

7 Check-in at a hotel



1.18 **Consuela Rodriguez is checking in to the Studios Inn Hotel. Read and listen to Conversation A.**

Conversation A

Clerk: Good afternoon. May I help you?

Consuela: Yes. Do you have any vacancies starting tonight?

Clerk: Yes, ma'am, we do. Is that a single or a double?

Consuela: A single.

Clerk: How long would you like to stay?

Consuela: For four nights.

Clerk: Will you be paying by credit card?

Consuela: Yes. MasterCard. Here you are.

Clerk: That's Ms. Rodriguez? I'll just swipe your credit card. Would you please complete the guest registration card?

1.20 Conversation B

Clerk: Here's your credit card, Ms. Rodriguez, and your room key.

Consuela: Thank you.

Clerk: This is your room charge card. You'll need this if you charge anything in the restaurant or lobby shops. Could you sign it here?

Consuela: OK.

Clerk: Your room is 743, on the seventh floor. The bell captain will take your bags up to your room.

Consuela: Thank you. Oh, is the restaurant still serving lunch?

Clerk: Our main restaurant closes at two thirty, but you can get something to eat in the All-Day Coffee Shop. It's just across the lobby.

Consuela: Thank you very much.

Clerk: You're very welcome. Enjoy your stay with us.

1.19 **Listen again. This time the recording only has the voice of the Front Desk Clerk. You take the part of Consuela Rodriguez.**



1 COMMUNICATION ACTIVITIES

Interview another student and complete a guest registration card for them.

Student 1 - Go to Communication Activity C

Student 2 - Go to Communication Activity P

2 Listen to Conversation B and answer these questions:

- What does the Front Desk Clerk give Consuela?
- What floor is Consuela's room on?
- Which room is she in?
- What time does the main restaurant close?

Culture File 7 Credit cards

3 Discuss:

- What are the major credit cards in your country?
- What kind of things can you buy with a credit card?
- Can you use them for small purchases?
- Do you think people will use cash at all in the future?