



# Conversation Activities

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# The Check-in

**The purpose of this lesson is to give beginners the skills to enter a hotel and book a room. This lesson follows a simple format of an introductory activity and discussion, followed by a role-play activity**

## **The Check-In**

### **Conversation:**

- **Front Desk: Welcome to the Wyatt Hotel. May I help you?**
- **Traveler: I'd like a room, please.**
- **Front Desk: Would you like a single or a double?**
- **Traveler: I'd like a double, please.**
- **Front Desk: May I have your name, please?**

**Traveler: Timothy Findley.**

**Front Desk: Could you spell that please?**

**Traveler: F-I-N-D-L-E-Y.**

**Front Desk: How many are in your party?**

**Traveler: Just two.**

**Front Desk: How many nights would you like to stay?**

**Traveler: Just tonight.**

**Front Desk: How will you be paying?**

**Traveler: Is Visa OK?**

**Front Desk: That'll be fine. Would you like a wake-up call?**

**Traveler: Yes, I'd like a wake-up call for 6:30. Do you have a pool?**

**Front desk: Yes, we do. On the 2nd floor. Here's your key.**

**That room 405 on the fourth floor**

# Conversation Activities

1. Practice using the above expressions by having a dialogue like the ones above with a partner, one partner taking the role of the guest and the other taking the role of the staff. For additional practice, switch roles. Practice the dialogue several times, trying to use all the expressions noted above.
2. Role plays the following situations with a partner, one person taking the role of the guest and the other taking the role of the hotel staff.

## Role-play: Hotel Guests

You are traveling alone. You would like a single room. You would like to pay with cash. You will be staying 2 nights. You would like a wake-up call for 7:00 A.M.

You are traveling alone. You would like a single room. You would like to pay with cash. You will be staying 1 night. You would like a wake-up call for 7:30 A.M.

You are traveling with your husband/wife. You would like a single room. You would like to pay with a credit card. You will be staying 2 nights. You would like a wake-up call for 6:00 A.M.

You are with your brother. You would like a double room. You would like to pay with cash. You will be staying 2 nights. You would like a wake-up call for 6:00 A.M.

You are traveling with two friends. You would like a double room. You would like to pay with credit card. You will be staying 1 night. You would like a wake-up call for 6:30 A.M.

You are traveling alone. You would like a single room. You would like to pay with credit card. You will be staying 4 nights. You don't want a wake-up call.

# Exchange Information On Room Rate

The lesson's purpose is to give the students skills in giving information about the guest's inquiries. This lesson is followed by a role-play activity

## Exchange Information on Room Rate

**Read aloud the conversation and notice your pronunciation.**

Guest: Hello, is that the Erbil Hotel?

Employee: Yes, madam, can I help you?

Guest: I'm enquiring about the room rates at your hotel.  
Could you tell me, please, how much a double room is?

Employee: Yes, of course. Well, double rooms or twin rooms are from \$240 to \$280 a night.

Guest: And do you have a number of executive suites too?

Employee: Yes, we do. The suites range is from \$550 to \$1,000 per night.

Guest: Is there a service charge included in the price?

Employee: No, madam, the service charge is 15%

Guest: I see, OK, so the double room is \$280

Employee: \$280 is the top price. The doubles are from \$240 to \$280 a night.

Guest: Yes, thanks, and the suites \$550 to \$1,000.

Employee: That's right, and *the service charge is* 15%.

Guest: I think I have all that. Thank you very much.

Employee: You're welcome

# Location of Facilities

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## Facilities

### I. Conversation

- Guest : Can you tell me where the gift shop is, please?
- Employee : Certainly, sir, the gift shop is in the basement, in fact there are several gift shops. Take the lift to the basement, and when you go out of the lift turn right, and you'll see them on your right.
- Guest : Thanks.
- Guest : Excuse me, where's the travel desk, please?
- Employee : The travel desk, madam is in the main lobby, on the ground floor, right opposite the reception desk.
- Guest : Sorry, I didn't catch that.
- Employee : Go down to the main lobby and just opposite the reception desk you'll see the travel desk.
- Guest : Oh, I see, thank you very much.

- Guest : Excuse me, I'm looking for the bar, please.
- Employee : Yes, sir, it's inside the restaurant on the ground floor. Go down to the ground floor, turn left out of the lift, and the bar is just there, on your left, inside the main restaurant.
- Guest : Oh, it's inside the restaurant ... I see, thanks very much.
- Employee : It's my pleasure sir.

