



Five College Center for the Study of World Languages

### Conversation Preparation Guides

**Title: Hotel Issues**

**Topic: Lodging**

**Level: Advanced**

### Practice on Your Own

Imagine that you are traveling in a country where the language is spoken. You are staying in a hotel, but after checking in you realize there is a problem with the room.

- First think about checking in to the hotel. How will you greet the receptionist? How will you pay for the room or confirm that you have paid in advance? What questions might you ask the receptionist? For example:
  - Is there a phone in the room? How much does it cost to make an international call?
  - Is there internet access in the room?
  - Is there a pool? If so, what hours is it open?
  - Is there a laundry service available? If so, how much does it cost?
  - Is there a complimentary breakfast? If so, what time is it served?
  - Is it possible to upgrade to a larger room, or to extend your stay for an extra night?
  - Or any other questions you can think of...
- Now imagine complaining about a problem with the room. What problems might you encounter, and how would you ask for them to be resolved? Possible problems include:
  - The lights in the room do not work.
  - There is no hot water in the bathroom.
  - The air conditioning does not work.
  - The phone does not work.
  - There are ants in the room.
  - Your key does not open the lock.
  - There is water dripping from the ceiling.
  - You paid for a room with two beds, but this room has only one bed.
  - And many other possibilities...
- Practice these conversations out loud. Try out different variations – different problems, different possible solutions, etc...

### Practice in Conversation Session

- To warm up, tell your conversation partner and fellow students what city you are visiting, how long you are staying, and what you plan to do or see there.
- Role play checking in to the hotel. Use culturally appropriate greetings and polite expressions and ask a number of questions.

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- Then role play complaining about a problem with the room. Make sure to explain the problem clearly and perhaps suggest a solution.
  - For a simpler role play, the hotel employee can offer a solution that will resolve the issue quickly and easily.
  - If that seems easy, further complications can be added to the role play. Perhaps the guest wants to move to another room but is told that there are no other rooms available. If the hotel employee does not offer a satisfactory solution, the guest might ask to speak to a manager or request a refund and look for a different hotel.
  - You can repeat the role play with different problems and/or different solutions. Also try switching roles.
- Have a follow-up conversation with your conversation partner and fellow students. Have you ever been in a situation like this? How did you resolve it? Compare hotels in the U.S. and in the country/ies where the language is spoken. Are there differences in the prices, the amenities that are usually provided, etc.?