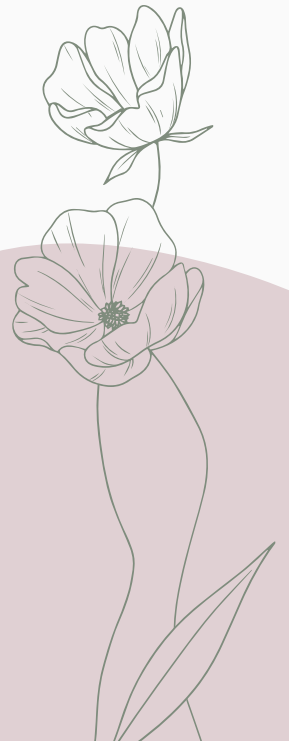


# Unit 3.2

## Dealing with check-in problems (7)



# Contents of this unit

- Manage customers on reception
- Find solutions for problems
- Deal with guests' special needs





**Manage customers on reception**

**Find solutions for problems**



Look at the pictures and identify three check-in problems.

**Car park full**

**Guest's room  
isn't ready**

**Guests arrived at  
the wrong hotel**



# Problems at check-in

1. I'm afraid your room ..... **isn't ready** ..... for you yet ...
2. ... in reception. Would ..... **you like** ..... tea or coffee?
3. I **'ve reserved** ..... a room for you at our partner hotel ...
4. We booked our room several ..... **weeks ago** .....
5. ... straightaway and I **'ve asked** ..... for complimentary wine and fruit **for your room** , sir.
6. Well, you ..... **sent** ..... an email **confirmation** ..... last week.
7. ... a taxi for you. It's ..... **not far** ..... from here.
8. Did you ..... **pre-book** ..... parking?

## Expression to learn

I'm afraid your room isn't ready for you yet ...

The porter will take care of your luggage ...

I'll ask housekeeping to inform me as soon as your room is ready.

I'm really sorry, but we're overbooked tonight.

I've reserved a room for you at our partner hotel ...

We don't seem to have your reservation.

I'm afraid we don't have a parking space tonight.

What's the best thing to do?

# Past Simple



# Past Simple



The Past Simple is used for completed actions and events in the past and is often used with past time expressions like *...ago, yesterday, last night, in 2007*.

## Examples

You sent an email confirmation last week.

We didn't sleep on the plane.

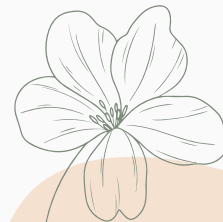
Did you pre-book parking? No, I didn't.

## **Sentence structure**

+ (positive) → S. + V.2 + ...

- (negative) → S. + did + not + V.infinitive(root form) + ...

? (question) → Did + S. + V.infinitive(root form) + ...







# Complete the sentences

Last week, Mr and Mrs Bart .....**flew**..... (fly) to Barbados.



They .....**slept**..... (sleep) badly on the plane so they .....**felt**..... (feel) very tired when they .....**got**..... (get) to the hotel.

They .....**thought**..... (think) they'd be able to go to their rooms, but the receptionist .....**told**..... (tell) them their rooms .....**were not** (not be) ready yet. They .....**sat**..... (sit) in reception and .....**had**..... (have) coffee, then they .....**went**..... (go) for lunch.





# Hotel Facilities and Services



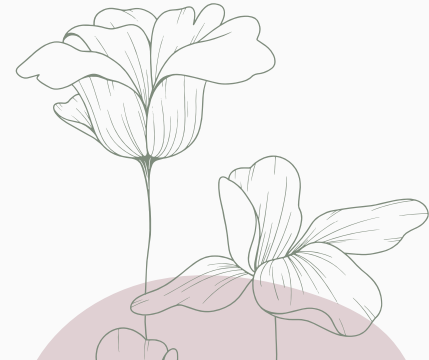


# Hotel facilities and services



air-conditioned rooms  
world-class restaurant  
roof terrace bar  
fitness centre with sauna  
24-hour room service  
conference facilities  
business centre  
free shuttle from airport  
Wi-Fi in public areas  
concierge services (until midnight)

Internet access  
swimming pool  
gardens  
tours  
shops  
sports facilities  
hair salon





# **Deal with guests' special needs**



# Dealing with special needs

**Woman:** ... When we booked, we requested a room and bathroom with wheelchair access.

**Reception:** Yes. I've got your request here. If there's a problem with your room, just contact me.

**Woman:** Thank you. What about access to the restaurant and bar?

**Reception:** That's fine. You can use the lift to all floors.  
There's a short ramp down to the restaurant ...



# Dealing with special needs

**Man:** ... Do you have a double room available for two nights?

**Reception:** Yes, we do.

**Man:** Oh, good. Can I just check with you? I have an allergy to cigarette smoke.

**Reception:** Don't worry. The hotel is completely smoke-free since our refurbishment last year.

**Man:** Good. What about the pillows? Are they allergy-tested?

**Reception:** Ah ... possibly not. I can ask someone from housekeeping about alternatives for you.

**Man:** Right. OK. I'd like to check in then ...



# Dealing with special needs

**Woman:** ... and an adjoining room for the children? That's great. And could we have a crib in the double for the baby?

**Reception:** Yes, of course. I'll ask housekeeping to arrange that for you. Is there anything else?

**Woman:** Is there a high chair in the dining room?

**Reception:** Yes. Just ask the waiter when you arrive for your meal.

**Woman:** What about a children's menu? Oh, and I'd like hot water for the baby's bottle.

**Reception:** Breakfast is a buffet. And yes, there are children's menus for both lunch and dinner. Just ask any of the serving staff about hot water. They'll be pleased to help you.

# New words to use

**adjoining**

**allergy**

**allergy-tested**

**alternative**

**complimentary**

**free (available)**

**happen**

**high chair**

**occasionally**

**overbook**

**ramp**

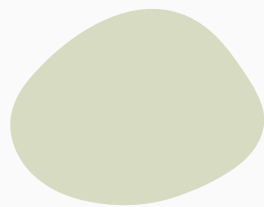
**service (a room)**

**smoke-free**

**special**







# Thank You



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