



San Marcos

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TRAVELING



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PLANNING A TRIP


Some people like to travel during their vacations. These trips can be inside their own country or outside, and they often include staying at a hotel.

The first thing you need to do once you have chosen the place where you want to go is to make a reservation at the hotel.

A. MAKING A RESERVATION

There are certain steps you need to follow when calling for a reservation:

Ask for the room price:

- 
- Hi, how much are your rooms?
 - What are your rates?
 - How much is a room for two?
 - What's the rate for children?
 - Our rooms start at \$80 per person per night for a standard room. Suits can cost up to \$300 per night.
 - Children's rate is \$40 if they are younger than 12. Teenagers pay the full rate.

Some hotels charge per person and per night, while others charge per room only. Make sure you ask this when making the reservation!



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Ask if there are any packages available:

- Do you have any packages available at the moment?

- Yes, if you buy 4 nights, you will get one free. This only applies if you book 3 weeks in advance of the date in which you are going to travel.
- No, we do not have any packages available at the moment.

Ask for amenities:

- What's included in the standard room? Do you have TV, air conditioner, ocean view, etc?

- The standard room includes, 2 full beds, TV, air conditioner, a bathroom, hot water, a mini bar. We can arrange ocean view for \$20 additional.

Ask for anything you need:

- Do you accept pets?
Can you add an additional bed?

- No, we do not accept pets.
- Yes, you can add a single bed to the room for \$10 additional per night.



Once you have all the information you need, you can proceed with the reservation.

Making the reservation - provide all the details:

- Ok, perfect, I need to make a reservation for 4 nights in a standard room.
 - *Good, what day would you like to check-in?*
- I would like a room from July 1st to July 4th.
 - *Great, would you like the standard room with ocean view or regular?*
- Mmm, I would like to have ocean view.
 - *And for how many people is the reservation?*
- For 4, two adults and two children.
 - *What ages are the children?*
- They are 5 and 8.
 - *Do you need one or two rooms?*
- I need one.
 - *Perfect, would you like two double size beds in the room or single beds?*
- Two double size beds will be fine.
 - *Great, do you want a smoking room or a non-smoking room?*
- Non-smoking room, please



Paying for the reservation:



- Can I have your credit card number?
 - Can I have a credit card number?
 - What's your credit card number?
- Sure! The number is 4444 2222 5555 6666

Readback time! Pay close attention to what the person says, as these are the final details of your reservation. If something is wrong, you must say it right there!



- Ok, Mr. Rojas, I have one non-smoking room (ocean view) reserved for two adults and two children from July 1st to July 4th. The total comes to \$1050 after tax. If you need to cancel, please call us 24 hours before July 1st. Is there anything else I can do for you?
- No, thanks, everything is correct.



B. CHECKING IN / CHECKING OUT

When you arrive to the hotel, you need to check in at counter. They will give you the room keys and you will be able to access the hotel.

Check in

- Hi, I have a reservation under the name of Randall Rojas.
 - *Hi, Mr. Rojas, can I have your ID and credit card?*
- Sure! Here it is.
 - *Thank you! Your room is the 209.*

Additional questions

Once you have your room key, there are some useful questions you might want to ask:

- Where is the elevator?
- Where is the swimming pool?
- Do you have a map of the city?
- What time is the check out?

Check out

- I am checking out. Here is my room key.
 - *Ok, thank you. Did you enjoy your stay?*
- Yes, thanks a lot!

If there were additional room charges that need to be paid, they will ask you the following:

- *Should we charge the credit card on file or do you want to use an additional card?*
- Yes. Go ahead and charge the card on file.
 - *Thank you for staying with us. We look forward seeing you again.*



AT THE AIRPORT

If you are traveling to a different country, you will need to check in at the airport before being able to take your plane. What does this mean?

Read the following conversations retrieved from the site [espressoenglish.net](http://www.espressoenglish.net)¹:

CONVERSATION 1. AT THE CHECK-IN DESK

Dan is flying from New York to Los Angeles. When he arrives at the airport, he goes to the check-in desk. Listen to the conversation he has with the agent:

Agent: Good afternoon! Where are you flying to today?

Dan: *Los Angeles.*

Agent: May I have your passport, please?

Dan: *Here you go.*

Agent: Are you checking any bags?

Dan: *Just this one.*

Agent: OK, please place your bag on the scale.

