

# Checking In at a Hotel

Intermediate (B1-B2)



## WARM-UP DISCUSSION

Think about your travel experiences. Talk about each topic below.

1. The best hotel you've stayed in.
2. A problem you've had in a hotel.
3. A dream hotel for you. What would it be like?

## VOCABULARY & SPEAKING

Part 1. Match the words and phrases with their meanings.

|               |                |                |
|---------------|----------------|----------------|
| Reception     | Key card       | Check out      |
| ID / Passport | Late check-out | Wi-Fi password |

1. \_\_\_\_\_ The main desk where guests check in.
2. \_\_\_\_\_ When you leave and pay for your room.
3. \_\_\_\_\_ What you use to open your hotel room.
4. \_\_\_\_\_ Code to connect to the internet.
5. \_\_\_\_\_ When you stay past the normal time.
6. \_\_\_\_\_ What you show when you arrive.

**Part 2. Complete the mini-dialogues and sentences using one of the words or phrases.**

|               |                |                |
|---------------|----------------|----------------|
| Reception     | Key card       | Check out      |
| ID / Passport | Late check-out | Wi-Fi password |

**1. Guest:** "Hello! I'd like to check in, please."

**Receptionist:** "Of course. Can I see your \_\_\_\_\_?"

**2. Receptionist:** "Breakfast is from 7 to 10. \_\_\_\_\_ is at 11."

**Guest:** "Is \_\_\_\_\_ possible?"

**3. Guest:** "Excuse me, my \_\_\_\_\_ isn't working. Could you make me a new one?"

**4. Receptionist:** "You can connect with this \_\_\_\_\_: 'SunriseHotel123'."

**5. Receptionist:** "Welcome to the hotel. The \_\_\_\_\_ is just over there."

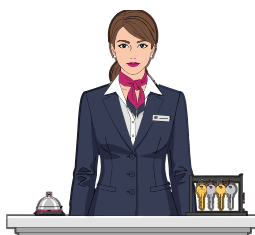
**Part 3. Use 2–3 of the words in short sentences about your own travel experiences.**

**Part 4. Read each short dialogue and decide what type of guest is speaking. Explain your choice.**

1. "I've got a meeting at 8 a.m. Could you arrange a wake-up call and maybe some strong coffee?"
2. "I booked a deluxe room online, but I can't find my booking email. Can you check the system?"
3. "I'm travelling alone. Is there somewhere safe to leave my luggage for the day?"
4. "It's our anniversary. Any chance of a sea-view upgrade?"

**Discuss:**

1. What clues helped you decide?
2. Which type of traveller are you most like and why?



**Part 5. Match each phrase to its purpose.**

| Phrase                                           | Purpose                   |
|--------------------------------------------------|---------------------------|
| 1. I'd like to check in, please.                 | A. Asking politely        |
| 2. Could you tell me if breakfast is included?   | B. Asking for information |
| 3. Would it be possible to change rooms?         | C. Making a request       |
| 4. Here you are.                                 | D. Thanking               |
| 5. Could you let me know what time check-out is? | E. Asking for details     |
| 6. I really appreciate your help.                | F. Giving something       |

**Part 6. Practise the check-in conversation. Read the receptionist prompts and reply as the guest using polite phrases.**

**Receptionist prompts:**

- "Can I help you?"
- "Could I see your passport, please?"
- "Breakfast is served until 10."
- "Would you like a wake-up call?"
- "Here's your key card."

**Part 7. Read each situation. What would you say to the receptionist? Use polite phrases from the previous activity.**

- You arrive early, but your room isn't ready.
- The air conditioning is broken
- You lost your key card.
- The room smells of smoke.
- You asked for a double bed, but got two singles.

**Part 8. Imagine you're reviewing or recommending a hotel you have stayed at.**

1. How was the check-in process?
2. How were the staff?
3. What was one problem, and how was it solved?
4. Would you stay there again? Why or why not?

**Part 9. Discuss the following questions.**

1. What information do hotels usually ask for in your country?
2. How formal or friendly is the service?
3. Have you seen any differences abroad?
4. Do you prefer human receptionists or self check-in kiosks?

**REFLECTION**

**Think about a time you needed help in a hotel, café, or shop.**

1. How did you ask politely?
2. How do you stay polite on a bad day?
3. What's one polite phrase from today that you'll try to use in real life?

