**Checking in at a Hotel**

 **I Teaching Objectives:**

**After learning this section, the students are required to :**

1. master basic English expressions related to checking in at a hotel；
2. understand conversations and passages about checking in at a hotel;
3. know how to checking in at a hotel;
4. know some proper etiquette about checking in at a hotel.

 **II Important points:**

the strategies to improve the listening ability about checking in at a hotel

**Difficult points:**

understand conversations and passages about checking in at a hotel

**III Teaching Procedures:**

**Useful Words and Expressions**

blinds

check out

confusion

counter

deduct

deluxe

exchange

facility

fridge

inconvenience

inevitable

mini-bar

shaver

sink

superior

unfortunately

**Part I Warming-up Exercises: diagram**

**Objective: getting familiar with bar graphs**

**Task1 Here is a set of English sentences with their meanings given in Chinese to the right. You will hear them read aloud twice. While listening, try to match the English sentences with their Chinese equivalents.**

1. I wonder if you would tell me what facilities your hotel has to offer.

2. This is a four-star hotel and we are situated right in the center of the town.

3. How much a day do you charge for a standard room?

4. Please fill in the hotel registration form.

5. What are the other facilities like in the hotel?

6. The business facilities in this hotel are the first rate, and services are very efficient.

7. The deluxe twin is 2900 yuan a night.

8. I want a single room with a shower.

9. The room rate is marked at the top.

10. What services come with that?

11. What should I fill in under ROOM NUMBER?

12. The price is 1300 dollars, including government tax.

13. How many nights will you need the room, sir?

14. Good morning. I’d like to check out.

15. I’d like to tell you that the check-out time is 12:00 noon, sir.

**Task2 Listen to the following dialogues twice and fill in the blanks with the words you hear.**

1. A: How many people is that for, ?

 B: Two.

2. A: How are you paying, sir?

 B: By card.

3. A: Here are your mini-bar .

 B: Thank you.

4. A: May I have a print of your , please?

 B: Sure, here you are.

5. A: I must apologize for the .

B: That’s OK.

6. A: I would like to apologize for the mistake.

 B: It doesn’t .

7. A: Can I get dinner here?

 B: Yes, we do dinner.

8. A: How many of luggage do you have?

 B: Only two.

9. A: How long would you like to stay?

 B: Up to and including night.

10. A: Did you have any in the restaurant?

 B: No. I didn’t use the restaurant.

**Task3 You will hear 10 incomplete short dialogues. While listening, you are required to complete the dialogues by ticking the appropriate responses out of the four choices provided.**

1 A. Maybe. B. Just a minute, please.

 C. It depends. D. I’ll take a standard room.

2 A. Never mind. B. No, of course not.

 C. Yes, it’s Peter Palterson. D. Let me think about it.

3 A. Certainly, madam. Which room, please?

 B. I hope you had a nice stay,madam.

C. If you could sign here, madam.

D. Why not.

4 A. I am sorry. I have no idea. B. Any time from 10:00 in the morning,sir.

 C. It’s very expensive. D. How are you paying, sir?

5 A. Just a minute. B. How much does it cost?

 C. Yes, thank you. D. It’s wonderful.

6 A. What about you? B. Yes, that’s all.

 C. You are so nice. D. It doesn’t matter.

7 A. Sure. How much would you like to exchange? B. No, of course not.

 C. It’s very expensive. D. The current rate is 50 dollars per night.

8 A. Never mind. B. Let me think about it.

 C. Yeah, here you are. D. It doesn’t mind.

9 A. Yes. Here’s my key card. B. It doesn’t mind.

 C. I am sorry. I have no idea. D. What about you?

10 A. It doesn’t matter. B. No, I haven’t.

 C. Go on. D. Maybe.

**Task5**

**Listen to the following conversation twice and fill in the blanks with the missing words or phrases.**

Receptionist: Good morning, sir. What can I do for you?

Tom: Good morning. I’m Tom Moore in 1208. I’m checking .

Receptionist: I will be right with you, Mr. Moore... Have you used the mini-bar or made any ?

Tom: Yes. I took an orange juice from the

mini-bar .

Receptionist: Thank you, sir. Here is your mini-bar expense.

