

Hotel

18. Porter

Porter: **May I help you with your bags?**

Tourist: Yes, please. Thank you.

Porter: **Would you like to follow me to the lobby?**

Tourist: Sure, thank you.

Porter: You're welcome. Mind your step, please.

Tourist: Thank you.

Porter: You're welcome. Would you like to see our receptionist, ma'am?



19. Hotel Check-in

Tourist: Hi. **I would like to check in.**

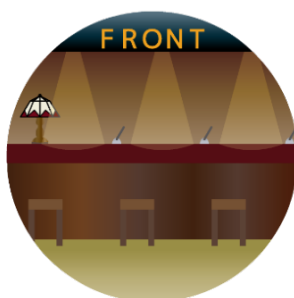
Reception: Sure, may I have the name of the reservation?

Tourist: It's _____.

Reception: Thank you. May I also have your credit card for an incidental deposit?
The deposit will be returned to your card after you check out.

Tourist: Here you go.

Reception: Thank you. Your room number will be 123. Here is your room key.
Have a nice stay!



20. Wake Up Call Service

Tourist: **I'd like to request a wake up call* please.**

Reception: What time would you like us to give you a call?

Tourist: 7 a.m. please.

Reception : OK, no problem. Have a good night!

*wake up call : In some countries and regions, it is called "morning call".



21. Room Service

Tourist: **Could I request room service, please?**

Hotel staff: Yes, of course. What would you like?

Tourist: **Could I have breakfast sent to my room at 8 a.m.?**

Hotel staff: Certainly.



22. Trouble

Tourist: Hi, **the hot water in my room doesn't seem to be working.**

Hotel staff: Oh, I'm sorry about that. Let me call our plumber to check on it.

Tourist: Thank you.



23. Calling Reception to Complain

About the Room (1)

Reception: Reception, how can I help you?

Tourist: Hi, **I have some problems in my room. It seems the bathroom hasn't been cleaned yet. It's dirty, and there isn't a new bath towel.**

Reception: Oh, I'm terribly sorry. I'll send someone from housekeeping right away.

Tourist: Thank you. I'll be waiting.



24. Calling Reception to Complain

About the Room (2)

Reception: Reception, how can I help you?

Tourist: Hi, **I have a problem in my room.**
The toilet doesn't flush properly.

Reception: Oh, I'm very sorry. I'll send a plumber right away.

Tourist: **Would you give me another room, please?**

Reception: Let me check for you. I can give you Room 520 on the 5th floor. I'll send someone to take your suitcase to the new room right now.

Tourist: Thank you.

