

Top Notch 2

Unit 3 – Preview – Staying in Hotels



In today's lesson, you will learn ...

- *Making online reservations;*
- *Types of rooms;*
- *Facilities and amenities.*



Staying in Hotels:

Conversation:



- 1. Do you know names of hotel chains?**
- 2. What type of hotel services do these chains offer?**
- 3. What are the benefits of making online hotel reservations?**
- 4. Have you ever booked a hotel online? Why (not)?**
- 5. What's the difference between hotel facilities and amenities?**



Vocabulary Practice:

Listen and repeat:



THE FACILITIES :



AIR CONDITIONER



LED TV



HOT & COLD
SHOWER



IRON



HAIR DRYER



FREE WIFI



FREE INTERNET
SURFING



24 HOURS
RECEPTION



LOBBY

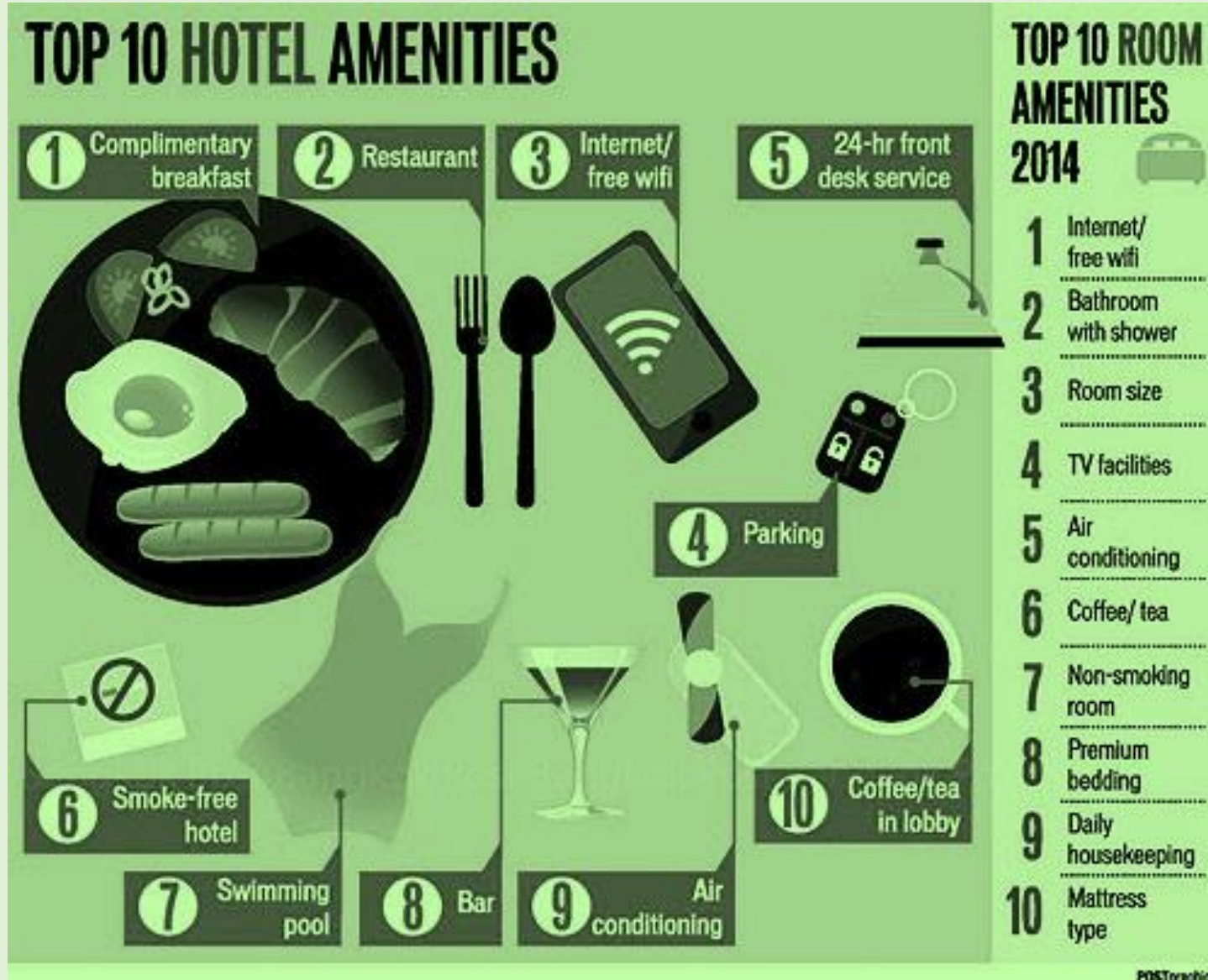


FREE DRINKING
WATER

Facilities are buildings, pieces of equipment, or services that are provided for a particular purpose.

