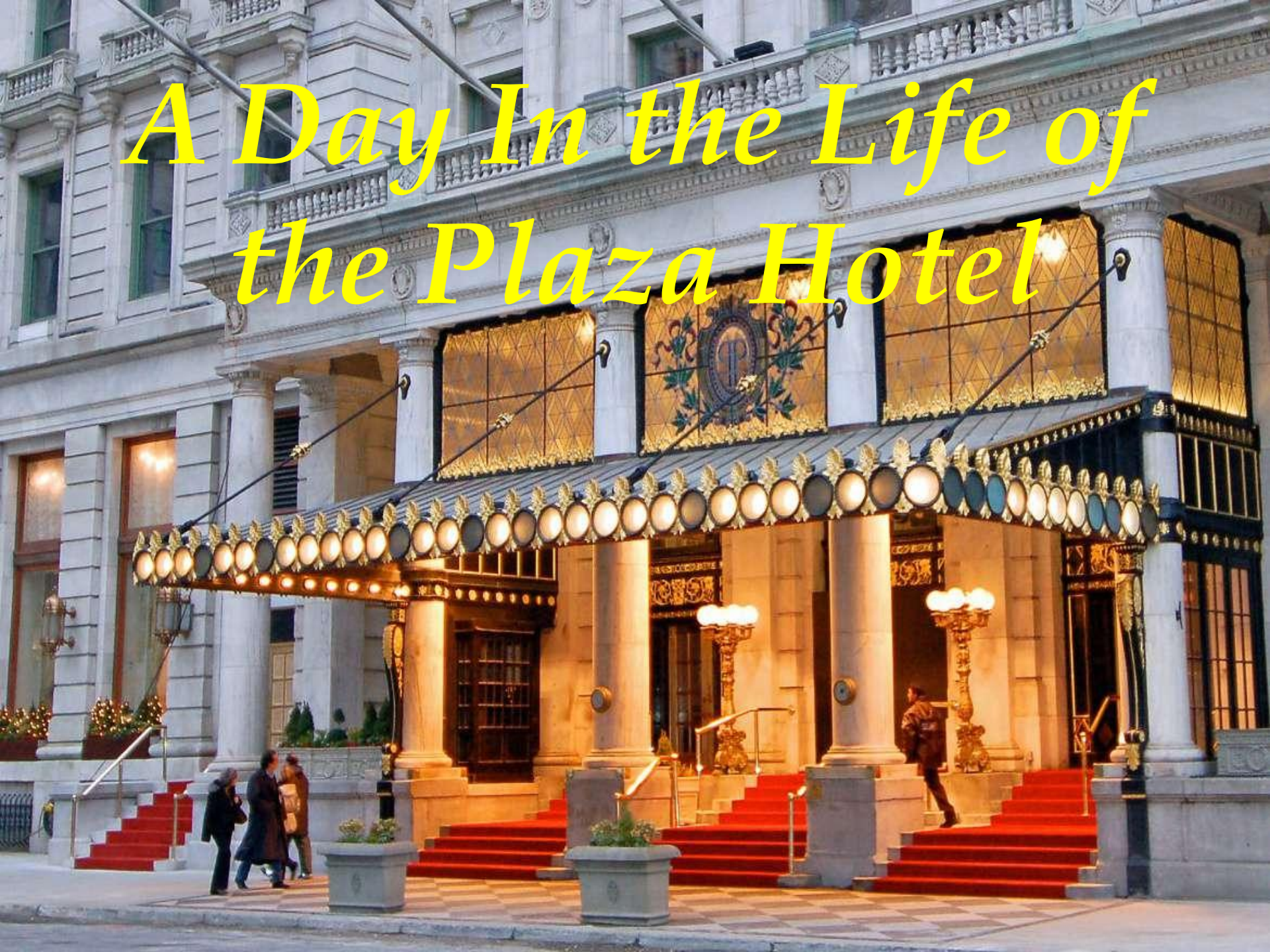


# *A Day In the Life of the Plaza Hotel*



# Dialogues

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- 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.

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*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.

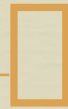


(apologize, ask the room number and inform someone)

*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)

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## 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.*