Tom: Can I pay my bill with a traveler’s check?

Receptionist: I’m sorry, sir. We only accept or credit card. You can exchange your traveler’s check at the

exchange .

Tom: That’s all right. I’ll pay with an American Express credit card.

Receptionist: Very good, Mr. Moore. Here is your bill.

Tom: … I’m sorry, but there is something wrong with the room . I should be paying 120 dollars per night, not 180 dollars.

Receptionist: Just one moment, sir. I will check with the manager... I’m very sorry, Mr. Moore. We made a mistake. The rate is 120 dollars per night.

Tom: There is another problem here. I haven’t made any telephone calls from the hotel. There is a telephone here for 28 dollars.

Receptionist: I hope we have not made another mistake, sir… I’m terribly sorry, sir. This call was made before you checked in. I’ll deduct the amount from your bill. I must for the mistake.

Tom: That’s alright. Miss, here is my credit card.

Receptionist: Thank you. Here’s your copy, sir. I hope you enjoyed your with us.

Tom: Yes, I had a very pleasant time. Bye-bye.

Task6

Listen to the following summary and decide whether the following

statements are true (T) or false (F).

**Task6 Listen to the following summary and decide whether the following statements are true (T) or false (F).**

( ) 1. Mr. Moore found that there were some mistakes when he was checking in at the hotel.

( ) 2. Mr. Moore should pay at 120 dollars per night.

( ) 3. Mr. Moore did not make any phone calls from the room so he should not be charged for them.

( ) 4. The receptionist did not apologize for the mistakes and the inconveniences caused.

( ) 5. Mr. Moore took one orange juice from the mini-bar and he was charged for it.

**Task7 You will hear a set of topic-related English sentences. While listening, you are required to fill in the blanks with the missing words or phrases.**

1. six is the charge for phone calls.

2. Your call is included in the bill.

3. May I have a print of your , please?

4. Is this all you ?

5. I’d like to some traveler’s checks, please.

6. How much you like to exchange?

7. That can’t be right. Can you it again, please?

8. The bill includes and service charge.

9. I’m here. Why would I want to send faxes?

10. I’m sorry, but it appears we’ve made a mistake.

11. Now can I settle my bill please? I’ve got a plane

to .

12. The room rate is marked at the .

13. That’s a of 1620 dollars, please.

14. If you could just write your name and number here, please.

15. Here’s your receipt and your .

16. This is your room, sir. Shall I the blinds?

17. There’s a small under the mini-bar which is next to the TV.

18. In the bathroom over the sink there’s a point.

19. I’ll put your here on the suitcase stand.

20. Thanks very much. You’ve been most .

**Task8 Listen to the above English sentences again and then interpret them into Chinese.**

1. 第六项是电话收费。

2. 您的国际长途电话费含在账单中。

3. 我可以辅音一下您的卡吗？

4. 这是您全部的行李吗？

5. 我想兑换一些旅行支票。

6. 您要兑换多少钱？

7. 这肯定有错，请您再查一下好吗？

8. 费用中含税和服务费。

9. 我是来这里度假的，为什么要发传真呢？

10. 非常抱歉，看来是我们搞错了。

11. 现在我可以结账了吗？我要赶飞机。

12. 房费标在最上面。

13. 总共是1620美元。

14. 请在这里写下您的名字和护照号码。

15. 这是您的收据和找的钱。

16. 这是您的房间，先生。要我把百叶窗打开吗？

17. 电视机旁边的迷你吧下面有个小冰箱。

18. 浴室洗脸池上方有个剃须刀插座。

19. 我来把您的箱子放在行李架上。

20. 非常感谢，你帮了很大的忙。

**Task9 You will hear a short narration about the unit topic twice and find out the answers to these questions.**

1. Why do many people feel satisfied when they are travelling abroad?

2. What would possibly cause the mistake in the bill?

3. When there is something wrong with the bill, what shall we do?

**Task10 Listen to complete a funny story by filling in the blanks in it.**

“I’m sorry, madam, but I shall have to charge you dollars for pulling your boy’s .”

 “Twenty dollars? Why? I understood that you charged only four dollars for such work!”

 “Yes, but this youngster so terribly that he scared four other out of the .”