Vocabulary Practice:

Listen and repeat:



Amenities are things such as shopping centers or sports facilities that are provided for people's convenience, enjoyment, or comfort.

➤ Speaking Practice:

Conversation:



1. How many beds are in a single room?

Only one bed.

2. How many beds are in a double room?

Two beds.

3. When is a suite a good choice?

When a guest needs a meeting room, or when the guest wants to work.

4. What type of room do you prefer in a hotel? Why?

I prefer ... because ...

5. Which is bigger a twin or a queen-size bed?

A queen-size bed is bigger.

6. Which is smaller, a king-size bed or a rollaway?

A rollaway is smaller.



Listening for Gist:

Match the conversation:



1. What is the guest at the desk doing?
2. Did she enjoy her stay?
3. Does she pay with cash or credit card?
4. How is she getting to the airport?
5. What does she want to do before she leaves?
6. Who is going to help her with the luggage?

(3) with a credit card.

(1) She's checking out, leaving the hotel.

(4) She's taking a shuttle.

(2) Yes, it was satisfactory, very nice.

(6) The bellman.

(5) Pick up a few things at the gift shop.

➤ Speaking Practice:

Conversation:



Guest: Good morning. I'm checking out of room 604.

Clerk: I'll be happy to help you with that. Was your stay satisfactory?

Guest: Yes. Very fine, thanks.

Clerk: Did you have anything from the mini bar last night?

Guest: Just a bottle of water.

Clerk: Ok. Let me add that to your bill. And would you like to put this on your visa card?

Guest: Yes, I would, please. By the way, I need to go to the airport.

Clerk: Certainly. If you're in a hurry, I'll call a taxi. But if you'd rather take the free airport shuttle, there's one leaving in twenty minutes.

Guest: Great. I'll take the shuttle. Why pay a taxi? And that'll give me time to pick up a few things at the gift shop before I leave.

Clerk: No problem. I'll ask the bellhop to give you a hand with your luggage. He'll let you know when the shuttle is here.

Guest: Thanks so much.

Clerk: You're welcome! Have a safe trip, and we hope to see you again.

➤ Speaking Practice:

Conversation:



Guest: Good morning. I'm _____ room 604.

Clerk: I'll be happy to help you with that. Was your stay _____?

Guest: Yes. Very fine, thanks.

Clerk: Did you have anything from the mini bar last night?

Guest: Just a bottle of water.

Clerk: Ok. Let me add that to your bill. And would you like to _____ your visa card?

Guest: Yes, I would, please. By the way, I need to go to the airport.

Clerk: Certainly. If you' _____, I'll call a taxi. But if you'd rather take the free airport shuttle, there's one leaving in twenty minutes.

Guest: Great. I'll take the shuttle. Why pay a taxi? And that'll give me time to pick up a few things at the gift shop before I leave.

Clerk: No problem. I'll ask the bellhop to _____ with your luggage. He'll let you know when the shuttle is here.

Guest: Thanks so much.

Clerk: You're welcome! Have a safe trip, and we hope to see you again.

➤ Speaking Practice:

Conversation:



Guest: Good morning. I'm _____ room 604.

Clerk: I' _____ you with that. Was your stay _____?

Guest: Yes. Very fine, thanks.

Clerk: Did you have anything from the _____?

Guest: Just a bottle of water.

Clerk: Ok. Let me add that to your bill. And would you like to _____ your Vista card?

Guest: Yes, I would, please. By the way, I need to _____.

Clerk: Certainly. If you' _____, I'll call a taxi. But if you'd rather take the _____, there's one leaving in _____.

Guest: Great. I' _____. Why pay a taxi? And that'll give me time to pick up a few things _____ before I leave.

Clerk: No problem. I'll ask the bellhop to _____ with your luggage. He'll let you know when the _____.

Guest: Thanks so much.

Clerk: You're welcome! _____, and we hope to see you again.

➤ **Speaking Practice:**

Why do people need wake-up service?

Which service is “facility” or “amenity”? Explain.

Can you name other “facilities” or “amenities”?

Airport shuttle

Bell service

Laundry service

Minibar

Room service

Shoeshine service

Wake-up service



➤ **Check-out Time:**

What did you learn in today's lesson?



Credits



Teacher Wagner Junior TN2 - Unit 3 - Preview Staying in Hotels

