

# Answering Questions About Hotels

## Warm-up

The following are descriptions of hotel facilities and services. Match each description with the correct name.

1. The \_\_\_\_\_ helps people who cannot walk by themselves.
2. Many hotels offer \_\_\_\_\_ to guests with vehicles.
3. \_\_\_\_\_ is important so that guests can go online.
4. The \_\_\_\_\_ takes guests from the airport to the hotel for a low price.

a Wi-Fi access

b free parking

c wheelchair ramp

d hotel shuttle bus



## Vocabulary

Match each description with the correct vocabulary word.

- |   |   |               |
|---|---|---------------|
| 1. a person with a condition that limits their movement | • | • a. run      |
| 2. to think about                                       | • | • b. disabled |
| 3. a fee for transportation, such as a bus or taxi      | • | • c. access   |
| 4. to operate; to be open or in operation               | • | • d. fare     |
| 5. entry; admission                                     | • | • e. consider |

## Warm-up Listening

Listen to the sentences and choose the most likely response.

1. \_\_\_\_\_ a I'd like to make a reservation.                      b Yes, he's helping me.
2. \_\_\_\_\_ a We have a large parking lot.                              b She parked the car there.
3. \_\_\_\_\_ a No, we aren't there yet.                                      b You should take the bus.

Track  
- 01 -



## Conversation I

Track  
- 02 -

### Answering Questions About Hotel Facilities

- Front Desk Agent** Thank you for calling the Royal Hotel. <sup>1</sup>How may I help you?
- Guest** Good morning. I'm considering making a reservation at your hotel, but I need some information about your facilities first.
- Front Desk Agent** Sure. <sup>2</sup>Which facilities would you like to know about?
- Guest** What kind of wheelchair access does your hotel have?
- Front Desk Agent** <sup>3</sup>We have wheelchair ramps at every entrance, and our rooms with wheelchair access are on the first floor.
- Guest** That sounds perfect. What about parking?
- Front Desk Agent** Our hotel has three handicapped parking spots near the front door. Our airport shuttle buses are wheelchair accessible as well.
- Guest** Thank you for the information. I'll call back later to make a reservation.



### Key Expressions

Track  
- 03 -

- 1 How may I help you?**  
How may I be of service?  
Can/May I help you?  
What may I do for you?
- 2 Which facilities would you like to know about?**  
What would you like to know about our services?  
What information are you looking for?  
Is there something specific you would like to know?
- 3 We have wheelchair ramps at every entrance.**  
All entrances are accessible by wheelchair.  
We provide airport shuttle service.  
The hotel offers 24-hour room service.



grand hotel



chain hotel



resort hotel

### Useful Phrases

**Sure.**

- = I see.
- = I understand.
- = Understood.

## Basic Drills

### A Match each sentence with the most likely response.

- |   |   |   |
|---|---|---|
| 1. What about parking?                                  | • | • a. We have wheelchair ramps at every entrance.                        |
| 2. What kind of wheelchair access does your hotel have? | • | • b. Which facilities would you like to know about?                     |
| 3. I need some information about your facilities first. | • | • c. Our hotel has three handicapped parking spots near the front door. |

### B Put the following phrases in the correct order.

1. may / I / help / how / you

.....

2. like to / would / which facilities / you / know about

.....

3. have / wheelchair ramps / every entrance / we / at

.....

## Buildup Activities

Track  
- 04 -

Listen to the dialogue and complete the sentences. Then choose the correct answers to the following questions.

- |                  |  |
|------------------|--|
| Front Desk Agent | Thank you for calling the Royal Hotel. What can I <b>a</b> _____ you with today?   |
| Guest            | Good afternoon. I'm thinking about staying at your hotel. But I need to know about the <b>b</b> _____ there first.                                   |
| Front Desk Agent | Of course. I understand. What would you like to know?  |
| Guest            | Does your hotel have assistance for <b>c</b> _____?  |
| Front Desk Agent | Yes, we do. We have signs posted in Braille everywhere. And some rooms are especially <b>d</b> _____ for the blind.                                  |
| Guest            | That sounds excellent. How about the <b>e</b> _____?   |
| Front Desk Agent | All of the buttons in our elevators have Braille written on them. We are very popular with visually impaired guests. We take <b>f</b> _____ of them. |
| Guest            | Thank you for the information. I'll contact you later to make a reservation.   |

