

# 1.16

## At a hotel

Business Builder  
Teacher Resource Series

Worksheet

**A** You are 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 | ▶ free transport from the airport |
| ▶ 24-hour reception              | ▶                                 |
| ▶ gymnasium and sauna            | ▶                                 |

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

<b>Guest</b> Make a telephone call to the hotel and ask questions about the availability of rooms, prices and facilities. Make a reservation.	<b>Manager</b> Answer the guest's questions, ask him/her questions and write down the important details.
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**C** Keep the same roles and partner. The guest has just arrived at the hotel.

<b>Guest</b> Go to the reception desk and check in. Ask for an early morning call. Ask about breakfast.	<b>Manager</b> Welcome your guest. Check the reservation. Tell the guest where his/her room is.
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**D** Keep the same roles and partner. It is later the same evening.

<b>Guest</b> You have a problem with the room. Call the reception desk and explain the problem.	<b>Manager</b> You are on duty at reception.
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**E** Keep the same roles and partner. The guest is leaving the hotel.

<b>Guest</b> Go to the reception desk and check out. You want to: <ul style="list-style-type: none"><li>■ pay by credit card</li><li>■ book a taxi to the airport</li><li>■ leave a message for a colleague who is arriving tomorrow.</li></ul>	<b>Manager</b> Check the guest out of the hotel. Be helpful. Wish the guest a good trip back.
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