

## CHECKING INTO A GUEST HOUSE

**A** You would like to check into the Airlie Guest House in Adelaide.

 **Fill in the form. You may use your real identity or an imaginary identity.**

Name	_____
Address	_____
Telephone Number	_____

 **This is what you must do:**

- Insist on a double room with an en-suite bathroom and a view of the garden
- You smoke heavily – demand to be able to smoke in your hotel room
- It is important that you have breakfast at 6.30 tomorrow morning
- You have special dietary requirements and can't eat meat or dairy products
- You'd like the receptionist to recommend an excellent vegetarian restaurant
- You really want to go out to eat – you don't want to stay in the hotel
- Your dog, Binky, has to stay in your room and eat in the dining room with you
- You'd like to buy a film for your camera

 **Now introduce yourself to the receptionist and answer his/her questions.**


**Start your conversation like this:**

*Hello, my name's \_\_\_\_\_ and I have a reservation for 5 nights...*


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## BOOKING A TRAIN TICKET


**A** You work at the information office of the railway station. Read the information below and take a call from a customer who'd like to book a ticket.

 trains depart from Adelaide at 6 am and arrive in Alice Springs at 5pm the next day

 a one way adult, first class fare costs \$395 including all meals, GST included

 if the customer is paying by credit card you need to take the card number

 first class tickets for Dec 21<sup>st</sup> are sold out but there are tickets available for the 22<sup>nd</sup>

 economy class tickets are available for Dec 21<sup>st</sup>, \$100 per adult, no cabin, no meals

## CHECKING INTO A GUEST HOUSE

**B** You own the Airlie Guest House in Adelaide.

 **Here is some information about your guest house:**

- There is only one double room left with a view of the main road and an en-suite
- You have a single room with a view of the garden but the bathroom is shared
- Smoking is strictly forbidden, even in the garden
- Breakfast starts at 7 o'clock with no exceptions
- The cook makes delicious meals that do not contain meat or dairy products
- The nearest vegetarian restaurant, "The Asparagus", makes terrible food
- Encourage the guest to eat dinner at this hotel because the cook is wonderful
- No animals are allowed inside the house – they must stay in a cage in the garden
- You sell films - \$5.30 for Kodak 24 exposures, \$7.10 for 36 exposures



Ask the customer questions to help you fill in the check-in slip. Then answer the customer's questions as politely as possible – but don't forget the rules!

**Start your conversation like this:** *Hello, may I help you?*

AIRLIE GUEST HOUSE: Check-In Slip	
Name	
Address	
Telephone number	
Room type	
Dietary requirements	


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## BOOKING A TRAIN TICKET


**B** You want to travel by train from Adelaide to Alice Springs. Telephone the information office to book your tickets. Ask about the following:

**price?      train times?      credit card payment OK?      length of journey?**

Remember:

 you want to travel on December 21st

 two other adults will be travelling with you so you need three tickets

 you are travelling one way and want to go first class