

A background image showing a group of people's hands stacked on top of each other on a wooden table, symbolizing teamwork. The image is partially covered by a yellow and blue geometric overlay.

NEW BUSINESS ENGLISH 5

Lesson 37

Hotel Arrangements



LEARNING GOALS

- ◆ Checking In at the Hotel
- ◆ Asking About Hotel Facilities and Services



What would you say?

Scenario: Imagine checking into a hotel. Talk to the receptionist about your reservation details.



**Hi! Welcome to KuaiKu Hotel.
How may I help you?**

Situational Dialogue

- ▶ Kenzo arrives at the hotel front desk to check in.



Receptionist

Kenzo Hara



Hi! Welcome to KuaiKu Hotel.
How may I help you?

I have a reservation under my
name, Kenzo Hara.






Let me check. A deluxe room
for three nights, right?

Correct. What is included
in my package rate?





Internet access, buffet breakfast, and laundry services are included. In addition, you can use the gym and other facilities for free.

Excellent. Where can I find the gym?

You can find it on the third floor.





Thank you. Before I forget, I would like a wake-up call, if possible. I need to get up at 6 tomorrow morning.

Sure thing. Here's your keycard. Please expect a call at 6 a.m. tomorrow.



Key Vocabulary

Learn the new words and answer the questions.



reservation

(n.) an arrangement to have something saved for a particular person

e.g. There is a problem with his **reservation**.



package rate

(n.) a room rate that includes the sales of goods and services

e.g. His **package rate** includes free access to Wi-Fi, gym, and laundry services.



facility

(n.) buildings, pieces of equipment, or services that are provided for a particular purpose.

e.g. The gym is one **facility** that hotel guests enjoy.

Dialogue Review

Have a role play and answer the questions.



Kenzo arrives at the hotel front desk to check in.

Receptionist: Hi! Welcome to KuaiKu Hotel. How may I help you?

Kenzo: I have a **reservation** under my name, Kenzo Hara.

Receptionist: Let me check. A deluxe room for three nights, right?

Kenzo: Correct. What is included in my **package rate**?

Receptionist: Internet access, buffet breakfast, and laundry services are included.
In addition, you can use the gym and other **facilities** for free.

Kenzo: Excellent. Where can I find the gym?

Receptionist: You can find it on the third floor.

Kenzo: Thank you. Before I forget, I would like a wake-up call, if possible.
I need to get up at 6 tomorrow morning.

Receptionist: Sure thing. Here's your keycard. Please expect a call at 6 a.m. tomorrow.

Learning Goals

Let's check the learning goal!



Kenzo arrives at the hotel front desk to check in.

Receptionist: Hi! Welcome to KuaiKu Hotel. How may I help you?

Kenzo: **I have a reservation under my name, Kenzo Hara.**

Receptionist: Let me check. A deluxe room for three nights, right?

Kenzo: Correct. **What is included in my package rate?**

Receptionist: Internet access, buffet breakfast, and laundry services are included.
In addition, you can use the gym and other facilities for free.

Kenzo: Excellent. **Where can I find the gym?**

Receptionist: You can find it on the third floor.

Kenzo: Thank you. Before I forget, I would like a wake-up call, if possible.
I need to get up at 6 tomorrow morning.

Receptionist: Sure thing. Here's your key card. Please expect a call at 6 a.m. tomorrow.



**1. Checking In
At the Hotel**



**2. Asking about Hotel
Facilities and Services**

Learning Goals

Learn the key expressions and sentence structures.

⋮ Checking In at the Hotel

- I have a reservation for + **(number of people)** under+ **(name)**.
- I'd like to check in under the name + **(name)**.
- I will be staying for + **(length of stay)**.
- I plan to check out at **(time)**.

Examples:

- I have a reservation for two people under my name, May Lin.
- I'd like to check in under the name May Lin.
- I will be staying for seven days.
- I plan to check out at noon.

Important Booking details:

- Number of People Staying
- Name of the Reserver
- Length of Stay
- Time of Check Out



What do you usually say when checking into a hotel?

Learning Goals

Learn the key expressions and sentence structures.

⋮ Asking About Hotel Facilities and Services

- What is included in my package rate?
- Excuse me, do you have/ offer + **(facility/ service)**?
- Where can I find the + **(facility)**?
- What time does the + **(facility)** open/ close/ start/ end?
- May I request for extra **(blankets/ towels/ toiletries, etc.)**?

Examples:

- Excuse me, do you offer 24-hour room service?
- What time does the spa close?
- May I request for extra toiletries?

Common Hotel Facilities and Guest Services

- Free Wi-Fi
- Complimentary Breakfast
- Complimentary Toiletries
- Swimming Pool/ Jacuzzi
- Room Service
- Wake-up Call
- Gym
- Spa



How do you usually ask about hotel facilities?

Semi-open Dialogue

Have a role play.

Scenario: You are about to check into the hotel. Give your booking details and ask about their hotel facilities and services.



∴ You can refer to the following key expressions:

- I have a reservation for + (number of people) under + (name).
- I will be staying for + (length of stay).
- What is included in my package rate?
- Excuse me, do you have/ offer + (facility)?
- Where can I find the + (facility)?

Learn how to prevent or reduce jet lag.

⋮ How to Prevent or Reduce Jet Lag



Stay Hydrated



Enjoy Sunlight
Upon Arrival



Limit Caffeine
and Alcohol



Take a Shower



Eat Light



Consider
Medication



What other things do you do to prevent or reduce jet lag?

Overview

Keywords and expressions:

reservation/ package rate/ facility

I have a reservation for + (number of people) under + (name).

I'd like to check in under the name + (name)

I will be staying for + (length of stay).

What is included in my package rate?

Excuse me, do you have/ offer + (facility)?

What time does the + (facility) open/ close/ start/ end?

