

GBS Day18

Vocab Review

Answer Key: 1. forthcoming 2. legroom 3. polarized 4. occurred 5. common 6. regarding

Module 1.11 Checking into the Hotel

Answer key:

Receptionist: Good afternoon. Welcome to the Grand Hotel. How may I help you?

Simon Coulter: I'm checking in. I have a reservation for today in the name of Coulter.

R: Could you please spell that out for me, sir?

SC: Sure. C-O-U-L-T-E-R.

R: Yes, Mr. Coulter. We've reserved a single queen-size bed, spacious, and nonsmoking. Is that correct?

SC: Yes, it is.

R: May I see your ID, please, Mr. Coulter?

SC: Here it is.

R: Thank you. Do you have a credit card, Mr. Coulter?

SC: Yes, I do. Do you accept American Express?

R: Sorry, sir, just VISA or MasterCard.

SC: I thought American Express was accepted everywhere. Never mind. Here's my VISA.

R: Thank you, sir. Could you just sign here?

SC: OK.

R: Here is your key card and your room number is 1525, on the 15th floor. To get to your room, take the elevator on the left up to the 15th floor. Turn right when you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.

SC: Great. Thanks.

R: Should you have any questions or requests, please dial '0' from your room. Also, there is internet available in the lobby 24 hours a day.

SC: Good. And what time is check-out?

R: At midday, sir.

SC: OK, thanks.

R: My pleasure, Mr. Coulter. Have a wonderful stay at the Grand Hotel.

Match each definition (A – E) with today's vocabulary word (1 – 5)

Answer Key:

A- 3; B- 4; C-1; D-5; E-2;

Fill in the blanks.

Answer Key: 1. available 2. bellboy 3. itinerary 4. shortly 5. complaint