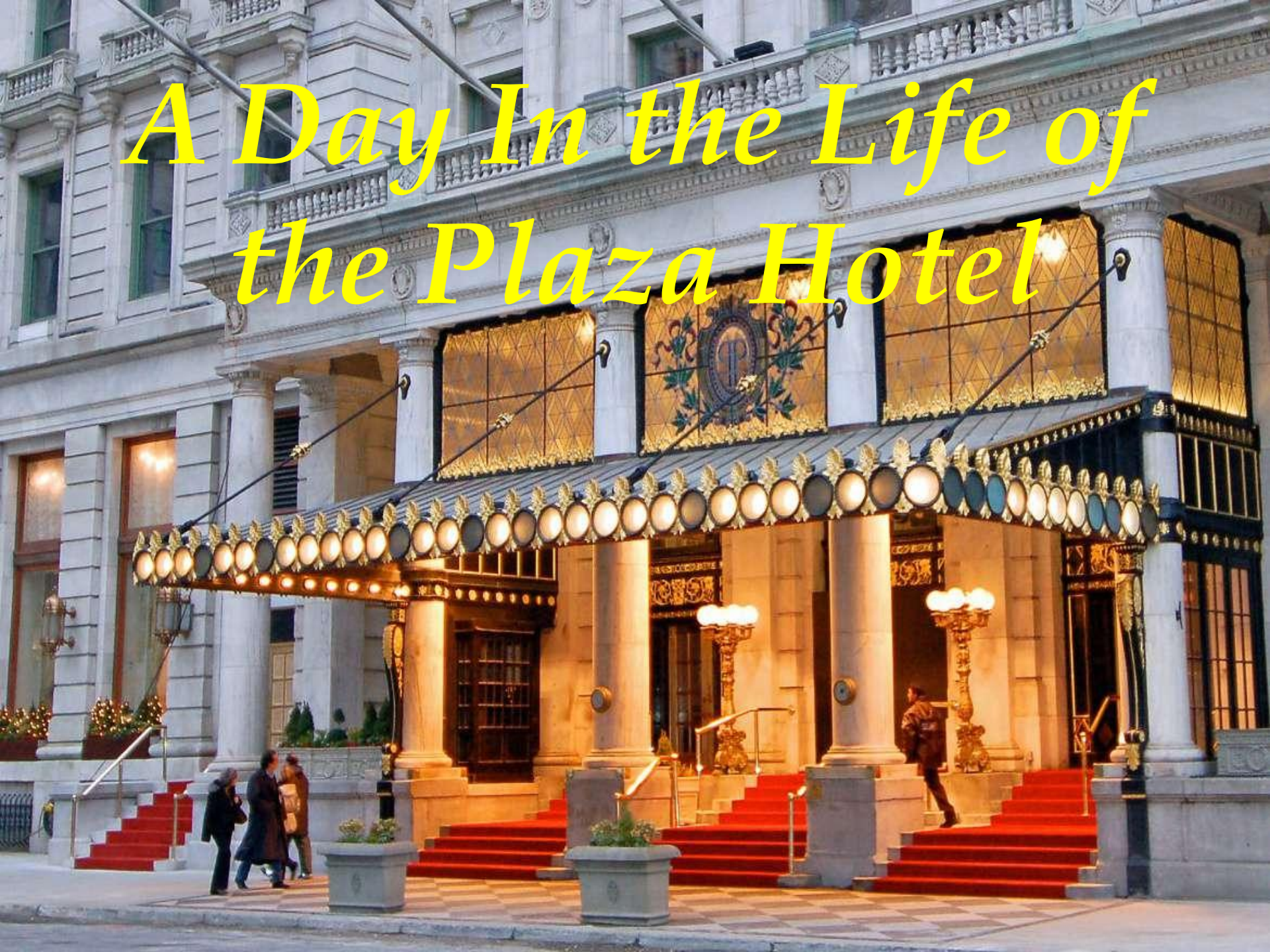


A Day In the Life of the Plaza Hotel



Dialogues

- The check-in
- Problems and solutions
- Enquiries (talking about room rates)
- The check-out

The check-in



Guest:
My name is Ben Jonson.
I have a reservation for a single room for
5 nights.

*Alright, Mr. Jonson, let me pull up your
reservation.*

Guest:
What about the wireless internet?



(easy, access code, instruction)

*Oh, it's really easy. This is your access code
and instruction on how to use it.*

Guest:
How much more is that going to
cost?

_____ □ _____

(no extra charge)

*That would be at no extra charge to
you.*

Receptionist:
Could I have your passport, please



Guest:
Here's my passport.