Dan: *I have a stopover in Chicago – do I need to pick up my luggage there?*

Agent: No, it'll go straight through to Los Angeles. Here are your boarding passes – your flight leaves from gate 15A and it'll begin boarding at 3:20. Your seat number is 26E.

Dan: *Thanks.*

¹ Tomado de: <http://www.espressoenglish.net/travel-english-conversations-in-the-airport> and tips that illustrate different steps to be taken at the airport.



CONVERSATION VOCABULARY AND PHRASES

- Instead of **“Where are you flying today?”** the agent may ask **“What’s your final destination?”** The answer will be the same!
- You can say **“Here you go”** anytime you give something to somebody.
- To **check your bags** means to put them on the airplane inside the cargo compartment. The small bag you take with you on the airplane is called a carry-on. You need to put your carry-on bags through the X-ray machine at security.
- The **scale** is the equipment that tells you the weight of your luggage (45 kilograms, for example)
- A **stopover** or **layover** is when the airplane stops in a different city before continuing to the final destination
- If the agent says that your luggage will **go straight through**, it means it will go directly to the final destination (and you don’t need to pick it up during your stopover)
- **Boarding passes** are the tickets that permit you to enter the airplane
- When a plane begins **boarding**, it means that the passengers start to enter the plane. Usually boarding time is 30-60 minutes before takeoff (when the plane leaves)





CONVERSATION 2. GOING THROUGH SECURITY

There are two pieces of equipment in security: you put your bags through the X-ray machine, and you walk through the metal detector. The X-ray machine has a conveyor belt that moves your bags automatically through the machine. You can put small items like keys or money into plastic bins.

Agent: Please lay your bags flat on the conveyor belt, and use the bins for small objects.

Dan: *Do I need to take my laptop out of the bag?*

Agent: Yes, you do. Take off your hat and your shoes, too.

(he walks through the metal detector)

[BEEP BEEP BEEP BEEP]

Agent: Please step back. Do you have anything in your pockets, keys, cell phone, loose change?

Dan: *I don't think so. Let me try taking off my belt.*

Agent: Okay, come on through.

(He goes through the metal detector again)

Agent: You're all set! Have a nice flight.

The phrase "you're all set" is a common expression that means "you're finished and everything is OK."



ANNOUNCEMENTS AT THE GATE

Airports are divided into terminals (the major sections of the airport) and each terminal has many gates. The gate is the door you go through to enter the airplane. Here are a few announcements you might hear while you are at the gate, waiting for the plane to board.

- ***“There has been a gate change.”*** (this means the flight will leave from a different gate)
- ***“United Airlines flight 880 to Miami is now boarding.”*** (this means it’s time for passengers to enter the plane)
- ***“Please have your boarding pass and identification ready for boarding.”***
- ***“We would like to invite our first- and business-class passengers to board.”***
- ***“We are now inviting passengers with small children and any passengers requiring special assistance to begin boarding.”***
- ***“We would now like to invite all passengers to board.”*** (this means everyone can enter the plane)
- ***“This is the final boarding call for United Airlines flight 880 to Miami.”*** (this means it is the FINAL OPPORTUNITY to enter the plane before they close the doors)
- ***“Passenger John Smith, please proceed to the United Airlines desk at gate 12.”***



BUSINESS VISITORS

There are times in which we are required to welcome business visitors. How do we do it?

A. WELCOMING VISITORS

Welcoming someone you don't know

If you need to welcome someone you don't know, you need to confirm their identity first and then to identify yourself.

Example 1:

A: Mercedes Murphy?

B: Yes.

A: Hello, this is Marcia Méndez from IBM Corporation. Welcome to Costa Rica.

Example 2:

A: Are you Mr. Brooks?

B: Yes, I am.

A: I'm Claudia Calvo (we talked by telephone) It's nice to meet you in person. Welcome to Colombia!

B: Nice meeting you too.

A: How was your flight?

B: It was ok.

Welcoming someone you know

Welcoming someone you know is easier, as you will not need to identify the person or yourself when doing it. You only need to greet them normally.

Example 1:

A: Hello Carlos! How are you? It's been a long time.

B: Hi Marcela, I am very glad to see you after such a long time!

A: Me too! How was your flight?

B: A little long as usual, but fine.

Remember that whenever you welcome business visitors, conversations need to be formal, especially when you do not know them.



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