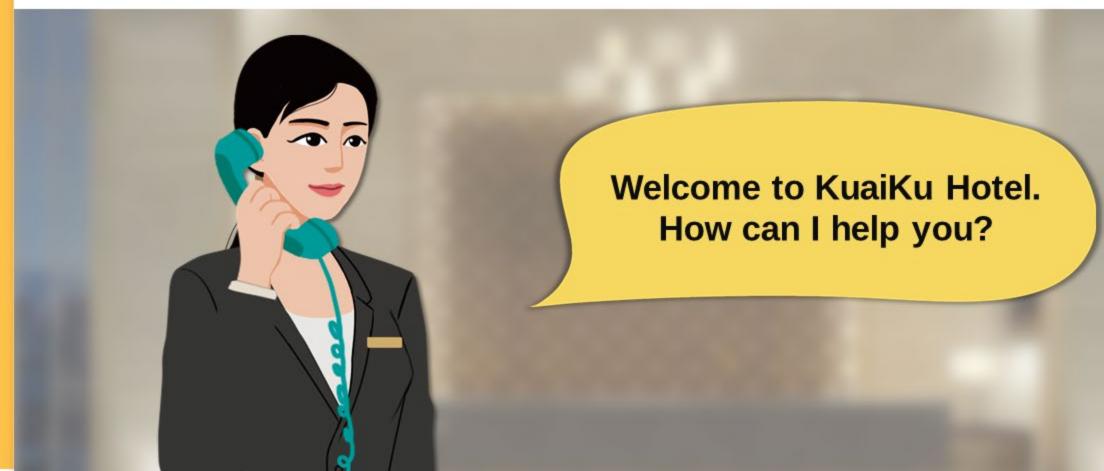
Reserving Accommodation



# What would you say?

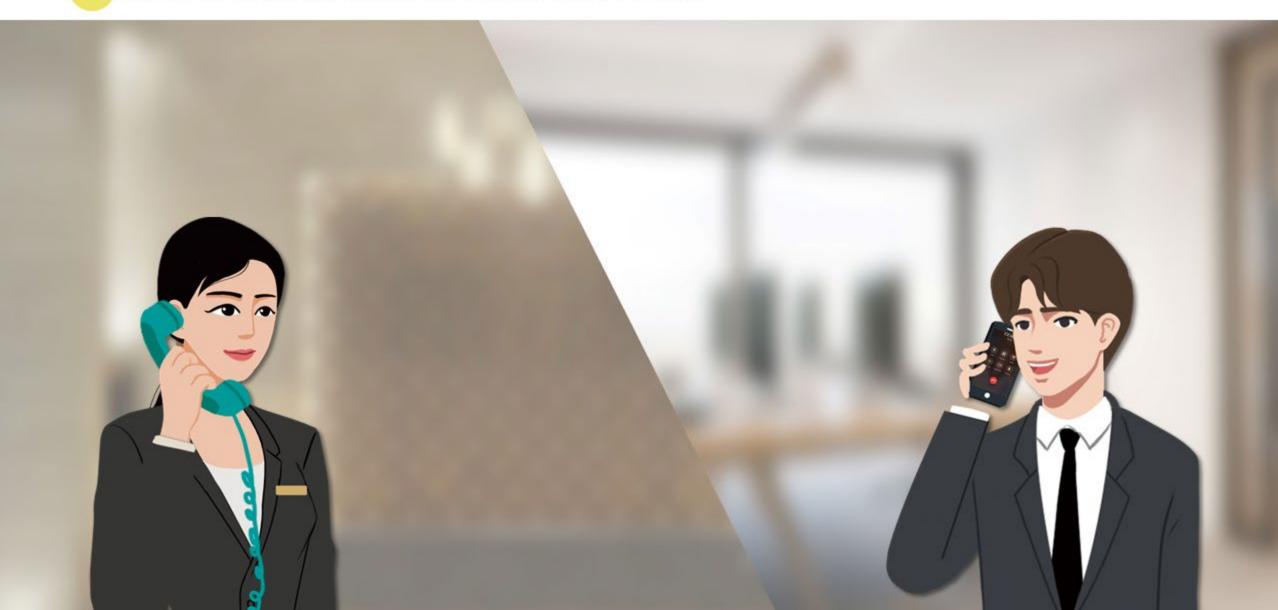
Scenario: You need to reserve a hotel room for your business trip.