### 1. What does the caller ask about?

- |                                      |                                       |
|--------------------------------------|---------------------------------------|
| <b>a</b> Facilities for the blind.   | <b>b</b> Facilities for the deaf.     |
| <b>c</b> Facilities for the elderly. | <b>d</b> Facilities for the disabled. |

### 2. Where does the front desk agent say there are signs in Braille?

- |                                   |                                |
|-----------------------------------|--------------------------------|
| <b>a</b> At the front desk.       | <b>b</b> In the elevators.     |
| <b>c</b> At the concierge's desk. | <b>d</b> On the hotel's signs. |



## Conversation II

Track  
- 05 -

### Describing How to Get to the Hotel From the Airport

- Front Desk Agent** Royal Hotel. This is Cindy speaking. How may I be of service?
- Guest** Hello. I will be coming to your hotel from the airport. What's the best way to get there?
- Front Desk Agent** <sup>1</sup>The easiest way is to take our shuttle bus. It leaves the airport every hour on the hour. It runs from 7 a.m. until 7 p.m.
- Guest** My plane is scheduled to arrive at 8:30 p.m., so I can't take the shuttle bus.
- Front Desk Agent** <sup>2</sup>In that case, you can take either a city bus or a taxi.
- Guest** Can you tell me more about both of them?
- Front Desk Agent** Of course. The taxi fare will be around \$25. <sup>3</sup>It takes around 30 minutes to get here by taxi. As for the bus, it's a 50-minute trip on the Number 7 bus.
- Guest** I think I'll take the taxi. I appreciate the assistance.



### Key Expressions

Track  
- 06 -

#### 1 The easiest way is to take our shuttle bus.

The best option is to use our shuttle bus.  
The fastest way to get there is by taxi.  
The alternative is to take the subway.



B & B (Bed & Breakfast)

#### 2 In that case, you can take either a city bus or a taxi.

In your situation, you can get there either by subway or bus.  
You can park your car in the parking lot or in the hotel garage.  
There are two options. You can either come by a shuttle bus or by the tram.



hostel

#### 3 It takes around 30 minutes to get here by taxi.

It will take an hour to get to the airport by train.  
It takes 5 to 10 minutes on foot.  
The bus runs every 10 minutes during peak times, so it will probably take you half an hour to be there.



motel

### Useful Phrases

#### I appreciate it.

- = I am very grateful.
- = Thank you (very much).
- = I can't thank you enough.

## Basic Drills

### A Match each sentence with the most likely response.

- |                                      |   |  |
|--------------------------------------|---|--|
| 1. I can't take the shuttle bus.     | • | • a. The easiest way is to take our shuttle bus.             |
| 2. How much will it cost by taxi?    | • | • b. The taxi fare will be around \$25.                      |
| 3. What's the best way to get there? | • | • c. In that case, you can take either a city bus or a taxi. |

### B Put the following phrases in the correct order.

1. to take / way / the easiest / is / our shuttle bus

.....

2. a city bus / you / either / in that case / can take / or a taxi

.....

3. to get here / 30 minutes / around / by taxi / it takes

.....

## Buildup Activities

Track  
- 07 -

Listen to the dialogue and complete the sentences. Then choose the correct answers to the following questions.

- |                  |   |
|------------------|---|
| Front Desk Agent | Royal Hotel. You are speaking with Chris. How may I assist you?   |
| Guest            | Hello. I'm coming from the <b>a</b> _____ to your hotel. What's the fastest way to get there?   |
| Front Desk Agent | The fastest way is to take our <b>b</b> _____. You can catch it in front of Exit 5. It operates from 6 a.m. until 8 p.m.  |
| Guest            | My plane is <b>c</b> _____ late at night, so I can't use the shuttle bus.   |
| Front Desk Agent | Hmm . . . You'd better take a bus or a taxi then.   |
| Guest            | Can you give me some <b>d</b> _____ about each one?   |
| Front Desk Agent | Sure. It will <b>e</b> _____ about \$30 to come here by taxi. It will take about 25 minutes if you come by a taxi. If you take the bus, get on the Number 10 bus. It will be a one-hour ride. |
| Guest            | The taxi sounds <b>f</b> _____ than the bus. Thanks for telling me the information.   |

### 1. What time does the shuttle bus stop running?

- |                    |                     |
|--------------------|---------------------|
| <b>a</b> At 6 p.m. | <b>b</b> At 8 p.m.  |
| <b>c</b> At 9 p.m. | <b>d</b> At 10 p.m. |

### 2. How will the caller go to the hotel?

- |                          |                     |
|--------------------------|---------------------|
| <b>a</b> By bus.         | <b>b</b> By subway. |
| <b>c</b> By shuttle bus. | <b>d</b> By taxi.   |



## Job Simulation I

**A** Choose the correct sentence to complete the dialogue.

Which facilities are you interested in?

