

Hotel Stay Language Lesson for ESL Learners

Welcome your ESL students to the world of hotel accommodations a comprehensive "At the Hotel" lesson. This resource is crafted to empower learners with the essential vocabulary and expressions needed for a seamless hotel experience.





Warm-up Conversational Questions

Share your personal preferences for hotel selection.

Discuss what you prioritize when booking a hotel.

Consider the requirements you have for a hotel stay.



Reservation

A booking made in advance to secure a room at a hotel.

1 How far in advance do you typically make a hotel reservation?

Sub Vocab: Scheduling, planning, anticipation

2 What information is usually required when making a hotel reservation?

Sub Vocab: Personal details, payment information, special requests

3 Have you ever had a last-minute reservation at a hotel?

Sub Vocab: Spontaneity, urgency, availability



Check-in

The process of arriving at a hotel and registering as a guest.

1 What is your usual check-in routine when arriving at a hotel?

Sub Vocab: Registration, reception, arrival

2 Have you ever encountered any issues during the check-in process?

Sub Vocab: Delays, misunderstandings, complications

3 What do you expect from the hotel staff during check-in?

Sub Vocab: Courtesy, efficiency, professionalism

Room Key

A card or key used to unlock the door to one's hotel room.

1. How do you keep track of your room key during your stay?

Sub Vocab: Responsibility, security, mindfulness

2. Have you ever lost your room key while staying at a hotel?

Sub Vocab: Misplacement, inconvenience, replacement

3. What features do you think make a good room key?

Sub Vocab: Durability, technology, design





Amenities

Additional features or services provided by a hotel for guest use.

- 1 What amenities do you consider essential for a comfortable hotel stay?

Sub Vocab: Essentials, comfort, luxury

- 2 Have you ever been pleasantly surprised by the amenities at a hotel?

Sub Vocab: Unexpected, delight, bonus

- 3 How do amenities contribute to the overall hotel experience?

Sub Vocab: Satisfaction, value, enjoyment



Housekeeping

The department responsible for cleaning and maintaining guest rooms.

1 How often do you expect housekeeping services during your hotel stay?

Sub Vocab: Frequency, cleanliness, standards

2 What is your opinion on the importance of housekeeping in hotels?

Sub Vocab: Hygiene, comfort, necessity

3 Share a positive or negative experience with hotel housekeeping.

Sub Vocab: Experiences, incidents, feedback



Check-out

The process of departing from a hotel and settling the bill.

1 1. What is your usual check-out routine when leaving a hotel?

Sub Vocab: Departure, settlement, farewell

2 2. Have you ever encountered any issues during the check-out process?

Sub Vocab: Discrepancies, delays, charges

3 3. What factors influence your satisfaction with the check-out process?

Sub Vocab: Efficiency, accuracy, service

Room Service

The delivery of food and beverages to a guest's hotel room.

1 Do you usually order room service during your hotel stays? Why or why not?

Sub Vocab: Convenience, luxury, preference

2 Share a memorable experience with hotel room service.

Sub Vocab: Service quality, dining experience, special moments

3 How does room service enhance or detract from your hotel experience?

Sub Vocab: Comfort, indulgence, cost





Concierge

A hotel staff member who assists guests with various services.

1 1. Have you ever utilized the services of a hotel concierge?

Sub Vocab: Assistance, inquiries, recommendations

2 2. What kind of assistance would you seek from a hotel concierge?

Sub Vocab: Directions, reservations, local tips

3 3. How does a helpful concierge contribute to a positive hotel stay?

Sub Vocab: Support, experience, guidance

Lobby

The common area near the entrance of a hotel where guests can gather.

1 What do you expect from the lobby of a hotel?

Sub Vocab: Ambiance, facilities, reception

2 Have you ever had a memorable experience in a hotel lobby?

Sub Vocab: Encounters, events, atmosphere

3 How does the design and atmosphere of a hotel lobby impact your perception?

Sub Vocab: First impressions, comfort, style





Bellhop

A hotel staff member responsible for assisting guests with luggage.

