



Unit 22 Getting around

Task 06

Announcer: Dialogue 1. Checking in

Anna: Hello, my name is Anna Brandstätter from “Vorfreude,” ... that’s my company’s name. We have a group reservation under the code 37X92M and we’d like to check into our hotel rooms.

Front desk: Hello Anna, let me see ... your reservation 37X92M is for five people in a four room suite? That means that you have four rooms and there is a shared kitchen between them.

Anna: Yes, that’s correct. Two people will be sharing the largest room.

Front desk: Ok, the company credit card has been pre-approved, but the bill will come after your stay. Would each person like to have their own key? Everyone will have a queen-sized bed.

Anna: Yes, I think we’d all like to have our own keys. What’s a queen-sized bed?

Front desk: It’s a medium sized bed ... actually it’s big enough for two people. May I see your passports or other forms of ID?

Anna: Ok, so here are our passports. These two people are sharing a room, so they will both need their own keys.

Front desk: No problem. Would you like to arrange for a wake-up call in the morning?

Anna: Maybe not for tomorrow, but certainly for the rest of the week. 6 a.m. Monday to Friday, and then 9 a.m. for the weekend, is that ok?

Front desk: Sure. ... One moment please ... Ok, so here are your IDs and the keys to all of your rooms. I’ve written each of your names on the envelope of your room keys. If there is a problem, don’t hesitate to call. Check out is between 11 a.m. and 1 p.m. on the day of departure. Would you like a porter to help you with your luggage?

Anna: Yes, that would be very helpful ...

Announcer: Dialogue 2. Checking out

Anna: Hello, we’d like to check out. We stayed in the suite on the fourth floor.

Front desk: Ok, did you enjoy your stay?

Anna: Aside from a few minor problems, I think we all had a very nice time.



Front desk: I'm glad to hear it. Would you like to fill out a short survey while I print out the bill?

Anna: Ok. ...

Front desk: Great. You'll get a free gift for completing it. May I have all of the keys?

Anna: Sure, here they are.

Front desk: Ok, so here is a copy of the bill for your company. We'll also email it to your office. Would you mind initialling here that you have received the bill and checked out of the hotel?

Anna: What does 'initial' mean?

Front desk: It's like a shortened signature where you only use the first letters of your names. You're Anna Brandstaetter, so you would write AB.

Anna: Ok... And here's the survey. It was quite short.

Front desk: Great, here's a complimentary "I love Ideal Inn NYC" tote bag with a \$25 gift certificate off your next stay here.

Anna: Wow, thank you!

Front desk: I hope you have a safe flight home! Bye!

Anna: Bye!