# The Hotel Bedroom

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## The Hotel Bedroom

### Conversation

- Guest : Can you describe the room to me, please?
- Employee : Certainly madam, let's see, first there's a big double bed, and of course there's a telephone by the bed, and you have the radio alarm next to that. Then there's a TV of course, with remote control...
- Guest : Is there a CD player in the room?
- Employee : I'm afraid there isn't a CD player in the room, madam.
- Guest : Oh well, perhaps it's not very important. But the bed sheets, are they changed every day?

- Employee : Yes, they're changed every day. And in fact the pillows are filled with a special non-allergenic material. And let's see, what else? There's a large wardrobe, and there are plenty of coat hangers. Then there's a desk by the window, with two very comfortable chairs.
- Guest : Well, that seems to be just fine. OK, I'll take it.



# Problem and Solution

The lesson's purpose is to give the students skills in offering help politely to the guest. Basic competence: the students will be able to use phrases to aid room guests

Indicator	: <ul style="list-style-type: none"><li>- use phrases for enquiry</li></ul> Ex: Is there anything in particular you need? promising (I'll send someone up right away)
Instruction	: <ul style="list-style-type: none"><li>- compose sentence correctly</li><li>- The sample conversation is used as a speaking activity to improve your pronunciation, spelling and fluency in your speech</li><li>- Having finished practicing the conversation, you have to make your own conversation</li></ul>
Evaluation	: The students have to present the role play

# Problem and Solution

a. Guest : Hello, reception, this is room 329. We've managed to empty the mini-bar. Could you get someone to restock it, please?

Reception: Certainly, madam. Is there anything in particular you need?

Guest : Yes, well, a bit of everything really, especially plenty of whisky and coke.

Reception: I'll send someone up right away.

Guest : Thank you

# Problem and Solution

b. Guest : Hello, reception, I'm afraid I've forgotten my hair dryer. I wonder if you could send one up to my room?

Reception: Well, madam, there should be one in your room. Have you had a look in the bathroom, by the basin?

Guest : Yes, and I can't see one.

Reception: I'm sorry about that. I'll see to it immediately. And your room number, please?

Guest : Room 309.

## Problem and Solution

- c. Staff : VIP Lounge. How can I help you?
- Guest : Yes, this is Mrs. Turner in room 2110. I'd like to arrange an elephant ride for my daughter.
- Staff : Certainly ma'am. When would you like to go?
- Guest : How about 10:00 AM?
- Staff : Would you also like me to arrange transportation to and from the ride?
- Guest : That would be great, if it's not too much trouble.
- Staff : No trouble at all madam. If you could meet me in the VIP Lounge at 10:00 I'll escort you to the taxi.
- Guest : Sounds great. I'll see you then.
- Staff : See you at 10:00 Goodbye.

## Problem and Solution

d. Staff : Room Service, how can I help you?  
Guest : Yes, could you send up a bag of chips, and an ice tea.  
Staff : Of course sir, could I have your room number?  
Guest : It's 1515.  
Staff : OK, your order will be there in about 15 minutes.  
Guest : Thank you, goodbye.

e. Staff : Housekeeping, how can I be of assistance?  
Guest : Could I have a couple more blankets sent up to my room please.  
Staff : Of course ma'am. Could I have your room number.  
Guest : I'm in room 777.  
Staff : They will be there in 10 minutes.  
Guest : Thanks. Bye.  
Staff : You're welcome, have a good night.

# The Check Out

The purpose of the lesson is to make the students increase their pronunciation skills through role play

- Basic competence : The students will be able to present the hotel bill
- Indicator :
  - read dollars in English
  - create a free dialogue about the check out
- Instruction :
  - The sample conversation is used as a speaking activity to improve your pronunciation,
  - Having finished practicing the conversation, you have to make your own conversation
- Evaluation : The students have to present the role play



# The Check Out

## 1. Conversation

Employee : Good morning, sir.

Guest : Good morning, I'd like to check out, please, it's Mr Lopez, 239. Is my bill ready?

Employee : Yes, Mr Lopez, here you are.

Guest : Let's see, \$473. Is service included?

Employee : Yes, sir, it is.

Guest : OK, that looks fine. Can I pay by credit card?

Employee : Yes, of course, sir.

Guest : Is MasterCard OK?

Employee : Of course sir.

