

Checking in

The guest (= person staying at the hotel) arrives at the hotel, walks into the lobby, and then goes up to reception/the front desk to check in. The receptionist/desk clerk needs to get (or confirm) various details. These may include: name and address, nationality, passport details, a signature on a registration form, room preferences (perhaps a particular view was requested), the rate quoted (= amount of money you were told you would pay), departure date and time, whether the person or the company pays, credit card details, and any loyalty programs that the guest belongs to. Once this is complete, the receptionist will give the guest the key card and explain a few things such as breakfast arrangements and the location of hotel facilities (health club, etc).

The guest may have some special questions to ask the receptionist:

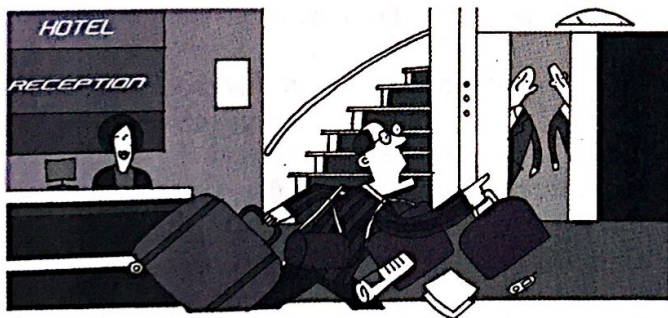
Can you get someone to help me with my luggage?

Can I have a wake-up call in the morning?

How far is the Expo Centre from here? Can I walk or should I take a taxi?

Could you tell me if there's a bank near here?

The guest walks over to the elevator (BrE lift), goes up to their room, and unpacks their things. Perhaps it's time to have a nap (= short sleep), or to freshen up before meeting colleagues and going out.



Hotel facilities

Here are some of the facilities that may be available in a hotel: business centre, swimming pool, gym/fitness room, laundry and dry cleaning, 24-hour reception, 24-hour room service, restaurant with regional food, complimentary (= provided free) newspaper, currency exchange, an airport transfer/shuttle, etc.

The room may be a double room (with a double bed), twin room (with two beds) or single room. Inside the room there may be coffee/tea making facilities, a separate sitting area, etc.

Requests

If you need anything extra, you may need to contact reception or the room service clerk. You usually dial zero to speak to reception.

Can I have an iron and ironing board sent up to my room, please? I need them as soon as possible.

Could you tell the housekeeping staff not to clean my room in the morning? I want to sleep late.

Is it possible to have breakfast sent up to my room?

Do you think you could call up to my room and let me know when my colleagues arrive?

Could I just ask you what time I need to be out of my room? I'd be grateful if you could find out the weather forecast for tomorrow.

Complaints

Here are just some of the things that you may want to complain about:

- No reservation on arrival.
- Wrong room allocation – you wanted a room overlooking the sea.
- Poor housekeeping: room that hasn't been cleaned, dirty sheets, dirty towels, no spare blanket.
- Bathroom problems: shower not working, smell coming from the drains.
- Air conditioning or heater not working.
- Uncomfortable mattress or pillow.
- Noise from loud neighbours, or from an event happening in the hotel.
- Substandard restaurant.

Here are some tips on how to complain.

1 Take a photo with your mobile phone to help build your case. Then complain immediately – go down to the front desk and talk face-to-face.

2 Tell your story once, simply, and without exaggeration. Finish by identifying the solution you want (something fixed in your room or a new room?). Then be silent and wait for a response.

3 Remain calm and polite at all times. You will get better service more quickly.

4 If they cannot fix your problem immediately, be flexible about back-up solutions. How about using a shower in another room if you are in a hurry?

5 If it is a serious matter, keep notes of who you talked to, when, and what was said. Then when you get back home, write to the Hotel Manager and ask for a partial refund.