

Lesson Plan: Checking into a Hotel



Skill: Travel & Tourism B1 - Training Workshop and Speaking Practice

Objective: Develop the language skills needed to check in at a hotel.

Warm Up Questions

1. What is your favourite things about staying at a hotel?
2. Describe any problems about staying in a hotel. What questions can you ask the receptionist to make sure those problems don't happen?
3. What does assist mean?

Activity 1: Vocabulary Input

Essential Vocabularies for Checking into a Hotel (Definitions at the end of the PDF)

Teacher instructions: Discuss the questions below to illicit the vocabulary.

1. Can you think of 2 of another way to say **reservation**?
2. What type of **identification** do you carry?
3. What is the word for the process of registering at a hotel? (usually when you arrive)
4. What is the word for the process of officially leaving a hotel? (Usually to pay the bill)
5. What is the name of the document confirming payment or reservation details?
6. What do you use to unlock the room door?
7. Can you think of a verb to verify or acknowledge the reservation details? (Formal verb, probably used by the receptionist)
8. What is the general word for additional features or services provided by the hotel? (e.g., Wi-Fi, breakfast).
9. What is the word for a sum of money paid in advance to secure the reservation?

Activity 2: Role Play

Role Play Scenario: Checking into a Hotel

Instructions for Learner:

In this exercise you will do the same conversation twice. Version 1 and Version 2.

1. In the first version, use the vocabulary from Activity 1 to fill in the blanks and complete the conversation with your AI assistant.
2. In the second version, the AI assistant will ask the questions and you can respond in your own words.

Instructions for Teacher:

GPT:



1. Use the headphones icon to activate the voice speech in ChatGPT. Tell it that you want to provide a role play with exact scripted lines.
2. Copy/Paste the version 1 dialogue below
3. Go the Version 2

Version 1

Roles:

- **Hotel Receptionist (ChatGPT)**
- **Guest (Learner)**

Please start the conversation when the voice chat is activated by saying : "Good afternoon! Welcome to International Hotel London. How can I assist you today?"

Receptionist: "Good afternoon! Welcome to International Hotel

London. How can I assist you today?"

Guest: "Hi, I have a _____ under the name [Your Name]."

Receptionist: "Let me check. Can I please see your identification?"

Guest: "Sure, here is my _____."

Receptionist: "Thank you. I see your booking is confirmed. How many nights will you be staying?"

Guest: "I'll be staying for _____ nights."

Receptionist: "Great. Here's your key card. It will give you access to your room. Is there anything else I can assist you with?"

Guest: "Yes, can you please tell me about the _____ included with my stay?"

Receptionist: "Certainly. We offer free Wifi, a fitness center, and complimentary breakfast. If you need anything else, please let us know. Have a pleasant stay!"

Guest: "Thank you. I'll be sure to let you know if I need anything. Also, could you confirm the _____ for my stay?"

Receptionist: "Of course. Your total is £100. I'll prepare a receipt for you. Have a great stay!"

Instructions for Teacher:

1. Copy/ paste the dialogue below into ChatGPT

Version 2

Roles:

- **Hotel Receptionist (ChatGPT)**
- **Guest (Learner)**

When voice chat is activated please start the conversation as the receptionist

Receptionist: "Good afternoon! Welcome to International Hotel London. How can I assist you today?"

Guest:

Receptionist: "Let me check. Can I please see your identification?"

Guest:

Receptionist: "Thank you. I see your booking is confirmed. How many nights will you be staying?"

Guest:

Receptionist: "Great. Here's your key card. It will give you access to your room. Is there anything else I can assist you with?"

Guest:

Receptionist: "Certainly. We offer free Wifi, a fitness center, and complimentary breakfast. If you need anything else, please let us know. Have a pleasant stay!"

Guest:

Receptionist: "Of course. Your total is £100. I'll prepare a receipt for you. Have a great stay!"

Instructions for Teacher:

1. After version 2 is finished, copy/paste the following prompt into ChatGPT:

Analyze Version 2 for the following:

1. Provide a transcript of the conversation.
2. Identify grammar mistakes by their grammatical name or category, for example "phrasal verbs" or "time marker".
3. Show the grammatical correction
4. Create a grammar exercise to help the learner improve based on each mistake.

Activity 3: Grammar Focus

Future Tense

Objective: Understand and practice the use of the future tense,

specifically the future continuous and future simple forms.

Grammar Focus: Future Tense

1. Future Continuous Tense

Example from Role Play: "I'll be staying for five nights."

- **Usage:** The future continuous tense is used to describe an action that will be ongoing at a specific time in the future. It emphasizes the duration or ongoing nature of the action.
- **Structure:**
 - **Form:** will + be + present participle (verb + -ing)
 - **Example:** "I will be staying," "She will be working," "They will be traveling."
- **Why Use It:** "I'll be staying" indicates that the action of staying will be happening continuously over a period of time in the future. It is used to highlight the length of the stay rather than just the fact of it.

2. Future Simple Tense

Example from Role Play: "I'll be sure to let you know if I need anything."

- **Usage:** The future simple tense is used for actions that will happen at a specific point in the future. It often indicates a decision or intention.
- **Structure:**
 - **Form:** will + base form of the verb
 - **Example:** "I will call you," "She will arrive," "They will finish."
- **Why Use It:** "I'll be sure" expresses a promise or commitment to

take a specific action in the future. It highlights certainty and intention regarding future actions.

Grammar Exercise

1. Complete the Sentences with Future Continuous Tense

- **Instructions:** Fill in the blanks with the future continuous form of the verb in parentheses.

1. At this time tomorrow, I _____ (be/attend) a conference.
2. Next week, they _____ (be/visit) their relatives.
3. By next Friday, she _____ (be/finish) the report.

2. Rewrite with Future Simple Tense

- **Instructions:** Rewrite the following sentences using the future simple tense to express a promise or intention.

1. I promise to help you with your homework.
 - **Rewrite:** I _____ (help) you with your homework.
2. She will definitely call you back later.
 - **Rewrite:** She _____ (call) you back later.
3. We will make sure to attend the meeting.
 - **Rewrite:** We _____ (attend) the meeting.

3. Matching Exercise: Future Tense Forms

- **Instructions:** Match each sentence with the correct future tense form (future continuous or future simple).

1. By next year, I _____ (be/learn) to speak French fluently.
2. They _____ (be/meet) us at the airport at 5 PM.
3. He _____ (be/complete) the project by Friday.

Answers:

1. future continuous
2. future simple
3. future continuous

Additional Notes:

- **Future Continuous** emphasizes the ongoing nature of an action over time.
- **Future Simple** expresses a clear intention, promise, or action at a future point.

Vocabulary Definitions:

1. **Reservation** – An arrangement made in advance to secure a room.
2. **Check-in** – The process of registering upon arrival.
3. **Identification** – A document to confirm your identity (e.g., passport, ID card).
4. **Booking** – The act of reserving a room or accommodation.
5. **Key Card** – A card used to unlock the room door.
6. **Confirm** – To verify or acknowledge the reservation details.
7. **Check-out** – The process of leaving the hotel and settling any bills.
8. **Deposit** – A sum of money paid in advance to secure the reservation.
9. **Amenities** – Additional features or services provided by the hotel (e.g., Wi-Fi, breakfast).
10. **Receipt** – A document confirming payment or reservation

details.