

A background image showing a group of people's hands stacked together in a gesture of teamwork or agreement. The hands are of various skin tones, and some are wearing watches. The image is partially covered by a yellow and blue geometric overlay.

NEW BUSINESS ENGLISH 5

Lesson 35

Reserving Accommodation



LEARNING GOALS

- ◆ Reserving Accommodation



What would you say?

Scenario: You need to reserve a hotel room for your business trip.
Make the reservation via call.



**Welcome to KuaiKu Hotel.
How can I help you?**

Situational Dialogue

- ▶ Kenzo calls a hotel to reserve a room.





Good morning. This is KuaiKu Hotel.
How may I help you?

Hello. I'd like to reserve a
deluxe room for three nights
starting from the 21st of June.





Sure, let me check ... Yes. We still have a room available for those days. May I have your name and phone number, please?

It's K-E-N-Z-O H-A-R-A.
My phone number is 515-297-8175.





In order to guarantee your reservation, we ask that you make a deposit of 20 percent upon booking.

Sure, no problem. May I have a confirmation emailed to me?





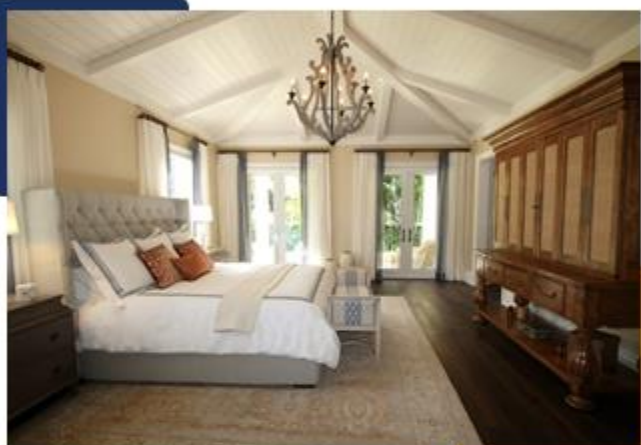
A confirmation email has been sent to your email along with the payment instructions.
See you in our hotel, Mr. Hara.

Thank you so much.



Key Vocabulary

Learn the new words and answer the questions.



deluxe

*(adj.) elegant or expensive;
of a superior kind*

e.g. They reserved a
deluxe room for their
vacation in Hawaii.



guarantee

*(v.) provide a formal
assurance or promise*

e.g. They **guaranteed** their
boss that their plan
will be successful.



deposit

*(n.) a payment that is one
part of all the money that is
owed for something*

e.g. The hotel requested
a 20% **deposit** to
reserve the room.

Dialogue Review

Have a role play and answer the questions.



Kenzo calls a hotel to reserve a room.

Receptionist: Good morning. This is KuaiKu Hotel. How may I help you?

Kenzo: Hello. I'd like to reserve a **deluxe** room for three nights starting from the 21st of June.

Receptionist: Sure, let me check ... Yes. We still have a room available for those days. May I have your name and phone number, please?

Kenzo: It's K-E-N-Z-O H-A-R-A. My phone number is 515-297-8175.

Receptionist: In order to **guarantee** your reservation, we ask that you make a **deposit** of 20 percent upon booking.

Kenzo: Sure, no problem. May I have a confirmation emailed to me?

Receptionist: A confirmation email has been sent to your email along with the payment instructions. We'll see you, Mr. Hara.

Kenzo: Thank you so much.

Learning Goals

Let's check the learning goal!



Kenzo calls a hotel to reserve a room.

Receptionist: Good morning. This is KuaiKu Hotel. How may I help you?

Kenzo: Hello. **I'd like to reserve a deluxe room for three nights starting from the 21st of June.**



Reserving Accommodation

Receptionist: Sure, let me check ... Yes. We still have a room available for those days. May I have your name and phone number, please?

Kenzo: It's K-E-N-Z-O H-A-R-A. My phone number is 515-297-8175.

Receptionist: In order to guarantee your reservation, we ask that you make a deposit of 20 percent upon booking.

Kenzo: Sure, no problem. **May I have a confirmation emailed to me?**

Receptionist: A confirmation email has been sent to your email along with the payment instructions. We'll see you, Mr. Hara.

Kenzo: Thank you so much.

Learning Goals

Learn the key expressions and sentence structures.

∴ Reserving Accommodation

- I'd like to reserve/ book a (room type) for (length of stay) starting from (date).
- Is there an available room from (date) to (date)?
- May I (request / question)?
- I would like to request for (request).

Example sentences:

- I'd like to book a single room for 5 nights starting from the 3rd of July.
- Is there an available room from October 3-5?
- May I ask about your cancelation policy?
- I would like to request for an extra full set of clean linens.

Prepare the following booking details:

- Dates
- Length of Stay
- Type of Room
- Contact Number
- Request/s
- **Payment-related Questions**
 - Receipt/ Confirmation Email
 - Reservation Policies
 - Cancelation Policies



How do you usually make a hotel reservation?

Learning Goals

Practice reserving a hotel room.

Make a reservation using the given details in the box.



date (a week from now)



1 week



double room



extra towels and toiletries



What other details would you add in your reservation?

Semi-open Dialogue

Have a role play.

Scenario: You have an upcoming business trip. Reserve a hotel room and ask for their reservation and cancelation policy.



∴ Make sure to include the following details:

- **Dates**
- **Length of Stay**
- **Type of Room**
- **Contact Number**
- **Request/s**
- **Payment-related Questions**

Coffee Break

Learn some tips to choose the best accommodation for your next trip.

How to Choose the Best Accommodation

- 1 Check the Reviews** 
- 2 Consider Location** 
- 3 Find a One-Stop Shop** 
- 4 Check for Wi-Fi** 
- 5 Complimentary Shuttle Services** 
- 6 Consider Both Comfort and Price** 



What other things do you look for when choosing the best accommodation?

Overview

Keywords and Expressions:

deluxe/ guarantee/ deposit

I'd like to reserve/ book a (room type) for (length of stay) starting from (date).

Is there an available room from (date) to (date)?

May I (request / question)?

I would like to request for (request).

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