

Hotel 04: Making a Call in a Room

Hi! How are you today?

Today's lesson is about "*Making a Call in a Room.*"

Let's make learning English fun!

Hotel 04: Making a Call in a Room

Exercise 1 | Vocabulary and Expressions (Vocabulary and Expressions)

Directions: Listen and repeat.

(Directions: Listen and repeat.)

Vocabulary and Expressions	Meaning
This is front desk.	This is front desk.
This is room 1205.	This is room 1205.
Could you please put a call through to room 1115?	Could you please put a call through to room 1115?
Can you help me make an outgoing call?	Can you help me make an outgoing call?
international call	international call
outgoing call history	outgoing call history

Exercise 2 | Dialogue (Dialogue)

Directions: Read the dialogue aloud with your teacher.

(Directions: Read the dialogue aloud with your teacher.)

Scene: Mr. Thomas wants to ask something. He calls the front desk.

Front desk: Hello, **this is front desk**. How may I help you?

Mr. Thomas: Hello, **this is room 1205**. I'd like to turn on the air conditioner but I cannot find the switch.
Could you tell me where it is?

Front desk: No problem, sir. The switch is next to the television.

Mr. Thomas: Let me see... I found it, thanks.

Front desk: You're welcome sir.

Mr. Thomas: And **could you please put a call through to room 1115?**

Front desk: May I ask you the name of the guest in that room?

Mr. Thomas: Kevin Richards, we checked in at the same time yesterday.

Front desk: Oh, yes. Just wait a moment, please. I'll put a call through to the room.

Mr. Thomas: Okay, thanks anyway.

Front desk: Thank you for calling, sir.

Exercise 3 | Filling the Blanks (Filling the Blanks)

Directions: Fill in the blanks below. Have a role play with your teacher.

(Directions: Fill in the blanks below. Have a role play with your teacher.)

Scene: A guest wants to make a call to Austria. He calls the front desk.

Guest: _____ me, can you help me make an outgoing call?

Front desk: Certainly. Where do you want to call?

Guest: I _____ to call a person in Austria. Can I make an **international call** directly in my room?

Front desk: Yes, you can. Please push 9, 010 and add the country code.

Guest: I'm not _____ what number is the country code of Austria.

Front desk: Austria is 43, sir.

Guest: Thanks.

Front desk: Then dial the number. Please make sure to push the number next to "0." You don't need to put "0" on the top, sir.

Guest: Thanks. Can I have the **outgoing call history**?

Front desk: We will give it with a paper when you check out the _____, sir.

Guest: _____ for your help.

Front desk: You're welcome, sir.

Exercise 4 | Role Play (Role Play)

Directions: Have a role play with your teacher in the situation below.

(Directions: Have a role play with your teacher in the situation below.)

Situation: You are staying at the hotel in the US and you need to call a coworker in France. Ask the receptionist to assist you in making the call. Your teacher will be the receptionist.

Exercise 5 | Free Conversation (Free Conversation)

Directions: Take turns with your teacher in answering the questions.

(Directions: Take turns with your teacher in answering the questions.)

1. Have you used a phone in a hotel room abroad?
2. Have you asked the front desk to do something in a hotel abroad?
3. Have you made an outgoing call in a hotel abroad?
4. Do you frequently make international calls? If so, where and to whom?
5. Do you think free internet call services like Skype, LINE, Viber or WhatsApp replace conventional calls? Why do you think so? (conventional: traditional, normal and ordinary)