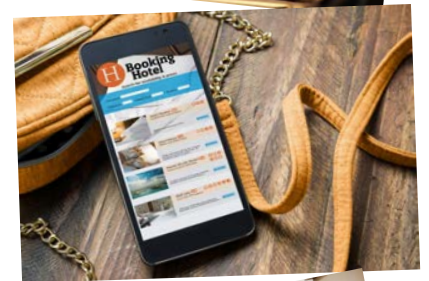


# Hotel Reception Sentence Starters

1. I'm sorry, we're fully.....
2. I have a reservation.....
3. Would you like a room on a higher or .....
4. Would you like a view of the city or.....
5. I'm sorry, we don't have any rooms .....
6. I'm sorry, we only have .....
7. I'm sorry, we don't have any rooms available with .....
8. Is there anything I can do .....
9. What brings you to .....
10. How long will you .....
11. Do you have .....
12. Of course, all of our rooms are.....
13. I'm sorry, we don't allow .....
14. I'm sorry, we don't have any connecting .....
15. How many people ....
16. Thank you for .....
17. When will you .....
18. And when will you ....
19. What kind of room .....
20. How much are you willing to spend .....



## Script

1  
I'm sorry, we're fully booked.  
I'm sorry, we're fully booked. Would you like me to check if there are any cancellations?

2  
I have a reservation for two nights.  
I have a reservation for two nights. . I was a little worried that I wouldn't be able to find a place to stay, but I'm glad I did. The hotel is clean and the staff are friendly. I'm looking forward to my stay here.

3  
Would you like a room on a higher or lower floor?  
Would you like a room on a higher or lower floor? Higher floors typically have a better view, but some people prefer to be closer to the ground. It's up to you.

4  
Would you like a view of the city or the river?  
Would you like a view of the city or the river? The city view is really nice during the day, and you can see the river too. The river view is really pretty at night.

5  
I'm sorry, we don't have any rooms available with a king-sized bed.  
I'm sorry, we don't have any rooms available with a king-sized bed. We do have rooms available with two queen-sized beds. Would that be OK?

6  
I'm sorry, we only have rooms available on the first floor.  
I'm sorry, we only have rooms available for tonight. We're all booked up after that.

7  
I'm sorry, we don't have any rooms available with a balcony.  
I'm sorry, we don't have any rooms available with a balcony. Would you like me to check for rooms without a balcony?

8  
Is there anything I can do to make your stay more enjoyable?  
Is there anything I can do to assist you?

9  
What brings you to our hotel?  
What brings you to our country?  
I'm here on vacation.  
That's great! What are some of the places you're planning on visiting while you're here?  
I'm not really sure yet. I was hoping you could give me some recommendations.

10  
How long will you be staying?  
How long will you be staying?  
We'll be staying for three nights.  
I can certainly check you in for three nights. Will you be needing a smoking or nonsmoking room?

11  
Do you have any questions?  
Do you have any questions?  
Yes. I'm wondering if your hotel offers any discounts for members, and if you have any rooms available for tonight.

12  
Of course, all of our rooms are equipped with the latest amenities.  
Of course, all of our rooms are equipped with the latest amenities. The room also has a coffee maker, a mini-fridge, and a microwave.

13  
I'm sorry, we don't allow pets.

I'm sorry, we don't allow pets. We understand that some pets can be well-behaved, but we cannot allow any animals in the hotel for the safety of our other guests.

14

I'm sorry, we don't have any connecting rooms.

I'm sorry, we don't have any connecting rooms. We do have some rooms that are next to each other if that would work for you?

#15

How many people are in your group?

How many people are in your group?

We have a group of six.

16

Thank you for making our hotel your choice!

Thank you for choosing to stay with us! Do you have any special requests?

17

When will you be checking out?

When will you be checking out?

We will be checking out tomorrow morning.

18

And when will you be needing a wake-up call?

And when will you be needing a wake-up call?

I'll need a wake-up call at 6:30 tomorrow morning.

19

What kind of room would you prefer?

What kind of room would you prefer? We have a few options available. We have standard rooms, deluxe rooms, and suites.

How much is a standard room?

Our standard rooms are \$120 per night.

20

How much are you willing to spend on a meal?

How much are you willing to spend on a meal?

I would say no more than \$30.