POLYGLOT HOUSE • POLYGLOT ENGLISH

How to Check Into a Hotel in English

From the first booking call to the last bill — check in with confidence

EPISODE 22 • LEVEL B1–B2

Episode summary

- You can book a hotel room with two simple frames. Say: I would like to book a room, and add your dates in words, like the fifth of June. Or ask: Do you have any rooms available.
- At the front desk, say: I have a reservation under the name, and then your family name. Show your passport, listen for the check-in and check-out times, and take your key card.
- Three questions make you feel at home in any hotel. Ask: Is breakfast included, What is the Wi-Fi password, and What time does the pool open.
- If something is wrong, stay calm. First name the problem, then ask politely: The air conditioning is not working. Could someone take a look, please. The front desk is on your side.
- On the last day, ask: What time is check-out, and Could I see the bill, please. You can also ask for a late check-out or leave your luggage after check-out.

What’s inside this PDF
20 key words • the six hotel stages chart • the calm complaint script • Say It Better upgrades • 3 practice exercises

Key Vocabulary

20 words from this episode — learn them, then use them this week

1. reservation
an arrangement that keeps a room for you.
> I made a reservation for the fifth of June.

2. reception
the desk where you check in and ask questions.
> Please wait at the reception.

3. lobby
the big entrance room of a hotel.
> I will meet you in the lobby at eight.

4. check-in
arriving and getting your room key.
> Check-in is from three o'clock in the afternoon.

5. check-out
leaving the hotel and returning the key.
> Check-out is at twelve noon.

6. key card
the small plastic card that opens your room door.
> Here is your key card.

7. room service
food and drinks brought to your room.
> We ordered room service late at night.

8. housekeeping
the team that cleans your room.
> Housekeeping will clean the room in the morning.

9. elevator (lift)
the moving room that takes you up and down.
> Take the elevator to the third floor.

10. twin room
a room for two people with two separate beds.
> We booked a twin room for our trip.

11. non-smoking
with no cigarettes allowed.
> I would like to book a twin room, non-smoking.

12. included
already in the price, no extra money.
> Is breakfast included.

13. luggage
bags and suitcases.
> Could you help me with my luggage.

14. bill
the paper listing everything you must pay.
> Could I see the bill, please.

15. charge
extra money you must pay.
> Is there a charge for late check-out.

16. available
free to use or book.
> Do you have any rooms available.

17. towels
soft cloths you dry yourself with.
> Could I have extra towels, please.

18. restroom
the polite hotel word for the toilet.
> Where is the nearest restroom, please.

19. Wi-Fi password
the secret code for hotel internet.
> What is the Wi-Fi password.

20. late check-out
leaving your room later than the normal time.
> Could I have a late check-out.

The Confident Hotel Guest

book, check in, ask, report, check out — the whole episode on one card

Book it

“I would like to book a twin room, non-smoking, from the fifth of June to the ninth of June.”

Check in

“I have a reservation under the name Sato. Here is my passport.”

Ask

“Is breakfast included. What is the Wi-Fi password.”

Report

“The air conditioning is not working. Could someone take a look, please.”

Check out

“Could I see the bill, please. Could I have a late check-out.”

Say It Better — 10 upgrades

☐ “I have reservation.”	☐ “I have a reservation under the name Sato.”
☐ “Give me room.”	☐ “I would like to check in, please.”
☐ “I want big room.”	☐ “Could I have a room with a higher floor.”
☐ “Where is bathroom.”	☐ “Where is the nearest restroom, please.”
☐ “Breakfast is free?”	☐ “Is breakfast included.”
☐ “Aircon not work.”	☐ “The air conditioning is not working. Could someone take a look.”
☐ “I pay now?”	☐ “Could I see the bill, please.”

Practice Time

3 exercises — do them today, not “someday”

Exercise 1 — Fill in the blank

Word bank: reservation • reception • key card • available • housekeeping

1. Always make a _____ before you travel — it keeps a room for you.
2. At the _____, say your family name and show your passport.
3. Your _____ opens the room door — do not lose it.
4. Do you have any rooms _____ for tonight.
5. The _____ team will clean your room in the morning.

Exercise 2 — Say it like a local

Upgrade each one to smooth hotel English (answers below):

1. “I have reservation.” > At the front desk:
2. “Breakfast is free?” > Ask about the price:
3. “Aircon not work.” > Report the problem:

Exercise 3 — The one-minute hotel guest

Say the six magic lines out loud, one per stage: “I would like to book a room.” “I have a reservation under the name Sato.” “Is breakfast included.” “The air conditioning is not working. Could someone take a look, please.” “Could I see the bill, please.” “Could I have a late check-out.” Say all six lines three times — slow, faster, eyes closed.

- Book: I would like to book a room.
- Report: The air conditioning is not working. Could someone take a look, please.
- Check out: Could I see the bill, please.

Answer key

Ex 1: 1 reservation • 2 reception • 3 key card • 4 available • 5 housekeeping

Ex 2: 1 “I have a reservation under the name Sato.” 2 “Is breakfast included.” 3 “The air conditioning is not working. Could someone take a look.”