CHECK-IN

At hotels or similar establishments, guests are usually required to check in (also called register or sign-in), which involves providing or confirming the guests' personal information and providing a signature. Guests may need to hand over their identification documents, passport or drivers licence so that the hotel can make and keep copies of these on record. Check in times vary but this can range from 12pm until about 3pm depending on the establishments rules and regulations. Late check-ins can be arranged through the hotel as long as the guests book this well in advance and arrange all the necessary details. The establishment may require guests to provide a credit card guarantee to cover potential costs such as room service for the duration of the stay, and to enable an express check-out at the end of the stay. At the end of the check-in, the reception staff will provide guests with a room key.

**SAMPLE DIALOGUES**

**RECEPTIONIST**: Good evening. Can I help you?
*GUEST*: Good evening. I have a reservation in the name of O'Neill.
**RECEPTIONIST**: Yes, here you are. It's a double room with en-suite bathroom from tonight to the 10th.
*GUEST*: That's correct, seven nights. I'd like a quiet room facing the sea.
**RECEPTIONIST**: We have got room 314 on the third floor. It's a lovely room with a sea view.
*GUEST*: Fantastic.
**RECEPTIONIST**: Could you fill in your details on this form and sign at the bottom, please?
*GUEST*: Sure.
**RECEPTIONIST**: And can I have your credit card, please?
*GUEST*: Yes, of course. Here you are.
**RECEPTIONIST**: Would you like a wake-up call or a paper tomorrow morning?
*GUEST*: Could I possibly have "The Guardian"?
**RECEPTIONIST**: Yes. And do you need any help with luggage?
*GUEST*: No, thank you. I can manage.
**RECEPTIONIST**: Ok. Here's your key card. The lifts are at the bottom of the corridor on the right. Have a pleasant stay.
*GUEST*: Thank you.