That sounds wonderful.

I'd like to know about your facilities.

1

How may I be of help?



-----  
-----

2

-----  
-----



What kind of assistance for the handicapped does your hotel have?

3

We have wheelchair ramps throughout the hotel.



-----  
-----

**B** Look at the situation below. Decide what you want to say, and role-play it with your partner.

Situation	(a)	(b)
1	staying	do you need to know about
2	getting a room	shall I tell you about
3	reserving a room	are you concerned about

**Guest** I'm considering **a** \_\_\_\_\_ at your hotel. But I need some information about your facilities first.

**Front Desk Agent** Sure. Which facilities **b** \_\_\_\_\_?

**Guest** What kind of wheelchair access does your hotel have?

**Front Desk Agent** We have wheelchair ramps at every entrance.



### Job Simulation II

**A** Choose the correct sentence to complete the dialogue.

A taxi ride to our hotel will take about half an hour.

Can you let me know more about them, please?

The best way is to take the shuttle bus.

1

How do you recommend I go there?



-----  
-----

2

You can also take a bus or a taxi here.



-----  
-----

3

How long does it take by taxi?



-----  
-----

**B** Look at the situation below. Decide what you want to say, and role-play it with your partner.

Situation	(a)	(b)	(c)
1	How should I go there	5 a.m. until 8 p.m.	half an hour
2	What's the easiest way to get there	7 to 7	no more than 20 minutes
3	How can I get there the fastest	noon to 8 p.m.	approximately 15 minutes

**Guest** Hello. I will be going to your hotel from the airport. **a** \_\_\_\_\_?

**Front Desk Agent** The easiest way is to take our shuttle bus. It runs from **b** \_\_\_\_\_.

**Guest** My plane is going to arrive at 8:30 p.m., so I can't take the shuttle bus.

**Front Desk Agent** In that case, you can take a taxi. It takes **c** \_\_\_\_\_ to get here by taxi.



### The Origin of the Hotel

Just like in modern times, people often traveled thousands of years ago. They took trips for different reasons. They traveled mostly for business and **sightseeing** though. Every night away from home, travelers needed a place to spend the night. For that reason, the first hotels were created. The earliest hotels were people's homes. Travelers paid the **homeowners** money <sup>1</sup> to sleep indoors or to sleep in their farm buildings.

But some areas had many travelers. These were usually along **trade routes**. Therefore, people began making buildings just for travelers. The Romans built hotels for people <sup>2</sup> traveling on government business. People in other **ancient** cultures built hotels, too. At first, the service at these hotels was bad. However, hotel owners soon **realized** they could make more money by providing better service. Over time, the quality of the first hotels therefore improved.



#### Words & Phrases

**sightseeing** tourism; traveling to see various places for fun    **homeowner** a person who owns a house  
**trade route** a road or trail that many merchants use    **ancient** very old    **realize** to know; to understand

#### Basic Grammar

##### 1 to V

This pattern is used as a verb, adjective, or adverb. In this context, it is used as an adverb, indicating purpose.

- Mr. Williams called the hotel to make a reservation.
- You can use these stairs to get to the gym.

##### 2 present participles (V-ing) past participles (V-ed)

Participles can be used as adjectives or adverbs to modify a noun, noun phrase, verb, or verb phrase. Present participles (V-ing) correspond to the active voice; past participles (V-ed), correspond to the passive voice. When a participle is used to modify a noun, it is placed before the noun. When a participle is used to modify a noun phrase, it is situated after the noun phrase.

- There are many staff members serving breakfast in the restaurant.
- These are items found in Room 3013.



### Accommodation Types

There are different accommodation choices for travelers nowadays. The most common one are the hotels, which provide guests with a variety of services to make their stay more enjoyable. If you travel by car, then motels are often the best option, since they offer not only accommodations but also easily accessible parking.

However, if you're traveling on a budget, hostels and B & Bs (bed and breakfast) can also be good choices. The former offer beds but not private rooms, and guests normally have to share bathroom facilities with other travelers. The latter, on the other hand, provide bed and breakfast and are usually cheaper than hotels.