

Lesson: Get Organised – Opening a hotel

Level: Intermediate

Age: Upper Secondary / Adult

Time: 50 - 60 minutes

Language objectives: to practise a series of typical hotel interactions such as telephone booking, checking in and out and complaining

Key life skills: organisation, negotiation, problem solving

Materials: one worksheet copy per student



Teacher's notes

Procedure

1. Write up on the board the word *Hotel* and the headings *Good service* and *Bad service*. Elicit and discuss real examples of each from the students' own experience.

2. Give out a copy of the worksheet to every student and ask them to look at **section A**. Refer to the instructions and questions. Explain to the students that groups will work together to invent the details of an imaginary hotel by answering all the questions. Divide the class into groups and start the activity.

Circulate and help with vocabulary.

3. Divide the class into new pairs and explain that for the remaining activities they will work with their new partner to do a series of hotel role-plays based on guest and manager. Explain that the managers are managers of the hotel they created in their previous group.

4. Refer to the instructions and role notes for **section B**. Appoint guests and managers. Ask the managers to write down on a piece of paper the name and city of their hotel and give it to the guest. Elicit a few phrases that the manager and guest can use at the start of a telephone call and write them on the board.

Possible phrases are:

Manager: *Good morning, Hotel X, how can I help you?*

Guest: *Good morning, I'm calling to find out if you have (any rooms available for ...)*

Manager: *Certainly Sir / Madam.*

Start the activity, circulate and make a note of good / bad language use.

5. (Option) Ask the best pair(s) to re-enact the role-play for the class.

6. Hold a short feedback slot.

7. Refer to the instructions for **section C**. Read out the

role notes on the worksheet. Elicit a few phrases that the manager and guest can use and write them on the board.

Possible phrases are:

Manager: *Good morning Sir / Madam. May I have your name?*

Your room is on the second floor. Turn left when you come out of the lift.

Here are your keys.

Guest: *Is it possible to have (an early morning call)?*

Start the activity, circulate and make a note of good / bad language use.

8. (Option) Ask the best pair(s) to re-enact the role-play for the class.

9. Hold a short feedback slot.

10. Refer to the instructions for **section D**. Read out the role notes on the worksheet and ask guests to invent a problem of their own choice. Elicit a few phrases that the manager and guest can use and write them on the board.

Possible phrases are:

Guest: *Hello? Is that reception? I'm having a problem with ... It's very inconvenient.*

Manager: *Really? / I'm very sorry about that. / It's most unusual. / I'll deal with it immediately. / I'm sorry but ...*

Start the activity, circulate and make a note of good / bad language use.

11. (Option) Ask the best pair(s) to re-enact the role-play for the class.

12. Hold a short feedback slot.

13. Refer to the instructions for **section E**. Read out the role notes on the worksheet and elicit a few phrases that the manager and guest can use and write them on the board.

Lesson: Get Organised – Opening a hotel

Possible phrases are:

Guest: *Can I pay by credit card?*

I wonder if I could leave a message for ...

Manager: *Of course Sir / Madam, that's no problem.
Have a safe journey.*

Start the activity, circulate and make a note of good / bad language use.

14. (Option) Ask the best pair(s) to re-enact the role-play for the class.

15. Hold a short feedback slot.



Lesson: Get Organised – Opening a hotel

A Your group is going to open a hotel. Use the questions to help you make plans.

Where is the hotel?

What is the hotel's name?

What is its main selling point to attract customers?

What is the cost per night of a single / double room?

Will you have a restaurant? What kind of food will it serve?

Which facilities will you offer? Choose from this list and add a few more of your own.

- fully equipped business centre
- 24-hour reception
- gymnasium and sauna
- free transport from the airport
- _____
- _____

B Work with a new partner. Decide who is the guest and who is the hotel manager.

Guest: Make a telephone call to the hotel and ask questions about the availability of rooms, prices and facilities. Make a reservation.

Manager: Answer the guest's questions, ask him / her questions and write down the important details.

C Keep the same roles and partner. The guest has just arrived at the hotel.

Guest: Go to the reception desk and check in. Ask for an early morning call. Ask about breakfast.

Manager: Welcome your guest. Check the reservation. Tell the guest where his / her room is.

D Keep the same roles and partner. It is later the same evening.

Guest: You have a problem with the room. Call the reception desk and explain the problem.

Manager: You are on duty at reception. Can the problem be fixed? If not, what can you do about it?

E Keep the same roles and partner. The guest is leaving the hotel.

Guest: Go to the reception desk and check out.

You want to:

- pay by credit card
- book a taxi to the airport
- leave a message for a colleague who is arriving tomorrow.
- make a complaint

Manager: Check the guest out of the hotel. Be helpful. Wish the guest a good trip back.