Read the following dollars in English

- a. \$234,00
- b. \$15,11
- c. \$1567,91
- d. \$8001,15
- e. \$123,01

# Leaving a Message on the Telephone

- The purpose of the lesson is to give information and basic skills to the students about some activities using the telephone when working in a hotel.
- There may be times when hotel staff may have to talk on the telephone with a guest. Some staff may spend most of their day on the phone, and other staff maybe only on rare occasions. The reason for being on the phone will vary as well.

Basic competence : The students will be able to handle the telephone

Indicator :

- use some expression on the Telephone
- leave and take messages on the telephone

Instruction :

- The sample conversation is used as a speaking activity to improve your pronunciation, spelling and fluency in your speech.
- Having finished practicing the conversation, you have to make your own conversation

Evaluation : The students have to present the role play



# Leaving a Message on the Telephone

## 1. Expressions Used on the Telephone

Whatever you are doing, there are some expressions that are commonly used.

Hello

Goodbye

Is Mr. \_\_\_\_\_ there (in)?

May I speak to Ms. \_\_\_\_\_?

I would like to speak to Mr. \_\_\_\_\_.

Hold please.

I'll transfer you.

I'll put you through.

May I help you?

I'll call back.

I got your message.

I'm returning your call.

At times, you will find that you may have to leave or take a message because the person being called is not in. The expressions below can be used in these situations.

## **2. Expressions Used for Taking Messages**

### **A caller's request**

May I leave a message?

Could you give her a message please?

Do you mind taking a message?

### **A receiver's request**

May I take a message?

Would you like to leave a message?

I can leave him a message if you like.

**Other common expressions used when talking about messages are below.**

He's not in at the moment.

Do you know when he might return?

May I ask who's calling?

Could I have your name and number (or room number)?

How do you spell your name please?

### 3. Dialogue about Taking Messages

Caller : May I speak to Mr. Morrison please?

Staff : He is not in at the moment. Can I take a message?

Caller : Yes, could you tell him that Julie Anderson called.

Staff : Could I have your number please?

Caller : Yes, it's 555- 6709.

Staff : I'll give him the message.

Caller : Thanks, bye.

Staff : Is this the Gillett room?

Guest : Yes, it is.

Staff : May I speak to Mr. Gillett?

Guest : He's not here, he's at the pool. Call I have him call you back?

Staff : Yes please, have him call the front desk. It's about the change in his departure flight.

Guest : I'll give him the message.

Staff : Thanks, bye.

## FINAL EXERCISE

- Choose the correct **QUESTION** for the **ANSWER** that's given. What did the person ask to get this answer?

1. ANSWER : No, it's included in the price of the room.

QUESTION :

- a. Do I have to pay for breakfast?
- b. Where is my key?
- c. Do I have to pay for the room at check in?

2. ANSWER : In the restaurant next to the reception desk.

QUESTION :

- a. Is breakfast included in the price?
- b. What time is breakfast served?
- c. Where is breakfast served?

3. ANSWER : Between 7:00 AM and 10:00 AM.

QUESTION :

- a. What time is breakfast served?
- b. Where is breakfast served?
- c. Is breakfast included in the price?

4. ANSWER : Yes, you can.

QUESTION :

- a. Where is the kitchen?
- b. Can I use the kitchen?
- c. Is the restaurant open?

## FINAL EXERCISE

5. ANSWER : No, I'm sorry, we're full.

QUESTION :

- a. Do you have any free rooms?
- b. Can I use the kitchen?
- c. What time is breakfast served?

6. ANSWER : No, but each room has a ceiling fan.

QUESTION :

- a. Where can I exchange money?
- b. Does the room have air conditioning?
- c. Is this service free?

7. ANSWER : There is a bank that's right outside the hotel to the right.

QUESTION :

- a. Where can I exchange money?
- b. Is breakfast included in the price?
- c. What time is breakfast served?

8. ANSWER : You have to press "9" on your phone.

QUESTION :

- a. Where can I exchange money?
- b. How do I check my messages?
- c. What time does the restaurant open?

9. ANSWER : Yes, you can leave them in the storage room next to the restaurant.

QUESTION :

- a. Did you give me back my passport?
- b. Can you call me a cab?
- c. Can I leave my bags here?

10. ANSWER : No, not yet. Here it is.

QUESTION :

- a. Did you give me back my passport?
- b. Where is the kitchen??
- c. Can I leave my bags here?