ENGLISH STORY PODCAST

English at the Hotel

Slow and easy hotel conversation for beginners

EPISODE 08 | LEVEL A1-A2

Listen and read with Mia and Jake. Then practise useful English for checking in, asking for help, breakfast, and checkout.

Today's Small Win
Say one hotel phrase aloud three times: “I have a reservation.”

Episode Guide

What you will learn

• How to check in and give your reservation details.

• How to ask about your room, breakfast, wifi, and hotel services.

• How to request towels and help with room problems.

• How to check out and ask for transportation.

Word Box

reservation	a room you booked before arriving
key card	a card used to open a hotel-room door
included	already part of the price
checkout	the time or process of leaving the hotel

Say It Like This

“I have a reservation.”

“Could I see your ID, please?”

“Could I have two more towels, please?”

“What time does breakfast start?”

“I'd like to check out, please.”

Listen & Read Transcript

Read along while you listen. Audio-performance tags have been removed for easier reading.

MIA	Hello everyone, and welcome to the English Story Podcast. I'm Mia.
JAKE	And I'm Jake. Today, we have a slow and easy conversation at a hotel.
MIA	You will hear a guest arrive at the hotel. He checks in, he asks for help, he eats breakfast, and he checks out. We will speak slowly and clearly, so please relax and enjoy it.
JAKE	Before we start, here is a small question for you. Please listen carefully to find the answer. What time does breakfast start at the hotel?
MIA	The answer is in the conversation. If you find it, please write it in the comments, in English. Even one short sentence is perfect.
JAKE	Also, you can read the full transcript of this episode on our website, and listen to the audio while you read. The link is in the description, with our free ebooks.
MIA	In the conversation, I will be the hotel receptionist, and Jake will be the guest. Are you ready, Jake?
JAKE	Ready. And a little hungry.
MIA	Of course you are. Let's begin.
MIA	Good afternoon. Welcome to the Sunrise Hotel. How can I help you?
JAKE	Good afternoon. I have a reservation.
MIA	A reservation. Yes, of course. What is your name, please?
JAKE	My name is Jake Miller.
MIA	Could you spell your last name, please?
JAKE	Yes. M, I, L, L, E, R. Miller.
MIA	M, I, L, L, E, R. Miller. Thank you. One moment, please. I'm looking at the computer.
JAKE	Take your time.
MIA	Here it is. Jake Miller. You have a room for two nights. Is that right?
JAKE	Yes, that's right. Two nights.
MIA	And it is a single room, with one bed.

JAKE	Yes. One bed is perfect for me.
MIA	Great. Could I see your ID, please? A passport or an ID card is fine.
JAKE	Sure. Here you are.
MIA	Thank you very much. One moment, please. I'm making a copy.
JAKE	No problem.
MIA	Here is your ID. Thank you. Now, I need your phone number for the form. Could you write it here, please?
JAKE	Of course. I'm writing it now.
MIA	Thank you. Now, your room. You are in room three fourteen. That is room three, one, four.
JAKE	Room three fourteen. Three, one, four.
MIA	Yes. It is on the third floor. Here is your key card.
JAKE	Thank you. Is there an elevator?
MIA	Yes, there is. The elevator is over there, next to the plant. Do you see it?
JAKE	Yes, I see it. Next to the plant.
MIA	Good. Now, some important information. Breakfast starts at seven o'clock in the morning, and it finishes at ten o'clock. It is in the restaurant, on the first floor.
JAKE	Breakfast starts at seven o'clock. And it finishes at ten o'clock. Is breakfast free?
MIA	Yes, it's free. It is included in your price.
JAKE	That's wonderful. I love free breakfast.
MIA	Many people do. And checkout is at eleven o'clock on the day you leave.
JAKE	Checkout is at eleven o'clock. Okay.
MIA	And we have free wifi. The wifi name is Sunrise Guest. The password is on this card.
JAKE	Thank you. Sunrise Guest. And the password is on the card.
MIA	Exactly. Do you have any questions?
JAKE	Yes, one question. Could I leave my bag here for a few minutes? I want to buy a snack across the street.

