
Tourism English Conversations: A2 Level Guide

For Exceptional Guest Service

1. Greetings & Introductions

Key Phrases:

- Good morning/afternoon/evening.
- Welcome to [Hotel/City Name].
- How can I help you today?
- May I have your name, please?
- It's a pleasure to meet you.

Dialogue Examples:

Example 1:

Staff: Good morning! Welcome to Sunshine Hotel. How can I help you?

Guest: Hello! I have a reservation under the name Garcia.

Staff: Thank you, Mr. Garcia. May I see your passport, please?

Example 2:

Staff: Good evening! Are you checking in today?

Guest: Yes, I am.

Staff: Perfect! Welcome to our hotel. My name is Anna.

Practice Exercises:

1. Role-play meeting a guest for the first time. Switch roles.
 2. Write three alternative ways to welcome a guest politely.
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2. Checking In & Out

Key Phrases:

- Do you have a reservation?
- Can I see your ID/passport?
- Your room number is...

- Here is your key card.
- Check-out time is at [time].
- Would you like help with your luggage?

Dialogue Examples:

Example 1:

Staff: Good afternoon, Mr. Lee. Do you have a reservation?

Guest: Yes, under Lee.

Staff: Perfect. Your room is 305. Here is your key card.

Guest: Thank you.

Example 2 (Problem):

Guest: I think my reservation is missing.

Staff: I'm sorry for the inconvenience. Let me check again. Yes, we have it. You are in room 210.

Example 3 (Checking Out):

Staff: Good morning, Ms. Brown. Are you checking out today?

Guest: Yes, I am.

Staff: Great. Did you enjoy your stay?

Guest: Yes, very much! Thank you.

Practice Exercises:

1. Role-play a guest arriving without a reservation.
 2. Role-play checking out and asking about taxi services.
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3. Room Service & Facilities

Key Phrases:

- Would you like extra towels/pillows?
- The Wi-Fi password is...
- The pool/gym is open from [time] to [time].
- Can I help you with anything else?
- Your room has [amenity].

Dialogue Examples:

Example 1:

Staff: Good afternoon, Ms. Brown. Would you like extra towels?

Guest: Yes, please.

Staff: Here you are. Can I help you with anything else?

Example 2:

Guest: Excuse me, I cannot connect to the Wi-Fi.

Staff: I'm sorry for the inconvenience. The password is 'Sunny123'.

Example 3:

Guest: Is the gym open now?

Staff: Yes, it is open from 6 AM to 10 PM.

Practice Exercises:

1. Role-play a guest asking about different facilities: pool, gym, spa, laundry.
 2. Make a list of 5 items guests often request and practice dialogues.
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4. Providing Directions

Key Phrases:

- The [place] is straight ahead.
- Turn left/right at the traffic lights.
- It is about 10–15 minutes by taxi.
- Do you want a map?
- The nearest [bank/store/restaurant] is...

Dialogue Examples:**Example 1:**

Guest: Excuse me, how can I get to the museum?

Staff: Go straight for two blocks, then turn left. It is about 10 minutes from here.

Example 2:

Guest: Where is the nearest pharmacy?

Staff: Turn right at the traffic lights. It's next to the bank.

Example 3:

Guest: Is it far to the train station?

Staff: No, it's about 15 minutes by taxi.

Practice Exercises:

1. Draw a small map and practice giving directions.
 2. Role-play a guest asking directions to 3 different places.
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5. Handling Complaints

Key Phrases:

- I'm sorry for the inconvenience.
- We will fix this immediately.
- Thank you for your patience.

- Can I offer you a solution?
- Let me check that for you.

Dialogue Examples:

Example 1:

Guest: My air conditioner is not working.

Staff: I'm sorry for the inconvenience. We will send maintenance immediately.

Guest: Thank you.

Example 2:

Guest: The room is too noisy.

Staff: I'm very sorry. We can move you to another room if you like.

Example 3:

Guest: My breakfast was cold.

Staff: I'm sorry about that. Can I offer you another breakfast free of charge?

Practice Exercises:

1. Role-play a guest complaint about a dirty room.
 2. Practice polite apologies and offering solutions.
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6. Booking Tours & Activities

Key Phrases:

- Do you want to join the city tour?
- The tour starts at [time] and lasts [duration].
- Tickets cost [amount] per person.
- You need to bring your ID.
- Can I reserve a ticket for you?

Dialogue Examples:

Example 1:

Staff: Good morning, would you like to join our city tour today?

Guest: Yes, please. What time does it start?

Staff: It starts at 9 AM. Tickets are \$10 per person.

Example 2:

Guest: Can I book a boat trip for tomorrow?

Staff: Of course! It starts at 8 AM and lasts 3 hours.

Example 3:

Guest: How much is the temple visit tour?

Staff: It costs \$15 per person. Would you like me to reserve tickets for you?

Practice Exercises:

1. Role-play a guest asking about tours, including prices and times.
 2. Make a list of 5 common questions guests ask about tours.
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7. Useful Polite Expressions

Polite Phrase	Use
Excuse me	To get attention
Could you please...?	Polite request
I'm sorry	To apologize
Thank you for your patience	Handling a problem
Is there anything else I can help you with?	Ending a conversation politely
Enjoy your stay	Saying goodbye politely

Practice Exercises:

1. Write a dialogue using at least 5 polite expressions.
 2. Practice greeting guests with “Good morning” + “Welcome to [Hotel]”.
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☒ Tips for Exceptional Guest Service

1. Smile and maintain eye contact.
 2. Speak slowly and clearly.
 3. Listen carefully to the guest's needs.
 4. Use polite expressions and repeat important information.
 5. Always offer solutions, not just apologies.
 6. Learn 10–20 common English phrases for your hotel daily.
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