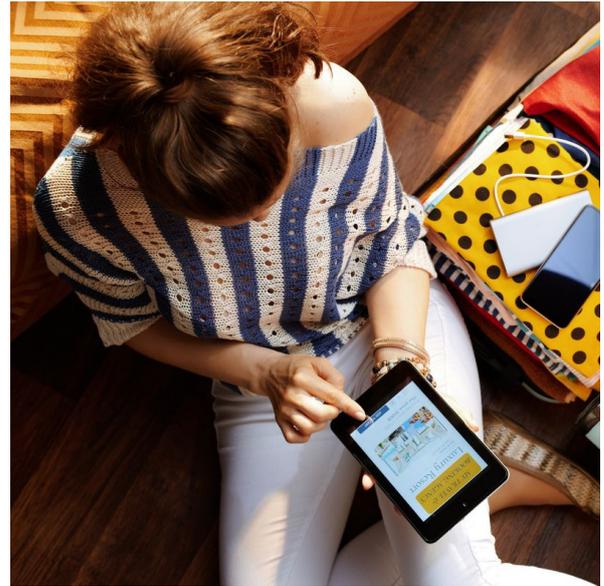




# HOTEL RESERVATIONS



Scan to review worksheet

Expemo code:  
1G3K-D1L2-52B

## 1 Warm up

There are lots of different types of hotel accommodation. Match the words and pictures.

a bed and breakfast   a boutique hotel   a chain hotel   a guest house   a motel   a resort hotel



1. \_\_\_\_\_



2. \_\_\_\_\_



3. \_\_\_\_\_



4. \_\_\_\_\_



5. \_\_\_\_\_



6. \_\_\_\_\_



Explain the difference between each pair of items.

1. a boutique hotel and a chain hotel
2. a guest house and a bed and breakfast
3. a motel and a resort
4. Which type of accommodation would you choose for a city break holiday?

## 2

### Booking a room: overview

These days, most people book a hotel room online. Put these steps in the correct order to show how they normally do this.

- \_\_\_ if you have any questions, find the answers: **FAQs** and **chatbots**
- \_\_\_ decide what you need: **location**, **budget**, **amenities**
- \_\_\_ search for **options** online
- \_\_\_ compare reviews: **cleanliness**, **customer service**, **value for money**
- \_\_\_ book online: have your credit card ready to **fill in** a form

Match the items in bold above with their meanings below.

- |  |                     |
|--|---------------------|
| 1. computer programs that can have conversations with humans online  | a. fill in          |
| 2. the amount of money you have available to spend on your holiday   | b. location         |
| 3. the exact place, position or address of the accommodation   | c. value for money  |
| 4. the quality of being free from dirt and therefore attractive, healthy and safe  | d. options          |
| 5. the quality of giving people a good service or experience, considering how much they paid for it                                    | e. amenities        |
| 6. these letters stand for Frequently Asked Questions and this part of a website contains information that lots of people want to know | f. budget           |
| 7. things that make your stay in a hotel more pleasant (for example, a swimming pool)  | g. chatbots         |
| 8. things that you can choose from a list of possibilities   | h. cleanliness      |
| 9. treating visitors in a helpful and polite way   | i. FAQs             |
| 10. write or type information in the spaces that are provided (phrasal verb)   | j. customer service |



### 3 Search online

Paul and Lisa want to go on a winter break to a nearby city for three nights. They have a total budget of £450 to spend on this long weekend. They want to relax, look around the city, and eat some good food. They will be arriving by train. An online search shows that these three hotels in the city have rooms available on the right dates. Read the information and decide which type of accommodation each option is.

	room	picture of room	price/night	amenities	location
<b>Bright Nights Hotel</b> 	economy double room		£40	<ul style="list-style-type: none"> <li>• gym</li> <li>• laundry</li> </ul>	near train station
<b>The Luxe</b> 	classic double room		£135	<ul style="list-style-type: none"> <li>• bar</li> <li>• balcony</li> </ul>	central
<b>Jane's</b> 	standard double room		£75	<ul style="list-style-type: none"> <li>• hot drinks in room</li> <li>• en suite facilities</li> </ul>	15 min walk to city centre

Paul and Lisa used this information to make some notes.

name	advantages	disadvantages
Bright Nights Hotel	1	2
The Luxe	3	4
Jane's	5	6

Which one do you think Paul and Lisa should choose? Why?