MIA	Of course. You can leave your bag next to the desk. I will keep it safe.
JAKE	Thank you very much. You are very kind.
MIA	You're welcome. Enjoy your stay, Mr. Miller.
JAKE	Thank you. Have a nice day.
MIA	Let's pause for a moment. Here is a small review. At the desk, Jake said, "I have a reservation." And Mia said, "Could I see your ID, please?"
JAKE	Let's say those two sentences together. I have a reservation.
MIA	I have a reservation.
JAKE	Could I see your ID, please?
MIA	Could I see your ID, please?
JAKE	Great. Now, let's go to the room.
MIA	Jake takes the elevator to the third floor. He walks down the hall. He finds room three fourteen. He uses his key card, and the door opens.
JAKE	Oh, this is a nice room. It is clean, and it is quiet. I see a bed, a small table, and a big window.
MIA	He puts his bag on the bed. He opens the window. He sees a park, and a few trees.
JAKE	This is a very nice view. I like it. Now, I want to take a shower. Oh, there are no towels. There is only one small towel.
MIA	Jake picks up the phone. He calls the front desk.
MIA	Good evening. This is the front desk. How can I help you?
JAKE	Hello. This is room three fourteen. Could I have two more towels, please?
MIA	Two more towels. Yes, of course. We will bring them in ten minutes.
JAKE	Thank you very much. Also, I have one more question. How do I turn on the heater? The room is a little cold.
MIA	There is a small button on the wall, next to the door. Do you see it?
JAKE	Yes. I see a small button. I'm pressing it now.
MIA	Is it working?

JAKE	Yes, it's working. I can hear it. Thank you.
MIA	You're welcome. Is there anything else I can help you with?
JAKE	No, that's all. Thank you very much.
MIA	Have a good evening, Mr. Miller.
JAKE	Thank you. Goodbye.
MIA	A few minutes later, there is a knock on the door.
JAKE	Hello?
MIA	Good evening. Here are your towels.
JAKE	Thank you so much. These are perfect.
MIA	You're welcome. Have a good night.
JAKE	Good night.
MIA	Let's pause for another small review. On the phone, Jake said, "Could I have two more towels, please?" And he said, "How do I turn on the heater?"
JAKE	Let's say them together. Could I have two more towels, please?
MIA	Could I have two more towels, please?
JAKE	How do I turn on the heater?
MIA	How do I turn on the heater?
JAKE	Nice work. Now, it's the next morning.
MIA	Jake wakes up early. He looks at the clock. It is seven o'clock. He is very hungry. He goes down to the restaurant on the first floor.
MIA	Good morning. Welcome to our breakfast. Please sit anywhere you like.
JAKE	Good morning. Thank you. Can I sit by the window?
MIA	Of course. That table is free.
JAKE	Thank you. What do you have for breakfast?
MIA	We have bread, eggs, fruit, cereal, yogurt, and juice. You can take what you like from the table over there.

JAKE	Oh, this is great. Is there coffee?
MIA	Yes. Coffee and tea are next to the juice.
JAKE	Wonderful. And do you have bananas?
MIA	Yes, we have bananas. They are in the fruit basket.
JAKE	Perfect. I love bananas.
MIA	Jake takes some bread, some eggs, a banana, and a cup of coffee. He sits by the window. He eats slowly, and he enjoys the morning. After breakfast, he goes back to his room, and he packs his bag.
MIA	At ten thirty, Jake goes to the front desk to check out.
JAKE	Good morning. I'd like to check out, please.
MIA	Good morning. Of course. What is your room number?
JAKE	Room three fourteen.
MIA	Room three fourteen. One moment, please. Okay, Mr. Miller. Everything is ready. Did you enjoy your stay?
JAKE	Yes, I did. The room was clean and quiet, and the staff were very kind. And the breakfast was great.
MIA	I'm so happy to hear that. Here is your receipt. Would you like me to call a taxi?
JAKE	Yes, please. Could you call a taxi to the train station?
MIA	Of course. The taxi will be here in five minutes. Please wait over there, next to the plant.
JAKE	Thank you very much. Could I leave my bag here, for five minutes?
MIA	Of course. Here, next to the desk.
JAKE	Thank you. You have been very helpful.
MIA	You're welcome. We hope to see you again soon.
JAKE	I hope so too. Goodbye.
MIA	Goodbye, and have a safe trip.
MIA	And that's the end of our hotel conversation. Did you hear the answer to our question?
JAKE	Let me ask the question again. What time does breakfast start at the hotel?

