



Check in and Check out



"Check-in" at a hotel refers to the process by which guests officially register their arrival. During check-in, guests typically provide their reservation details, identification, and payment information. The hotel staff then assigns a room and provides key cards or access information. This process is usually done at the front desk and can vary in length depending on the hotel's policies and the number of guests checking in at the same time.

Here's a list of key vocabulary terms commonly used during hotel check-in:

1. **Reservation:** The booking made in advance for a room.
2. **Check-in:** The process of registering at the hotel upon arrival.
3. **Check-out:** The process of settling the bill and leaving the hotel.
4. **Front Desk:** The area where guests check in and out, and seek assistance.
5. **ID (Identification):** A document, like a driver's license or passport, needed to confirm identity.
6. **Confirmation Number:** A unique code given when a reservation is made.
7. **Room Key/Card:** A device that grants access to the guest's room.

Here's a list of key vocabulary terms commonly used during hotel check-in:

8. **Deposit:** A sum of money held by the hotel as security for any damages or unpaid charges.

9. **Amenities:** Additional features or services offered by the hotel (e.g., Wi-Fi, breakfast).

10. **Room Type:** The classification of the room (e.g., single, double, suite).

11. **Concierge:** A staff member who assists guests with services like reservations and information.

12. **Lobby:** The entrance area of the hotel where the front desk is located.

13. **Check-in Time:** The designated time when guests are allowed to check in.

14. **Late Check-in:** Arriving at the hotel after the usual check-in hours.

15. **Registration Form:** A document to be filled out with personal and payment information.



Here are some example sentences related to checking in at a hotel:

1. "I would like to check in under the name Smith."
2. "Could you please provide your identification and confirmation number?"
3. "Our check-in time is at 3 PM; would you like to store your luggage until then?"
4. "Here's your room key; you're in room 305 on the third floor."
5. "If you need any assistance during your stay, feel free to ask at the front desk."
6. "We offer complimentary breakfast and Wi-Fi as part of your stay."
7. "Is there a deposit required at check-in?"
8. "I'd like to request a late check-in since my flight arrives after midnight."
9. "Please fill out this registration form before I can finalize your check-in."
10. "Welcome to our hotel! We hope you have a pleasant stay."



"Check-out" in a hotel refers to the process by which guests finalize their stay and settle their bill before leaving the hotel. During check-out, guests typically return their room key or card, review any charges incurred during their stay (such as room service or incidentals), and make any necessary payments. The hotel staff may also ask about the guest's experience. This process is usually conducted at the front desk.

Here's a list of key vocabulary terms commonly used during hotel check-out:

1. **Check-out:** The process of settling your bill and leaving the hotel.
2. **Bill:** A statement of charges incurred during the stay.
3. **Payment:** The method used to settle the bill (e.g., credit card, cash).
4. **Room Key/Card:** The item that must be returned to the hotel upon check-out.
5. **Express Check-out:** A quick process that allows guests to check out without visiting the front desk.
6. **Charges:** Additional fees for services such as room service, minibar, or parking.

Here's a list of key vocabulary terms commonly used during hotel check-out:

7. Receipt: A document provided after payment that details the charges and confirms the transaction.

8. Incidental Charges: Extra fees that may apply, often for services or amenities used during the stay.

9. Check-out Time: The designated time by which guests must leave the hotel.

10. Late Check-out: Permission to stay beyond the standard check-out time.

11. Luggage Storage: A service that allows guests to store their bags after check-out if they have a later departure.

12. Feedback: Guest comments or reviews regarding their stay, often collected during check-out.

Here are some example sentences you might use or hear during check-out at a hotel:



1. "I'd like to check out, please."
2. "Could you please provide your room key?"
3. "Here's your bill; let me know if you have any questions about the charges."
4. "I'd like to settle my bill with a credit card."
5. "Do you offer express check-out?"
6. "Can I request a late check-out?"
7. "Thank you for your stay! We hope to see you again."
8. "I'll need to store my luggage for a few hours after check-out."
9. "Could I get a receipt for my payment?"
10. "I'd like to leave some feedback about my stay."

Making Reservations

Receptionist: Good morning. Welcome to The Grand Woodward Hotel.

Client: Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any vacancies?

R: Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

C: The 24th.

R: How long will you be staying?

C: I'll be staying for two nights.

R: How many people is the reservation for?

C: There will be two of us.

R: And would you like a room with twin beds or a double bed?

C: A double bed, please.

R: Great. And would you prefer to have a room with a view of the ocean?

C: If that type of room is available, I would love to have an ocean view. What's the rate for the room?

R: Your room is five hundred and ninety dollars per night. Now what name will the reservation be listed under?

C: Charles Hannighan.

R: Could you spell your last name for me, please?

C: Sure. H-A-N-N-I-G-H-A-N

R: And is there a phone number where you can be contacted?

C: Yes, my cell phone number is 555-26386.

R: Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?

C: Visa. The number is 987654321.

R: And what is the name of the cardholder?

C: Charles H. Hannighan.

R: Alright, Mr. Hannighan, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.

C: Great, thank you so much.

R: My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day.

Checking-In

Hotel: Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?

Guest: I have a reservation for today. It's under the name of Hannighan.

Hotel: Can you please spell that for me, sir?

Guest: Sure. H-A-N-N-I-G-H-A-N.

Hotel: Yes, Mr. Hannighan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?

Guest: Yes, it is.

Hotel: Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.

Guest: Whoa! Five hundred and ninety dollars a night!

Hotel: Yes, sir. We are a five star hotel after all.

Guest: Well, fine. I'm here on business anyway, so at least I'm staying on the company's dime. What's included in this cost anyway?

Hotel: A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.

Guest: So what's not included in the price?

Hotel: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.

Guest: Hmm. Ok, so what room am I in?

Hotel: Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.

Guest: Great. Thanks.

Hotel: Should you have any questions or requests, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.

Guest: Ok, and what time is check-out?

Hotel: At midday, sir.

Guest: Ok, thanks.

Hotel: My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel.

Check-out / Getting to the airport

Hotel: Did you enjoy your stay with us?

Guest: Yes, very much so. However, I now need to get to the airport. I have a flight that leaves in about two hours, so what is the quickest way to get there?

Hotel: We do have a free airport shuttle service.

Guest: That sounds great, but will it get me to the airport on time?

Hotel: Yes, it should. The next shuttle leaves in 15 minutes, and it takes approximately 25 minutes to get to the airport.

Guest: Fantastic. I'll just wait in the lounge area. Will you please let me know when it will be leaving?

Hotel: Of course, sir. Oh, before you go would you be able to settle the mini-bar bill?

Guest: Oh yes certainly. How much will that be?

Hotel: Let's see. The bill comes to \$37.50. How would you like to pay for that?

Guest: I'll pay with my Visa thanks, but I'll need a receipt so I can charge it to my company.

Hotel: Absolutely. Here we are sir. If you like you can leave your bags with the porter and he can load them onto the shuttle for you when it arrives.

Guest: That would be great thank you.

Hotel: Would you like to sign the hotel guestbook too while you wait?

Guest: Sure, I had a really good stay here and I'll tell other people to come here.

Hotel: That's good to hear. Thank you again for staying at The Grand Woodward Hotel.

Thank You

