

Thank you for your interest in the hotel role play pack.

This pack includes:

Role Play - Front Desk
You work at the front desk of a hotel. Help the guests to book a room and write down all the information below.

Name	Room	Number of people	Number of nights	Payment	Comments

Role Play - Guest
You are a traveler who needs a hotel room. Book a room and write down all the information below.

Hotel Name	Room Number	Price	Check-out Time	Services	Questions

Hotel Role Play Questions:
 Front desk: Welcome to the Paradise Hotel, how may I help you?
 Guest: I would like a room please.
 Front desk: Would you like a single or a double room?
 Guest: I would like a double please.
 Front desk: May I have your name?
 Guest: My name is Mary Bell.
 Front desk: How many people will be staying with you?
 Guest: Only me.
 Front desk: How many nights would you like to stay?
 Guest: Two, please.
 Front desk: How will you be paying?
 Guest: I will pay cash.
 Front desk: Do you have any questions?
 Guest: No.
 Front desk: Here is your key. Room 202 is on the second floor. Enjoy your stay!

1 role play card to be used by two students. One student will fill out information as hotel staff and the other as the guest.

hotel role play
You are a businessman going on a business trip. You would like a double room. You need to check in for four nights. You would like to pay with credit card and receive a v up call each morning at 6

hotel role play
You are traveling with two friends. You would like two double rooms. You need rooms with air-conditioning. You will be staying for three nights and would like separate bills for each guest.

hotel role play
You are traveling alone. You would like a single room in a quiet area of the hotel. You will be staying for two nights and will be paying cash. You would like to do a few city tours.

hotel role play
You are going on vacation with your husband/wife. You would like a double room. You will pay cash and will be staying for three nights. You would like a room with a view and would er room service.

hotel role play
You are traveling with your brother. You would like a double room with separate beds. You will be staying for three nights and will pay with your credit card. You would like to check out at 14h00.

hotel role play
You are traveling with your family. You need a room with extra beds. Your children are very active, so you will need as far away from the other guests as possible.

hotel role play
You are traveling with your parents. You would like a double room for them and a single room for yourself. You will be paying for both rooms on your credit card. You will be staying for seven nights.

12 role play cards.

Easy Stay Hostel

motel 101

Rooms	Rate	Available rooms
Single	\$70	102; 205; 315
Double	\$90	505; 506
Suite	none	

This hotel is very close to the airport. The rooms are big and have free Internet access. The hotel has its own 24hr restaurant and bar. The hotel offers transport to the airport at a very low rate. Check out: 10h00.

★★★★

1st Street bed & breakfast

Blue Sky Hostel

Rooms	Rate	Available rooms
Single	\$60	240; 250
Double	\$70	360; 370; 380
Suite	\$130	101, 102

The Blue Sky Hostel is located near a subway station which will give you easy access to the whole city. All the rooms have a view of the park. Check out 13h00.

★★★★

Hotel facilities and services

Airport transfer, Bar, Bus stop, Casino, Foreign exchange, Gift shop, Hair salon, Hair dryer, Internet, Iron, Laundry services, No pets allowed, No smoking, Parking, Fitness center.

2 hotel facilities and services charts.

8 hotel brochures.

hotel role play (Airplane, Bus)

hotel role play (Bottle, Glass)

hotel role play (Bus, Signpost)

hotel role play (Cards)

hotel role play (Handshake)

hotel role play (Person waving)

hotel role play (Money symbols)

hotel role play (Gift)

30 service cards. Use with role play cards for enquiries or complaints.

This pack also includes: facilities and service questions, vocabulary, assessment.

Assessment

Fill in the missing words to complete the conversations.

1. Checking in

Guest: Good afternoon. I have a reservation for a double room for two nights, starting from tomorrow. Can you check me in?
 Receptionist: Yes, of course. Please follow me to the front desk. We have a double room available for you. The room number is 202. The check-out time is 12:00. Do you have any questions?
 Guest: No, thank you. I will take the room. I will pay with my credit card.
 Receptionist: Here is your key. Enjoy your stay!

2. Checking out

Guest: Good morning. I have a reservation for a double room for two nights, starting from tomorrow. Can you check me in?
 Receptionist: Yes, of course. Please follow me to the front desk. We have a double room available for you. The room number is 202. The check-out time is 12:00. Do you have any questions?
 Guest: No, thank you. I will take the room. I will pay with my credit card.
 Receptionist: Here is your key. Enjoy your stay!

3. Complaints

Guest: I have a problem with my room. The bed is uncomfortable and the room is noisy.
 Receptionist: I'm sorry to hear that. I will try to solve your problem. Please wait a moment while I check the room for you.