YOUR TURN	Pause and answer aloud.
MIA	The answer is, seven o'clock. Breakfast starts at seven o'clock, and it finishes at ten o'clock. If you found it, please write it in the comments, in English. You can write, "Breakfast starts at seven o'clock."
JAKE	Let's finish with five useful phrases from the hotel. Repeat after us. I have a reservation.
MIA	I have a reservation.
JAKE	Could I see your ID, please?
MIA	Could I see your ID, please?
JAKE	Could I have two more towels, please?
MIA	Could I have two more towels, please?
JAKE	What time does breakfast start?
MIA	What time does breakfast start?
JAKE	I'd like to check out, please.
MIA	I'd like to check out, please.
MIA	Very good. Now you have five small phrases for your next hotel stay.
JAKE	And remember, you don't need perfect English. Short, polite sentences are always enough.
MIA	And if you want more practice, you can read the full transcript of this episode on our website, and listen to the audio while you read. The link is in the description, with our free ebooks.
JAKE	Lots of valuable help, and all of it is free.
MIA	If this episode helped you today, please give it a like, and share it with a friend who is learning English. And if you haven't subscribed yet, please subscribe to the English Story Podcast, so you can find our next episode.
JAKE	Thank you so much for spending this time with us.
MIA	Keep listening, keep practicing, and remember, your English is already better than it was yesterday.
JAKE	Take care, everyone. And enjoy your next trip.
MIA	Goodbye, and see you in the next episode.

Practice Exercises

1. Match the Hotel Word

1. reservation 2. key card 3. included 4. checkout

A. part of the price B. leaving the hotel C. a room booked before arrival D. opens the room door

2. Complete the Hotel Sentences

1. I have a _____.
2. Could I see your _____, please?
3. Breakfast starts at seven _____.
4. Could I have two more _____, please?
5. How do I turn on the _____?
6. I'd like to check _____, please.

3. Build Your Hotel Check-in

Good afternoon. I have a _____.

My name is _____.

I am staying for _____ nights.

Could you tell me what time _____?

4. Choose the Best Answer

1. You arrive at the front desk.
A. I have a reservation. B. Give room now.

2. You need extra towels.
A. Towels! B. Could I have two more towels, please?

3. You want to know about breakfast.
A. What time does breakfast start? B. Food when?

4. You are leaving the hotel.
A. I'd like to check out, please. B. I go.

Speaking Practice

5. Practise Your Answers Aloud

1. Tell the receptionist you have a reservation.

2. Say and spell your last name.

3. Ask what time breakfast starts.

4. Ask for two more towels.

5. Ask how to turn on the heater.

6. Tell the receptionist you want to check out.

6. Listening Check

1. What is Jake's room number? _____
2. What time does breakfast start? _____
3. What time is checkout? _____
4. Where is breakfast served? _____

Answer Key & Sample Answers

1. Match the Hotel Word

1-C, 2-D, 3-A, 4-B

2. Complete the Hotel Sentences

1. reservation 2. ID 3. o'clock 4. towels 5. heater 6. out

4. Choose the Best Answer

1-A, 2-B, 3-A, 4-A

6. Listening Check

1. Room 314 2. Seven o'clock 3. Eleven o'clock 4. In the restaurant on the first floor

Useful Hotel Questions

- Is breakfast free?
- Could I leave my bag here?
- How do I turn on the heater?
- Could you call a taxi, please?