

ROLE PLAY: AT A HOTEL

B1-B2 | Teens / Adults | Speaking + Functional Language | 45-55 minutes

1. USEFUL PHRASES

Guest

I was wondering if we could change rooms.
We haven't been able to sleep.
Would there be an extra charge?
I'd rather keep ...
Could you check what's available?
I don't recognise this charge.
Could I see an itemised bill?
Could you confirm that in writing?

Receptionist

I'm sorry you've been disturbed.
Let me see what I can offer.
The only room available is ...
We can move your luggage for you.
Would that be suitable?
I'll check the booking details.
That was added by mistake.
I'll send you the corrected version.

2. MODEL CONVERSATIONS

A. A QUIETER ROOM

Guest: Hi. I was wondering if we could change rooms. There's loud traffic outside our window.

Receptionist: I'm sorry you've been disturbed. Which room are you in?

Guest: 306. We haven't been able to sleep, and we're staying another two nights.

Receptionist: Let me see what I can offer. There's a room facing the courtyard, but it has twin beds.

Guest: We booked a double. Is another double likely to be available today?

Receptionist: Not tonight, I'm afraid. A courtyard double becomes available tomorrow afternoon.

Guest: I'd rather move once than twice. Could we see the twin room before deciding?

Receptionist: Certainly. It's on the same floor. There's no extra charge to move.

Guest: Thanks. If we take it, do we need to bring all our luggage down here?

Receptionist: No, we can move your luggage for you once you've packed.

Guest: That's helpful. Let's have a look at the room first.

Receptionist: Of course. I'll ask my colleague to show you while I stay at reception.

B. CHECKING THE FINAL BILL

Receptionist: Here's your bill for the three nights. Would you like to check it before paying?

Guest: Yes, please. I don't recognise this charge for parking. We arrived by train.

Receptionist: I'll check it. Was anyone visiting you with a car during your stay?

Guest: No. We haven't used the car park at all.

Receptionist: That was added by mistake. It belongs to another booking with a similar name.

Guest: Thanks for checking. Could I see an itemised bill with that removed?

Receptionist: Certainly. I'll print a corrected copy. The total is now 270 pounds.

Guest: That's right. I also need a receipt for work. Can you put my company name on it?

Receptionist: Yes. Could you write the company name here so I spell it correctly?

Guest: Of course. Could you email the receipt as well? Paper copies tend to get lost in my bag.

Receptionist: No problem. I'll check your email address before sending it.

Guest: Thank you. I'll pay by card, then.

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: CHANGING ROOMS

Student A - Guest

Your room faces a noisy road. You booked a double for three nights and have two nights left. You'd accept twin beds for a quieter room, but don't want an extra charge. Ask to see the alternative and arrange when to move.

Student B - Receptionist

A courtyard twin is free now at the same price. A quieter double opens tomorrow, but moving twice may be inconvenient. Find out the guest's priorities, explain both options and offer luggage help. Don't describe the whole hotel as silent.

ROLE PLAY 2: AN UNEXPECTED CHARGE

Student A - Guest

Your bill includes parking and breakfast. You didn't park, but did order a takeaway breakfast yesterday. Ask for both charges to be explained. You need a corrected itemised receipt with your company name and an emailed copy.

Student B - Receptionist

Parking was added to the wrong booking. The 8-pound breakfast charge is valid for the takeaway bag ordered yesterday. Explain the distinction politely, remove the error and confirm the total. Ask for company and email details before producing the receipt.

ROLE PLAY 3: A LATER CHECKOUT

Student A - Guest

Your train leaves at six, and checkout is at eleven. You'd like to work in your room until three, but have a 20-pound budget for any extra charge. Ask about alternatives if you can't keep the room.

Student B - Receptionist

The room must be ready at two for another booking. Checkout at one costs 15 pounds; three isn't possible. Luggage storage is free, and the lounge has tables and Wi-Fi. Explain the choices and help the guest combine options without promising access to the occupied room.

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.