Make the reservation via call.



#### Situational Dialogue

► Kenzo calls a hotel to reserve a room.











#### **Key Vocabulary**

#### Learn the new words and answer the questions.



#### deluxe

(adj.) elegant or expensive; of a superior kind

e.g. They reserved a deluxe room for their vacation in Hawaii.



#### guarantee

(v.) provide a formal assurance or promise

e.g. They guaranteed their boss that their plan will be successful.



#### deposit

(n.) a payment that is one part of all the money that is owed for something

e.g. The hotel requested a 20% deposit to reserve the room.



#### **Dialogue Review**

#### Have a role play and answer the questions.



Kenzo calls a hotel to reserve a room.

**Receptionist:** Good morning. This is KuaiKu Hotel. How may I help you?

**Kenzo:** Hello. I'd like to reserve a **deluxe** room for three nights

starting from the 21st of June.

**Receptionist:** Sure, let me check ... Yes. We still have a room available for

those days. May I have your name and phone number, please?

**Kenzo:** It's K-E-N-Z-O H-A-R-A. My phone number is 515-297-8175.

**Receptionist:** In order to **guarantee** your reservation, we ask that you make a

deposit of 20 percent upon booking.

**Kenzo:** Sure, no problem. May I have a confirmation emailed to me?

**Receptionist:** A confirmation email has been sent to your email along with the

payment instructions. We'll see you, Mr. Hara.

**Kenzo:** Thank you so much.

#### **Learning Goals**

#### Let's check the learning goal!



Kenzo calls a hotel to reserve a room.

Receptionist: Good morning. This is KuaiKu Hotel. How may I help you?

Kenzo: Hello. I'd like to reserve a deluxe room for three nights

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Kenzo: Sure, no problem. May I have a confirmation emailed to me?

Receptionist: A confirmation email has been sent to your email along with the

payment instructions. We'll see you, Mr. Hara.

**Kenzo:** Thank you so much.

#### **Learning Goals**

Learn the key expressions and sentence structures.

#### .:: Reserving Accommodation

- I'd like to reserve/ book a (room type) for (length of stay) starting from (date).
- > Is there an available room from (date) to (date)?
- May I (request / question)?
- I would like to request for (request).

#### Example sentences:

- I'd like to book a single room for 5 nights starting from the 3<sup>rd</sup> of July.
- Is there an available room from October 3-5?
- May I ask about your cancelation policy?
- I would like to request for an extra full set of clean linens.

### Prepare the following booking details:







- Length of Stay
- Type of Room
- Contact Number
- Request/s
- Payment-related Questions
- Receipt/ Confirmation Email
- Reservation Policies
- Cancelation Policies



#### **Learning Goals**

Practice reserving a hotel room.

#### Make a reservation using the given details in the box.













# Semi-open Dialogue

Have a role play.

Scenario: You have an upcoming business trip. Reserve a hotel room and ask for their reservation and cancelation policy.



.:: Make sure to include the following details:

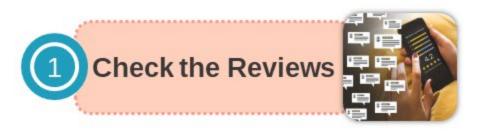
- Dates
- Length of Stay
- Type of Room

- Contact Number
- Request/s
- Payment-related Questions

#### **Coffee Break**

Learn some tips to choose the best accommodation for your next trip.

#### **How to Choose the Best Accommodation**











Complimentary Shuttle Services









Consider Both
Comfort and Price



### Overview

#### **Keywords and Expressions:**

deluxe/ guarantee/ deposit

I'd like to reserve/ book a (room type) for (length of stay) starting from (date).

Is there an available room from (date) to (date)?

May I (request / question)?

I would like to request for (request).