## 4

## Read reviews

Paul and Lisa decide to check some online reviews before they make a decision. Read the reviews and explain the meanings of the three words in bold, using the context to help you.

### Bright Nights Hotel



The location next to the train station was convenient, but rather noisy at night. The room and customer service were **average**, but the price is low, so I guess it's value for money.



### The Luxe



What a great place for a special weekend! Friendly staff and so clean everywhere. The bar was a bit **pricey**, but we loved the artwork.



### Jane's



I come to the city quite often on business and I always stay here. Jane is a super **host**! The rooms are small but really clean, and Jane is friendly and helpful - she even drove me to the station once. And she serves an amazing breakfast!



Decide how many stars (out of three) each reviewer gave the accommodation.

What do you think the best option is for Paul and Lisa? Why?



**5 Ask questions**

Paul and Lisa still haven't decided where to stay. They want to ask some questions. Read the answers they got from the Bright Nights Hotel chatbot; first, put the words in the correct order to make their questions. Then read the answers they got from the chatbot at The Luxe and write the questions they asked in the box.

Linguafon 88% 14:30

do you / face away / from the / have any / rooms that / train station

.....

Sure, we have some rooms that look out over a park.

breakfast / do / of / serve / type / what / you

.....

We provide a cooked breakfast or a continental option.

check / when / do / have / out / we / to

.....

We ask all our guests to check out by ten in the morning.

Linguafon 88% 15:30

.....

The bar menu is available on our website.

.....

You can check in anytime from three pm.

.....

Yes, you can leave your bags in a secure room with our staff for a few hours after check-out.

Write two questions to ask Jane.

Pass your papers around the class and write answers to the questions.



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Where should Paul and Lisa book? Explain your thinking.



## 6

**Book online**

Fill in the form to make the booking. Invent any details you need.

Hotel Room **Booking Form**

<b>Guest 1, title</b>	<b>First name</b>	<b>Surname</b>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<i>Mr / Miss / Mrs / Ms</i>			
<b>Guest 2, title</b>	<b>First name</b>	<b>Surname</b>	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
<i>Mr / Miss / Mrs / Ms</i>			
<b>Email</b>	<b>Phone</b>		
<input type="text"/>	<input type="text"/>		
<b>Check-in date</b>	<b>Check-out date</b>		
<input type="text"/>	<input type="text"/>		
<b>Type of room</b>			
<input type="text"/>			
<i>Single / Double / Twin</i>			
<b>Payment method</b>	<b>Credit / Debit card number</b>	<b>Expiration date</b>	<b>CVV</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>Credit card / Debit card / PayPal</i>			
<b>Billing address</b>			
<input type="text"/>			

Please note that cancellations made within 48 hours of the check-in date will incur a penalty fee.

I agree to the terms and conditions

**Make booking**

**Thank you for your booking.**

We will send you a confirmation message or email once the form is submitted.



**7** Optional extension

Imagine that Paul and Lisa have returned from their city break and want to write a review of their accommodation for a website. Would they recommend this accommodation to other travellers? Write 100 words about your experiences, including at least one thing they liked and one they didn't like. Use at least 5 words from the lesson.

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# Key

## 1. Warm up

5 mins.

This short activity introduces students to the topic of the lesson. Explain the activity and work with the class to match the words and pictures and check pronunciation – stressed syllables are underlined, but also note that the U in guest is silent and the H in hotel is pronounced. Point out that bed and breakfast is also called B & B. Lead the class in a quick comparison of pairs of items to check understanding and pose the follow-up question.

Label pictures:

- |                               |                            |                          |
|-------------------------------|----------------------------|--------------------------|
| 1. a bed and <u>breakfast</u> | 2. a <u>boutique</u> hotel | 3. a chain hotel         |
| 4. a guest house              | 5. a motel                 | 6. a <u>resort</u> hotel |

Pairs:

1. A boutique hotel is a single business while a chain hotel is owned by a large company which has many hotels in the same country or around the world.
2. A guest house is a small, cheap hotel while a bed and breakfast is often a room in someone's private home where they live.
3. A motel is located near main roads and is a place to sleep for people on a road trip; a resort is a place where people go to rest and relax, perhaps at the beach or in the mountains.
4. any option except a motel or a resort, as these are not located in cities

## 2. Booking a room: overview

10 mins.

