



Unit 10 Planning a trip abroad

Task 07

Announcer: At the hotel. Dialogue 1. Checking in

Anna: Hello, my name is Anna Steiner and this is Johannes Müller. We have a reservation under the code 37X92M.

Receptionist: Hello, welcome to Holiday Dream Hotel. Let me see ... your reservation 37X92M is for two people in a double room.

Anna: Yes, that's correct.

Receptionist: How would you like to pay? Cash or credit card?

Anna: I'd like to pay cash.

Receptionist: All right. Would you mind if I took a look at everyone's passport to confirm the room assignment? ... Thanks – here you are. Would you also like to arrange for a wake-up call in the morning?

Anna: No, thank you, we're on holiday.

Receptionist: Certainly. We don't have a restaurant or room service, but you can order from any restaurant in the area and we will call you when your delivery arrives. A porter can also bring up your food.

Anna: That sounds nice!

Receptionist: No problem. One moment please ... So here are your IDs and the keys. If there's a problem with the room, 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: At the hotel. Dialogue 2. Checking out

Anna: Hello, we'd like to check out.

Receptionist: May I have your keys, please? Did you enjoy your stay?

Anna: Yes, thank you, we had a very nice time.

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

Anna: Okay.



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Receptionist: So here is your bill. Would you mind signing here that you checked out of the hotel?

Anna Here you are.

Receptionist: Thank you for having chosen our hotel. I hope you have a safe flight back home. Bye-bye.

Anna: Thank you so much, bye.