

## Dialogue Ordering 1: Hotels

### Introduction

This simple activity has students put various dialogues you may have at a hotel into the correct order.

### Before the Lesson

Print (A4 size), laminate and cut out the dialogue strips. In lieu of laminating, print on thicker A4 cardstock paper. Be sure to print enough copies for the amount of students you have, *for example, if you have 15 students in class, print the pdf five times and group students into threes.*

### In the Lesson

Have the students pick a partner (or pick the partners yourself) Provide each pair of students with a set of dialogues. They should work together to correctly order the sentences for each dialogue. There are four in total: Checking-in, requesting extra items, making a complaint, and checking-out.

After ordering the dialogues, students should practice reading them with their partner, taking turns to be able to read both people. Also, explain any new words.

When they are finished, have them come up with two short dialogues with a new partner, then take turns reading them to the class.

Focus	Aim	Level	Time
Dialogue ordering	To practice ordering dialogue sentences.	A1/ A2	30-35 minutes



Reception: Good afternoon! Welcome to the Grand Hotel. How can I help you today?

John: Good afternoon. I have a reservation for John Smith.

Reception: Let me check... Yes, I see your booking. You have a standard room with a king-size bed for three nights. Is that correct?

John: Yes, that's right.

Reception: Great! May I see your ID and a credit card for the booking?

John: Sure. Here you go.

Reception: Thank you, Mr. Smith. Everything looks good. Your room number is 305, on the third floor. Here is your key card. Just tap it on the door to unlock it.

John: Thank you. What time is breakfast?

Reception: Breakfast is served from 7:00 AM to 10:00 AM in the restaurant right here next to reception.

John: Okay, perfect. And there's free Wi-Fi?

Reception: Yes, we offer free Wi-Fi. The network name and password are written on this card.

John: Great! And what time is check-out?

Reception: Check-out is at 11:00 AM. If you need a late check-out, please let us know in advance. There may be an extra charge.

John: Okay, good to know. Thanks so much for the information!

Reception: You're very welcome, Mr. Smith. Enjoy your stay, and let us know if you need anything.

John: I will. Thanks again!



Reception: Front desk, this is Tim speaking. How may I assist you?

John: Hi, this is John Smith from Room 305. I'd like to request some extra items, please.

Reception: Of course, Mr. Smith. What do you need?

John: I need two extra towels, two extra pillows, and some additional soap. Also, is it possible to get a hair dryer?

Reception: Absolutely! We will send the towels, pillows, and soap to your room right away. There should already be a hair dryer in the bathroom, but if it's missing, we can bring you one.

John: Oh, I didn't check. I'll look now... No, I don't see one.

Reception: No problem. I'll have housekeeping bring you a hair dryer as well.

John: Thank you! How long will it take?

Reception: The items should arrive within 10 to 15 minutes.

John: Oh, wow! That's fast! Thank you so much!

Reception: You're very welcome, Mr. Smith. Is there anything else I can help you with?

John: No, that's all for now.

Reception: Alright! Enjoy your stay, and feel free to call us anytime.

John: Will do! Thanks again.

Reception: Front desk, this is Sarah speaking. How may I assist you?

John: Hi, this is John Smith from Room 305. I have a problem with the air conditioning.

Reception: I'm sorry to hear that, Mr. Smith. What seems to be the issue?

John: The AC is not working. It won't turn on, and my room is very hot.

Reception: Oh no. I understand how uncomfortable that must be. Have you tried adjusting the thermostat?

John: Yes, I tried turning it up and down, but nothing happens.

Reception: Okay, I'll send Paul from maintenance to check it right away. So sorry for the inconvenience.

John: How long will it take for Paul to come?

Reception: Paul will be up in about 5 minutes. If the problem cannot be fixed quickly, we can offer you a different room.

John: Alright, I appreciate that.

Reception: I'm very sorry for the inconvenience, Mr. Smith. We'll take care of it as soon as possible.

John: Thank you. I'll wait for Paul to come.

Reception: You're welcome! Please let us know if you need anything else.

John: Sure. Thanks again.

John: Good morning. I'd like to check out, please.

Reception: Good morning! Of course. May I have your room number, please?

John: Room 305

Reception: Thank you, Mr. Smith. Let me check your bill. Everything looks good. Your total was \$450 for three nights, but we are giving you \$100 off due to the air-conditioning inconvenience. So, \$350. How would you like to pay?

John: Oh that's wonderful. Thank you so much! I'll pay with the card you have on file.

Reception: Great. Here is your receipt. Would you like a printed copy or an email?

John: An email is fine. Thank you.

Reception: Perfect. I've sent it to your email.

John: Thanks. Also, can I leave my luggage here for a few hours? My flight is in the evening.

Reception: Of course! We offer free luggage storage. You can pick it up anytime before 8:00 PM.

John: Awesome! I will be back at 4:00 PM to pick it up.

Reception: No problem, sir. We will have it ready for you then.

John: Thank you for your help!

Reception: You're very welcome, Mr. Smith. We hope you enjoyed your stay.

John: Thanks! See you later!