

A background image showing a top-down view of several people's hands stacked together in a circle on a wooden conference table. The hands are of various skin tones, representing diversity. Some people are wearing watches. The image is partially covered by a large yellow and blue geometric overlay on the left side.

# **NEW BUSINESS ENGLISH 5**

## **Lesson 35**

### **Reserving Accommodation**



# LEARNING GOALS

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- ◆ Reserving Accommodation





# What would you say?

**Scenario: You need to reserve a hotel room for your business trip.  
Make the reservation via call.**



**Welcome to KuaiKu Hotel.  
How can I help you?**

## Situational Dialogue

- ▶ Kenzo calls a hotel to reserve a room.





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

Hello. I'd like to reserve a  
deluxe room for three nights  
starting from the 21<sup>st</sup> of June.







Sure, let me check ... Yes. We still have a room available for those days. May I have your name and phone number, please?

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





In order to guarantee your reservation, we ask that you make a deposit of 20 percent upon booking.

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





A confirmation email has been sent to your email along with the payment instructions.  
See you in our hotel, Mr. Hara.

Thank you so much.





# 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 21<sup>st</sup> 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 starting from the 21<sup>st</sup> of June.**



**Reserving Accommodation**

**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

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:

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



*How do you usually make a hotel reservation?*

## Learning Goals

Practice reserving a hotel room.

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



date (a week from now)



1 week



double room



extra towels and toiletries



*What other details would you add in your reservation?*

# 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

1 Check the Reviews



Check for Wi-Fi

4

2 Consider Location



Complimentary Shuttle Services

5

3 Find a One-Stop Shop



Consider Both Comfort and Price

6



*What other things do you look for when choosing the best accommodation?*

# 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).

*Made by Leras  
Proofread by Turner*

