

## Requesting a Service at a Hotel

CEFR B2 Roleplay



### 1. Warm-up Discussion:

1. Have you ever stayed in a hotel? What was the experience like?
2. What are some common services that hotels offer to guests?
3. How would you ask for room service or housekeeping in a polite way?
4. What would you do if you had an issue with your room (e.g., broken air conditioning)?
5. How important is it to be clear and specific when requesting services at a hotel?
6. What should you do if the hotel staff doesn't meet your expectations?

## 2. Example Conversation: Requesting a Service at a Hotel

**Hotel Guest (Student A):** Good evening. I need some assistance with a few things in my room.

**Hotel Receptionist (Student B):** Good evening. Of course, how can I help you?

**Hotel Guest:** First, could I request extra towels for my room? I'm running low, and I'd prefer a few more.

**Hotel Receptionist:** Certainly. How many towels would you like?

**Hotel Guest:** Could you send up three extra towels, please?

**Hotel Receptionist:** Absolutely. I'll have those sent to your room in just a few minutes. Is there anything else?

**Hotel Guest:** Yes, actually. The air conditioning in my room isn't working properly. It's not cooling the room as it should.

**Hotel Receptionist:** I'm sorry to hear that. Let me arrange for our maintenance team to check it out right away. Would you prefer to stay in the room while they work or move to a different one?

**Hotel Guest:** If possible, I'd prefer to move to another room if the issue can't be fixed quickly.

**Hotel Receptionist:** I understand. We'll check the air conditioning, and if it can't be repaired soon, I'll arrange for you to move to a new room.

**Hotel Guest:** Thank you. Also, I was wondering if you could recommend a good restaurant nearby for dinner.

**Hotel Receptionist:** Sure! There's a fantastic Italian restaurant just two blocks away, and they offer a special discount for hotel guests.

**Hotel Guest:** That sounds perfect. Do I need to make a reservation, or can I just walk in?

**Hotel Receptionist:** You can walk in, but I'd recommend making a reservation, especially on weekends. Would you like me to call and make one for you?

**Hotel Guest:** Yes, please. That would be great.

**Hotel Receptionist:** I'll take care of that and send you a confirmation shortly. Anything else I can assist you with?

**Hotel Guest:** No, that's all for now. I really appreciate your help.

**Hotel Receptionist:** My pleasure. I'll make sure everything is taken care of. Enjoy your evening!

**Hotel Guest:** Thank you, and have a good evening too.

### 3. Background:

The roleplay involves a guest staying at a hotel who needs to request several services, including extra towels and maintenance for a broken air conditioner. The guest also asks for a restaurant recommendation. The hotel receptionist provides assistance by arranging these services and offering additional help. The roleplay focuses on polite and clear communication when requesting services in a hotel setting.

### 4. Instructions:

- **Instructions for Student A (the hotel guest):**  
You are staying at a hotel and need to request several services, including extra towels and maintenance for a broken air conditioner. Additionally, you'd like a restaurant recommendation. Your task is to politely request these services from the hotel receptionist and ask for assistance when necessary.
- **Instructions for Student B (the hotel receptionist):**  
You are the receptionist at a hotel. Your task is to assist a guest who needs several services, including extra towels, maintenance for their room, and a restaurant recommendation. You should respond politely, provide solutions, and offer any additional assistance the guest may require.

### 5. Vocabulary List:

Room service, maintenance, towels, air conditioning, recommend, reservation, nearby, assistance, restaurant, confirm.