

СПб ГБОУ СПО «Петровский колледж»

Презентация к уроку по профессиональному
английскому языку для студентов 2 курса
Тема: Регистрация гостя в отеле
Checking in

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Front desk

Bank of useful words



- booking / reservation
- welcome
- driving licence
- confirmation
- check in procedure
- arrival
- availability
- check in
- ID
- luggage / baggage / bags
- key

Front desk

giving short answers

Example:



- Have you stayed with us before? (No)
- *No, I haven't.*
- Will you be paying by credit card? (Yes)
- *Yes, I will.*
- You have an account with us, don't you? (Yes)
- *Yes, we do.*

Front desk

Notice the way we use tag questions to ask for confirmation:

- Example: - It was Miss King, *wasn't it?*
- You have an account with us, *don't you?*
- But the guests haven't stayed with us before, *have they?*



Front desk

Polite forms

Would you like to sit down? - Не хотите ли вы.....?

*Could you tell me...? -
Не могли бы вы сказать...?*

*Will you follow me? -
Не проследуете ли за мной?*

Shall I go? - Можно идти?

Do you mind...? - Не могли бы вы...



Front desk

useful words

vacancy - свободный номер

single - одноместный номер

guest registration card - карточка гостя

bell captain - носильщик, портье

lobby - вестибюль отеля

to serve lunch - обед (предоставлять)

to be located - находиться

to complete - заполнить

to charge - оплачивать

to sign - подписать



Front desk

guest registration card

Name _____

Room number _____

Type of room _____

Cost per night _____

Number nights _____

Payment method _____

Total cost _____