Receptionist:
*What is your reservation number,
madam/sir?*



Guest:
My reservation number is 2356.

Receptionist:
Could you just feel out/in this registration form

Guest:
Yes, of course.

<i>Hotel</i>		REGISTRATION CARD	<i>Hotel</i>	
NAME _____		NATIONALITY _____		
ADDRESS _____				
CITY OR TOWN _____		CAR REGISTRATION NO. _____		
DATE OF ARRIVAL _____		DATE OF DEPARTURE _____		
METHOD OF PAYMENT <input type="checkbox"/> C. Card <input type="checkbox"/> Cash <input type="checkbox"/> Cheque				
ROOM RATE _____		<input type="checkbox"/> DINNER, BED & BREAKFAST		<input type="checkbox"/> BED & BREAKFAST
NEWSPAPER ORDERED _____			CHECKOUT TIME 10am	
SIGNATURE _____		ROOM NO. _____		
<i>Notes: Cheques must be accompanied by a current BANK card. Credit Cards must be imprinted and signed, amount to be verified prior to departure. Cash customers can elect to either pay in advance, or on a day to day basis, (prior to 12 noon each day for the following days stay).</i>				

Problems and solutions



Guest:
Hello, is that reception?



Receptionist:
Yes, reception. Can I help you.

Guest:
We need some more towels in the
bathroom.



(tell someone to do something)

I'll get someone to bring some up.

I'll contact housekeeping now.

Guest:
I've just arrived in the room, but
the sheets are dirty.



(apologize, ask the room number and inform someone)

*I'm very sorry, that shouldn't happen. What room are
you in?*

I'll contact housekeeping now.

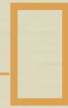
Guest:
**There is no bulb in the bedside
lamp!**



Receptionist:
I'll send someone up right away.

Receptionist:

*What room are you in?/
And your room number, please.*



Guest:

Room 309.

Enquiries (talking about rates)



ROOM RATES

Sunday - Thursday*

HILLSIDE

\$49

LAKESIDE

\$59

SUITE

\$115

Weekends*

HILLSIDE

\$79

LAKESIDE

\$89

SUITE

\$125

Guest:
Hello, is that the Plaza Hotel?



Receptionist:
Yes, good morning, can I help you, madam/sir?
How can I help you?

Guest:
Does the price include breakfast?



(full English breakfast)

Yes, madam/sir, the price includes a full English breakfast.

Guest:
**How much are the single rooms this
year, please?**



Single room
Last year - \$ 250
This year - \$ 255

*The rates have changed slightly since last year.
A single room is \$255.*

Guest:
Could you tell me, please, how
much a suite in your hotel is?



Receptionist:
(suite: \$550-1,000)

*The suites range from \$550 to 1,000 per
night.*

Guest:
Oh, and can I get an extra bed if we
need one?



Receptionist:
(extra bed: £ 45)

Yes, of course, an extra bed is £ 45.

Guest:
**Is there a service charge included in
the price?**



Receptionist:
(no/15%)

No, madam/sir, the service charge is 15%

The check-out



Guest:
I'd like to settle my bill now,
room 359...



Receptionist:
(total amount - € 390)
Here it is, madam/sir. It comes to € 390)

Receptionist:
How would you like to pay?



Guest:
I'll pay by credit card.



Receptionist:
*Do you need any help with your
luggage?*



Guest:
**Yes, please, I have two suitcases
upstairs.**

Receptionist:

*Would you like me to call you a
taxi?*



Guest:

Yes, I need a taxi to the airport.



Guest:
Can I leave a tip for the staff?



Receptionist:
That's very kind of you.



Translate from Russian into English



Спасибо большое. Вот ваш чек.



Thank you very much. Here's your receipt.

Если у Вас возникнут проблемы,
звоните на стойку регистрации.



*If you have any problems, feel free to
call the front desk/reception.*

Я немедленно позабочусь
об этом.



I'll see to it immediately

Произошёл сбой в системе
бронирования.

*There was a glitch with a
booking system.*

Оставьте Ваш чемодан здесь,
и подносчик принесет его
наверх.



*Just leave your suitcase here and
the bellboy/bellhop will bring it up.*

**Я могу заселить Вас в один из
наших номеров-люксов.**

(в номер на категорию выше)



*I can upgrade you to one of our
suites.*

У нас нет свободных
одноместных номеров.



*We don't have any more single
rooms available.*

Надеюсь, Вам у нас понравилось.



*I hope you enjoyed your stay with
us.*

Хорошего дня, мы надеемся
увидеть Вас снова.



*Have a good day, and we hope to see
you again.*