

Elementary English for Tourism and Hospitality
LESSON 3 – Checking In
STUDY NOTES
Characters

Leo: Receptionist
 Mona: Guest
 Jack: Guest

The story

Jack and Mona have just arrived at the Plaza Hotel. They are booking into their rooms. They want to change the rooms Leo has reserved for them.

Grammar Point – Prepositions of place
In, on or at?

We use **in** when we talk about position in a three dimensional space.

Examples: I saw your keys **in** your bag.
 Could you please put my luggage **in** the room?

We use **on** when we talk about position on a surface.

Examples: You have a black stain **on** your shirt.
 The sugar is **on** the table.

We use **at** to talk about something that happens at a place.

Examples: I'll meet you **at** the bus stop.
 You can buy a ticket **at** the station.

Language Point – Offering help

Here are some examples of questions to use when offering help. The responses are also included. Read them out loud.

A: **Do you need any help?** ↗
 B: No thanks, I'm fine.

A: **Would you like someone to help you with your suitcases?** ↗
 B: Yes please. They are really heavy.

A: **Can I help you?** ↗
 B: No thanks. I'm just waiting for a friend.

A: **Is there anything else I can do?** ↗
 B: Yes. Could you please tell me where the nearest train station is?

A: **May I be of assistance?** ↗
 B: Yes please. Can you tell me where the lift is?

EXERCISES

1. Key vocabulary

Look up the meaning and pronunciation of these words in your dictionary.

reservation	lovely	lobby
moment	rear	view
quiet	together	not really
facing	I don't mind	like

2. Grammar

Write **in**, **on** or **at** in the space provided.

- Your room is located _____ the front of the hotel.
- The swimming pool is _____ the sixth floor.
- There's some meat _____ the fridge.
- You will find the car park _____ the rear of the hotel.
- I can put you _____ rooms six-eleven and six-twelve.
- The lifts are down the corridor and _____ your right.

3. Jumbled sentences - Offering help.

Rewrite the sentences with the words in the correct order.

- to like suitcases you your would someone with you help?

- there is else I anything do can?

- help need any you do?

4. The Chant

Practise saying this chant out loud.

Can I help?
Can I help?
Can I help *you*?

Of course, of course
Of course, Madam
I'll see what I can do.

Answers: 2. 1) at 2) on 3) in 4) at 5) in 6) on 3. 1) Would you like someone to help you with your suitcases? 2) Is there anything else I can do? 3) Do you need any help?