English for hotel receptionists

1. Welcome the guest and find her booking

Hi, I'd like to check in, please.	Of course. What name is the reservation under?
I don't have a reservation. Do you have a room for tonight?	Yes, we have a double room. How many nights?

Good afternoon! Welcome to the hotel.	How can I help you?	Do you have a reservation?

2. Ask for her passport and a signature

Do you need my credit card?	Yes, please. It's just for any extras.

A double room for two nights.	Can I see your passport, please?	Could you sign here, please?

3. Give her the room, the key and breakfast times

What time is breakfast?	From seven to ten, in the restaurant.
What's the Wi-Fi password?	It's on your key card.

Your room is 305, on the third floor.	Here's your key card.	The elevator is on the right.

4. Fix a problem with the room

The air conditioning isn't working.	I'm sorry. I'll send someone right away.
There's no hot water in the shower.	I'm so sorry. I can give you another room.
It's very noisy. Can I change rooms?	Of course. I have a quiet room on the fifth floor.

Is everything all right with your room?	Sorry for the trouble.	Let me check.

5. Check her out and give her the bill

What time is check-out?	At twelve. After that, you can leave your bags here.
Can I pay by card?	Of course. Here's the card machine.
Could you call me a taxi?	Sure. It'll be here in ten minutes.

Check-out is at twelve.	Here's your bill.	Did you take anything from the minibar?
Thank you for staying with us!	Have a safe trip!	

Serve an English-speaking guest, an AI chatbot: kotokin.com/learn/english/english-for-hotel-receptionists