

1.16

At a hotel

Business Builder
 Teacher Resource Series

Teacher's Notes

AIM

To practise a series of typical hotel interactions such as telephone booking, checking in and out and complaining.

TIME

50–60 minutes

PREPARATION

Make one copy of the worksheet for each student in the class.

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 pairs will work together to invent the details of an imaginary hotel by answering all the questions. Divide the class into pairs 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 with their previous partner.
- 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.*
 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. 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.