1 Do you usually use bellhop services when staying at a hotel?

Sub Vocab: Service use, luggage handling, convenience

2 How do you tip a bellhop, and what factors influence the amount?

Sub Vocab: Gratuity, service quality, generosity

3 Share a positive or negative experience with a bellhop.

Sub Vocab: Interactions, helpfulness, incidents



Valet Parking

A service where hotel staff park and retrieve guests' vehicles.

1 Do you prefer using valet parking or parking your own car at a hotel?

Sub Vocab: Preferences, convenience, trust

2 Have you ever had a memorable experience with valet parking?

Sub Vocab: Service interaction, vehicle care, efficiency

3 What factors do you consider when deciding whether to use valet parking?

Sub Vocab: Cost, security, luxury

Wi-Fi Access

The availability of wireless internet connectivity in a hotel.



How important is Wi-Fi access when choosing a hotel?

Sub Vocab: Connectivity, necessity, communication



Have you ever had issues with the Wi-Fi connection in a hotel?

Sub Vocab: Troubleshooting, reliability, speed



What do you expect from hotel Wi-Fi in terms of speed and reliability?

Sub Vocab: Expectations, performance, satisfaction

Additional Vocabulary Exploration

1 Scheduling

Discuss the importance of scheduling in planning a hotel stay.

2 Hygiene

Reflect on the role of hygiene in hotel accommodations.

3 Service Quality

Consider how service quality affects your overall hotel experience.

1. Reservation:

- Meaning: A booking made in advance to secure a room at a hotel.

2. Check-in:

- Meaning: The process of arriving at a hotel and registering as a guest.

3. Room Key:

- Meaning: A card or key used to unlock the door to one's hotel room.

4. Amenities:

- Meaning: Additional features or services provided by a hotel for guest use.

5. Housekeeping:

- Meaning: The department responsible for cleaning and maintaining guest rooms.

6. Check-out:

- Meaning: The process of departing from a hotel and settling the bill.

7. Room Service:

- Meaning: The delivery of food and beverages to a guest's hotel room.

8. Concierge:

- Meaning: A hotel staff member who assists guests with various services.

9. Lobby:

- Meaning: The common area near the entrance of a hotel where guests can gather.

10. Bellhop:

- Meaning: A hotel staff member responsible for assisting guests with luggage.

11. Valet Parking:

- Meaning: A service where hotel staff park and retrieve guests' vehicles.

12. Wi-Fi Access:

- Meaning: The availability of wireless internet connectivity in a hotel.

13. Scheduling:

- Meaning: The process of arranging and coordinating activities or appointments.

14. Hygiene:

- Meaning: Conditions or practices conducive to maintaining health and preventing disease.

15. Service Quality:

- Meaning: The level of excellence or satisfaction provided by a service, often measured by customer experience.

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- Meaning: A booking made in advance to secure a room at a hotel.
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- Meaning: The process of arriving at a hotel and registering as a guest.
- Questions: a. *What is your usual check-in routine when arriving at a hotel?* b. *Have you ever encountered any issues during the check-in process?* c. *What do you expect from the hotel staff during check-in?*

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- Meaning: A card or key used to unlock the door to one's hotel room.
- Questions: a. *How do you keep track of your room key during your stay?* b. *Have you ever lost your room key while staying at a hotel?* c. *What features do you think make a good room key?*

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- Meaning: Additional features or services provided by a hotel for guest use.
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- Meaning: The department responsible for cleaning and maintaining guest rooms.
- Questions: a. *How often do you expect housekeeping services during your hotel stay?* b. *What is your opinion on the importance of housekeeping in hotels?* c. *Share a positive or negative experience with hotel housekeeping.*

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- Meaning: A service where hotel staff park and retrieve guests' vehicles.
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- Meaning: The availability of wireless internet connectivity in a hotel.
- Questions: a. *How important is Wi-Fi access when choosing a hotel?* b. **Have you ever had issues with the Wi-Fi connection in*

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Meaning: The process of arranging and coordinating activities or appointments.

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Meaning: Conditions or practices conducive to maintaining health and preventing disease.

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