



check in



Erasmus+



PROFESSIONAL CONVERSATION

Hotel Receptionist:

Good afternoon, welcome to our hotel. How may I assist you today?

Guest:

Hi, I have a reservation under the name Mrkvička.

Hotel Receptionist:

Great! Let me pull that up for you. Could you please provide me with your ID and a credit card for incidentals?

Guest:

Sure, here you go.

Hotel Receptionist:

Thank you. Your room is ready. You'll be staying in room 28 on the 4th floor for 5 nights. Your check-in date is 6.11.2025, and check-out time is at 11:00 AM.

Guest:

Perfect! Is breakfast included?

Hotel Receptionist:

Yes, breakfast is served every morning from 7:00 AM to 10:00 AM in the restaurant on the ground floor.

Guest:

Sounds good! Is there ~~Wi~~ in the room?

Hotel Receptionist:

Yes, ~~Wi~~Fi is complimentary throughout the hotel. The password is in your welcome packet, which you'll get in just a moment.

Guest:

Great, thank you. Is there a gym?

Hotel Receptionist:

Yes, our gym is on the second floor and is open 24 hours a day.





PROFESSIONAL CONVERSATION

Guest:

Awesome, I might check it out. Do you have any restaurants nearby you recommend?

Hotel Receptionist:

Sure! McDonalds is a 5 minute walk away if you want something more upscale, Familiya is about 10 minutes by car.

Guest:

Thanks, I'll definitely check those out. Is there anything else I should know about the hotel?

Hotel Receptionist:

Well, we also offer a spa, and if you're interested, I can make a reservation for you. Let me know if you want more information.

Guest:

I might try the spa tomorrow. And is there anything I need to know about the area?

Hotel Receptionist:

The hotel is located in a great area for shopping and sightseeing. If you need any recommendations, feel free to ask. We also offer guided tours of the city if you're interested.

Guest:

Sounds perfect! I think that covers everything.

Hotel Receptionist:

Wonderful! Here's your room key, and your welcome packet with all the hotel details. If you need anything during your stay, don't hesitate to call the front desk.

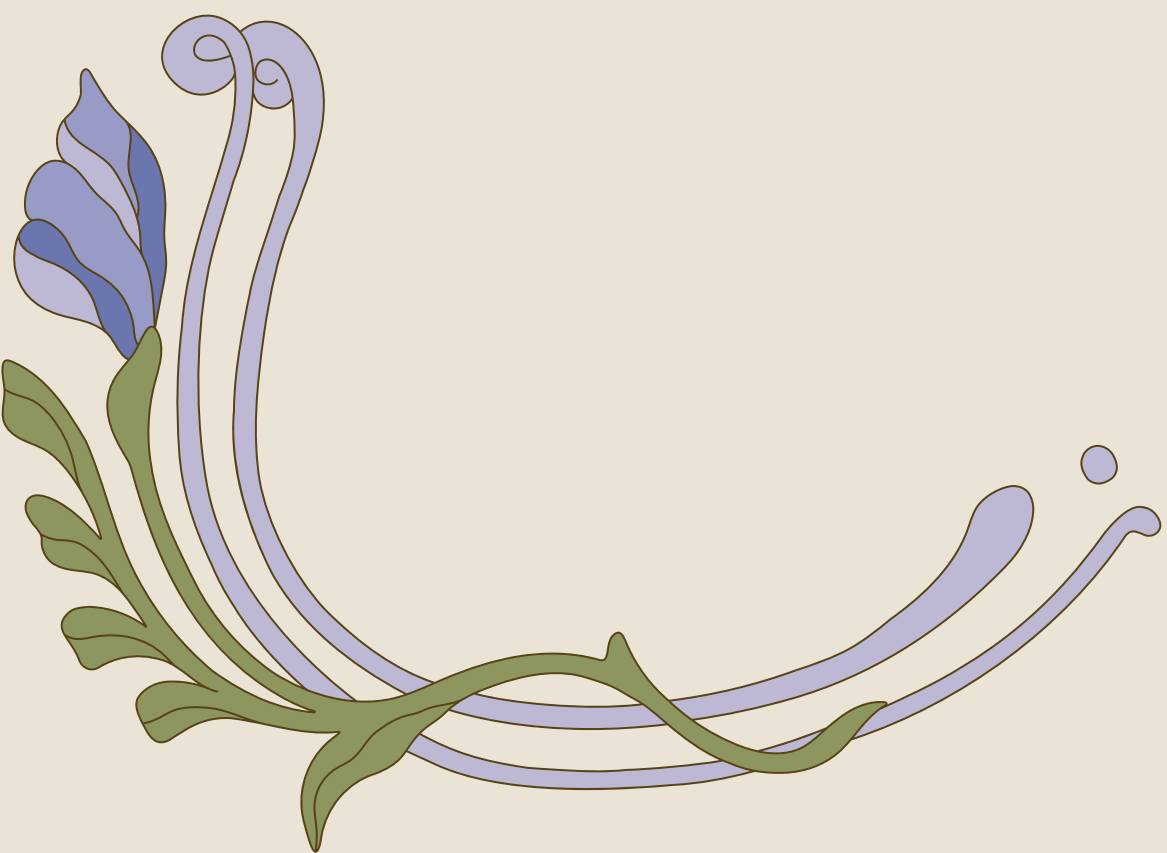
Guest:

Thanks so much!

Hotel Receptionist:

You're welcome. Enjoy your stay with us!







UNPROFESSIONAL CONVERSATION

Guest:

Good evening, I have a reservation under Mr. ~~Ans~~

Receptionist:

Yeah, hang on. I'm trying to finish something.

Guest:

Oh, okay... sure.

Receptionist:

What did you say the name was again?

Guest:

Andrews. Daniel Andrews.

Receptionist:

Hmm... I don't see anything. Did you actually book through us or like, one of those third party sites?

Guest:

Through Booking.com. I have the confirmation email if that helps.

Receptionist:

Yeah, those sites always cause problems. Our system never matches their reservations.

Guest:

Oh... I see. Is there something I can do?

Receptionist:

Not really. You'll have to wait until I can check with the manager. He's on a break, though.

Guest:

I've just had a long flight; I was hoping to get to my room soon.

Receptionist:

Well, you should've booked directly next time. It would've been faster.

Guest:

Okay... is there at least a lobby area where I can sit?

Receptionist:

Yeah, over there. Just try not to block the hallway, people walk through there all the time.

Guest:

Alright.







**THANK YOU
FOR ATTENTION**



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Erasmus+ Programme
of the European Union

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