

10C Hotel roles

Activity type: Speaking – Mini role plays – Groups/Pairs

Aim: To practise / role play various hotel situations / make and respond to requests

Language: Prefacing requests and responses for politeness – Use any time after *Explore Speaking*.

Preparation Make one copy of the worksheet for every two learners. Cut into two strips, A and B.

Time: 20–30 minutes

- 1 Divide learners into A/B groups (with an equal number of learners in each group). Give them the relevant role strips. Explain that each numbered section describes a different role that they will play. The setting for each role play is a hotel. Groups A and Groups B work separately to clarify the situations and ensure they understand all the vocabulary. They check with you as necessary.
- 2 As and Bs now form pairs. Explain that learners should role play each numbered situation, thinking about how to preface their requests to make them more polite (unless the role calls for them to make a complaint), and how to respond politely.
- 3 Learners role play the situations, beginning with number 1. As soon as they have finished one role play, they move on to the next.

Extension

Choose one or two pairs to perform their role play of one of the situations in front of the class.

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A	B
<p>1 Guest: You would like to order a taxi to take you to the airport in the morning. You go to Reception.</p>	<p>1 Receptionist: You are particularly busy at the moment, but there's a courtesy phone for guests in the lobby. Direct the guest to this phone.</p>
<p>2 Receptionist: Respond to the guest's problem.</p>	<p>2 Guest: You are in room 134. There isn't any toilet paper in the bathroom. Phone Reception.</p>
<p>3 Guest: You need a recommendation for a good restaurant near the hotel.</p>	<p>3 Receptionist: You want to be helpful, but you are new to the area. Find a solution, though.</p>
<p>4 Receptionist: You receive a phone call from a hotel inspector who is staying in room 405. You need to be very helpful.</p>	<p>4 Hotel inspector: You are very demanding. Phone Reception and make three unreasonable requests.</p>
<p>5 Guest 1: You are in room 205. It's late at night. You were having a shower when you heard a knock at the door. You put on your bathrobe and went out to see who was there, but there was nobody and then your door shut behind you. Ask the person in room 206 if you can use his/her phone.</p>	<p>5 Guest 2: You are in room 206. You were asleep in your room when there was a knock at your door. You open it to find a wet man/woman wearing a bathrobe. Respond to his/her request.</p>
<p>6 Guest: You are in room 105. There is a very loud party in the ballroom beneath you. It's 10 o'clock and you can't get to sleep. You have an important business meeting tomorrow morning. Phone Reception.</p>	<p>6 Receptionist: The people having the loud party in the ballroom are important regular customers at the hotel. You want to keep their business, but you need to keep the guest in room 105 happy.</p>
<p>7 Manager: The hotel is fully booked, but you need to calm your guest down and find a solution to the problem.</p>	<p>7 Guest: You are with your wife/husband. You are staying at the hotel for three days. When you get to your room, you find it is a single room. Talk to the manager. You are very upset.</p>
<p>8 Guest: You are in room 381, an executive suite. You have brought your pet tortoise to the hotel with you. Phone Reception to ask for a bowl of lettuce for him.</p>	<p>8 Receptionist: The guest in room 381 is very famous, so be very helpful when you respond to his request.</p>
<p>9 Receptionist: It is 2 am and the fire alarm has just gone off in the middle of the night. You're not sure if there's a real fire.</p>	<p>9 Guest: You are in room 217. It is 2 am and you have just been woken up by a loud noise which is still continuing. Phone Reception to complain.</p>
<p>10 Guest: It's 9 pm. You have a plane to catch tomorrow morning. You need to get up at 5.15 am and leave by 6 am or you will miss your plane. You have a long journey ahead of you and need breakfast before you leave. Go to Reception.</p>	<p>10 Receptionist: You know that the night porter who does the wake-up calls is not very reliable. You also know that the dining room does not open for breakfast until 7 am. Find a solution to the problem.</p>