This stage sets out the order of activities students will follow during the lesson. Students also define some useful vocabulary. Introduce the task and give students a minute to complete the short reordering activity. They should be able to do this without knowing all the vocabulary in bold, which they define in the second activity. When you check answers, make sure you check pronunciation, note that the first syllable of cleanliness has an /e/ sound while the E in amenity can be pronounced as /i:/ in British English and /e/ in American English. There is also a difference in usage for the phrasal verb fill in a form – this is more often used in British English, while Americans more commonly use fill out a form.

Reorder list:

decide what you need: **location, budget, amenities**

search for **options** online

compare reviews: **cleanliness, customer service, value for money**

if you have any questions, find the answers: **FAQs** and **chatbots**

book online: have your credit card ready to **fill in** a form

Matching:

- |         |         |         |         |          |
|---------|---------|---------|---------|----------|
| 1. → g. | 2. → f. | 3. → b. | 4. → h. | 5. → c.  |
| 6. → i. | 7. → e. | 8. → d. | 9. → j. | 10. → a. |



### 3. Search online

10 mins.

Introduce the scenario – you might ask students to cover the paper and remember the details to make sure they have taken in this information. Then ask students to read the website information and say what type of accommodation each option is. Finally, students could work in pairs to make some notes – remind them they need to consider Paul and Lisa's needs. Sample answers are included – accept any reasonable response. Pose the follow-up question and ask students to explain their choice.

Bright Nights is a chain, The Luxe is a boutique hotel and Jane's is a B&B or guest house.

1. cheap, convenient location
2. room is ok but not amazing, gym and laundry not required for this visit
3. big room, convenient location, bar
4. balcony not useful in winter, very expensive – uses nearly all of the budget!
5. cheap
6. very small room, amenities not very good, far from city centre

### 4. Read reviews

10 mins.

Students read three reviews and use the context to define some useful vocabulary. They then demonstrate their understanding by giving each option a star rating. Suggested answers are given, accept any reasonable response. Then ask students to factor this information in to their decision making about Paul and Lisa and pose the follow-up questions, eliciting a range of ideas and bearing in mind what Paul and Lisa need.

Answers:

average - typical or usual, nothing special

pricey - expensive

host - someone who has guests in their home

### 5. Ask questions

15 mins.

Students practise question formation and find out more about each accommodation option. The first exercise is word reordering – explain the instructions and check answers. The second requires students to formulate questions based on the answers given. They could work in pairs before you check answers with the class. Suggested answers are given – accept any other grammatically correct and appropriate ideas. In the third activity, students (or pairs) write two questions for Jane and then pass the paper to another student (or pair) to respond as if they were Jane. Monitor and support as necessary. Pose the final question – where to book? There is no correct answer, students can choose any option but must explain their reasoning.

Answers:

- 1) Do you have any rooms that face away from the train station?
- 2) What type of breakfast do you serve?
- 3) When do we have to check out?
- 4) Where can we see a bar menu with prices?
- 5) What time can we check in?
- 6) Can we leave our bags with you after we check out?



## 6. Book online

10 mins.

Students complete a generic online booking form. They can do this as Paul and Lisa, or even as themselves. Be ready to explain/ elicit the meanings of the following: titles – Mr for male, Miss for unmarried female, Mrs (missus) for married female, Ms (/mɪz/) for female without giving marital status; surname - last name; single (1 person), double (2 people ,1 bed), twin (2 people, 2 beds); expiration date – the day the credit card stops working; CVV – card verification value, usually a three digit number on the back of the card; cancellation – the act of stopping the arrangements, perhaps because you changed your mind or perhaps you are unable to travel; penalty fee – money you must pay because you have broken the agreement you made.

## 7. Optional extension

10 mins+.

This activity is intended as a filler or cooler if you have time in your lesson, or it could be assigned for homework. Either way, encourage students to spend a few minutes making a plan about what they could say – both positive and negative points, ensuring that they use 5+ items from today's lesson. Collect the writing for marking.