Checking Guests In and Out

Check In

Front Desk Receptionist

- What name is the reservation under?
- How long will you be staying?
- Are you planning on checking out tomorrow?
- I'm afraid you can't check in until after 4:00 pm.
- What type of vehicle are you driving?
- Do you know the license plate number of your vehicle?
- Complimentary breakfast is served in the lobby between 8 and 10 am.
- I'll give you two room keys.
- The dining room is on the main floor at the end of the hall.
- The weight room and sauna are on the top floor.
- Just call the front desk if you need any extra towels or pillows.

Guest

- We have a reservation under Jill McMann.
- Do you have any vacancies?
- Is the hotel booked, or can we get a room for tonight?
- How do we get to our room from here?
- Is it okay to park out front?
- What time is the pool open until?
- What time is breakfast served at?
- Is it too early to check in?
- Can we get a wake-up call?
- When is check out time?

Check Out

Front Desk Receptionist

- Are you ready to check out?
- What room were you in?
- How was your stay?
- Was everything satisfactory?
Guest

- We're checking out of room 401.
- Sorry we're a bit late checking-out.
- I'm afraid we overslept/slept in.
- We really enjoyed our stay.
- We have a few complaints.
- We'll be back next time we're in town.

Sample Conversation

Double-click the left button (>) to start. Click the middle button to stop. Click the right button to pause. Click it again to continue.

Receptionist: Hi there. Are you checking out now?

Guest: Yes, sorry. I know we're a few minutes late.

Receptionist: That's no problem. It's always really busy at check out time anyway.

Guest: Oh, really. The last hotel we stayed in charged us for a late check out.

Receptionist: The hotel isn't booked this week, so it's not a problem. How was everything?

Guest: The room was great. The beds were really comfortable, and we weren't expecting our own fridge.

Receptionist: I'm glad you liked it.
Guest: The kids were disappointed that the pool wasn't open this morning, though.

Receptionist: I apologize for that. We can't get a cleaner in any earlier than 10 am.

Guest: Well we had a nice swim last night anyhow.

Receptionist: Will you be putting this on your credit card?

Guest: No. I'll pay cash.

Receptionist: OK. So the total comes to $123.67, including tax.

Guest: I thought it was $115 even. That's what they said yesterday when we checked in.

Receptionist: Yes, but there is an extra room charge on your bill.


Receptionist: No problem. So...from $140, here's your change. Now, I'll just need to ask you for your room keys.

Check your understanding

1 Why does the guest apologize when she arrives at the front desk?

   a) She forgot to pay
   b) She is late checking out
   c) Her kids used the pool when it was closed
   d) Her credit card isn’t working

2 Which of the following did the woman's family NOT like about the hotel?
a) The pool hours  
b) The room  
c) The bed  
d) The rate

3 What was the woman charged for besides the room rate?

   a) Telephone use  
   b) Room service  
   c) Pool towels  
   d) A late fee