

ROLE PLAY: AT A HOTEL

A2-B1 | Teens / Adults | Speaking + Functional Language | 35-45 minutes

1. USEFUL PHRASES

Guest

I have a reservation.
Could I check in, please?
Is breakfast included?
Could I have the Wi-Fi password?
There's a problem with ...
Could someone come and check it?
Can I leave my luggage here?

Receptionist

Could I have your name, please?
Your room is on the ... floor.
Breakfast is served from ...
Here's your key card.
I'll send someone up.
Would you like to change rooms?
Let me check what's available.

2. MODEL CONVERSATIONS

A. CHECKING IN

Guest: Hello. **I have a reservation** for two nights.
Could I check in, please?

Receptionist: Welcome. **Could I have your name, please?**

Guest: Maria Santos. I booked a double room with breakfast.

Receptionist: Yes, I have it here. Could I see your passport to check the details?

Guest: Here you are. **Is breakfast included** for both mornings?

Receptionist: It is. **Breakfast is served from** seven until ten in the dining room.

Guest: Great. I'm meeting someone early tomorrow. Is seven the earliest time?

Receptionist: The dining room opens at seven, but we can arrange a breakfast bag to collect at six thirty.

Guest: That would help. **Could I have the Wi-Fi password** too?

Receptionist: It's on this card. **Your room is on the fourth floor**, near the lift.

Guest: Thanks. Could I order the breakfast bag now?

Receptionist: Certainly. I'll note it on your booking.
Here's your key card.

B. A PROBLEM WITH THE ROOM

Guest: Hello. **There's a problem with** the window in room 214. It won't close properly.

Receptionist: I'm sorry about that. Is the room cold or noisy?

Guest: Both, really. The street is quite busy. **Could someone come and check it?**

Receptionist: Yes. **I'll send someone up** in about ten minutes.

Guest: Thank you. I'm going out soon, but I'd like it sorted before tonight.

Receptionist: Of course. If it can't be fixed, **would you like to change rooms?**

Guest: Yes, but could it be on the same floor? My friends are in the room next door.

Receptionist: **Let me check what's available.**
There's another double room at the end of that corridor.

Guest: That sounds fine. Should I move my bags now?

Receptionist: Let's have the window checked first. I'll call your mobile before you return.

Guest: Thanks. Here's my number. Please let me know even if it's already fixed.

Receptionist: I will. We'll make sure you know which room to use tonight.

Notice how the speakers give details, ask follow-up questions and respond to each other.

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3. ROLE-PLAY CARDS

Work in pairs. Read only your own role. Decide what to say; don't write a full script. Find a solution, then swap roles and change one detail.

ROLE PLAY 1: CHECKING OUT

Student A - Guest

You're checking out after two nights. Your train leaves at three, and you want to leave your suitcase while you visit the town. Ask about storage and when you must collect it. Check an unfamiliar charge on your bill.

Student B - Receptionist

The luggage room is available free until six. The bill includes a 6-pound breakfast bag ordered yesterday. Explain the charge, arrange luggage storage and give a collection tag. Ask whether the guest needs a receipt.

ROLE PLAY 2: A ROOM WITHOUT A BOOKING

Student A - Guest

You need a quiet double room for one night. Your budget is 90 pounds. Ask about room position, breakfast and the total price before deciding. You'd prefer not to use stairs with your heavy bag.

Student B - Receptionist

A double near the lift is 85 pounds but faces the busy street. A quiet room at the back is 95 pounds. Breakfast costs 8 pounds per person. Explain the options honestly and let the guest decide whether to book.

ROLE PLAY 3: MISSING BREAKFAST

Student A - Guest

You arrived at breakfast at ten fifteen and found it closed. You have a meeting at eleven, so you need something quick. Ask politely whether food is still available or where to go nearby.

Student B - Receptionist

Breakfast ended at ten. You can't reopen the buffet, but you can offer a takeaway snack for 5 pounds. A cafe two minutes away serves breakfast until noon. Explain both options and ask what suits the guest.

After each role play: Say what you agreed and which phrase helped. Repeat with one new detail.

Teacher note: Prepare for 2-3 minutes and speak for 3-4 minutes. Encourage follow-up questions, not memorised scripts. Prices, times and service rules in this lesson are fictional.