

Luxury Hotel Spa Dialogue - Guest and Staff
(A2 Beginner Level)

1. Greetings & Polite Expressions

Staff: Hello! Welcome to Serenity Spa. How are you today?

Guest: Hello. I am fine, thank you. And you?

Staff: I am good, thank you. Please, follow me. Would you like some water or tea before your treatment?

Guest: Water, please. Thank you.

Staff: You are welcome. Please have a seat. Here is a comfortable chair. You can sit and relax.

Guest: Thank you. The chair is very comfortable.

Staff: We are happy to see you. If you need anything, please tell me.

2. Booking & Appointments

Staff: Do you have a spa appointment today?

Guest: Yes, I have one at 3:00 PM.

Staff: Great. May I have your name, please?

Guest: My name is Anna Smith.

Staff: Thank you, Ms. Smith. You booked a 60-minute Swedish massage, correct?

Guest: Yes, that is correct.

Staff: Do you prefer a male or female therapist?

Guest: Female, please.

Staff: Very well. I will prepare everything for you. Do you want a single treatment or a package?

Guest: Only a single treatment today.

Staff: Okay. Would you like a 60-minute or 90-minute massage?

Guest: 60 minutes, please.

Staff: Perfect. Your appointment is confirmed. Please take your time and relax while waiting.

3. Spa Treatments – Massages & Body

Staff: Today you will have a Swedish massage. Do you like light, medium, or firm pressure?

Guest: Medium, please.

Staff: Okay. Would you like me to focus on your back, shoulders, legs, or all parts?

Guest: Shoulders and back, please.

Staff: Very good. If the pressure is too strong or too soft, please tell me.

Guest: I will. Thank you.

Staff: We use massage cream and essential oils. They will help your muscles relax.

Guest: The smell is very nice. What oil is this?

Staff: This is lavender oil. It helps you feel calm and relaxed.

Guest: Wonderful. I like lavender.

Staff: During the massage, you can change position anytime. Please breathe deeply and enjoy.

4. Facial & Skin Treatments

Staff: We also have facial treatments. Do you want a facial today?

Guest: No, only massage today.

Staff: Of course. We offer hydrating, anti-aging, and brightening facials if you want next time.

Guest: Hydrating facial sounds nice.

Staff: Great! It gives water to your skin and makes it soft. We can book it for your next visit.

Guest: Yes, please. That is good.

Staff: After your massage, we can also do a foot treatment or hand treatment if you like.

Guest: Maybe next time. Today only massage.

5. Spa Products & Equipment

Staff: Please lie down on the massage table. Here is a pillow for your head.

Guest: Thank you. The table is comfortable.

Staff: Good. I will use massage cream and essential oils. These are lavender and peppermint.

Guest: Lavender smells very nice. What is peppermint for?

Staff: Peppermint helps you feel fresh and relieves tired muscles.

Guest: Oh, I like that.

Staff: I also have a hot towel for your shoulders and neck. It helps the muscles relax more.

Guest: Perfect. Thank you.

Staff: If you need a blanket or another pillow, please tell me.

6. Spa Facilities & Rooms

Staff: After your massage, you can relax in the spa garden or the rest area.

Guest: That is good. Is the pool open?

Staff: Yes, the pool and Jacuzzi are open. You can also use the steam room or sauna.

Guest: I like the sauna. Can I go there after my massage?

Staff: Of course. You can take your time. Please bring your robe and towel from the locker.

Guest: Thank you. How about the changing room?

Staff: The changing room is this way. It has lockers, towels, and slippers for your comfort.

7. Comfort & Guest Preferences

Staff: How is the room temperature? Is it comfortable?

Guest: Yes, it is very comfortable.

Staff: Would you like soft music or silence during the massage?

Guest: Soft music, please.

Staff: Okay. We have relaxing instrumental music or gentle nature sounds. Which do you prefer?

Guest: Nature sounds, please.

Staff: Very good. If you want to change the music, pillow, or lighting during the massage, just tell me.

Guest: Thank you. I will.

8. Guest Interaction & Service

Staff: Are you comfortable now, Ms. Smith?

Guest: Yes, I feel very relaxed.

Staff: That is good. During the massage, if anything is not comfortable, please let me know.

Guest: Okay, I will.

Staff: After your massage, would you like water or herbal tea?

Guest: Tea, please. Thank you.

Staff: You are welcome. Please take your time and enjoy your relaxation.

Guest: Thank you. Your massage is very nice.

Staff: I am happy you enjoy it. Your wellness and comfort are our priority.

9. Staff & Roles

Staff: My name is Lisa. I am your massage therapist today.

Guest: Nice to meet you, Lisa.

Staff: Nice to meet you too. If you need anything, I am here to help.

Guest: Thank you. I feel very safe and comfortable.

Staff: That is our goal. The spa manager and reception staff also make sure everything is perfect for you.

Guest: I can see that. Everyone is very polite and kind.

Staff: Thank you. We want all guests to feel welcome and relaxed.

10. Health & Wellness

Staff: Before we finish, may I ask about your health? Do you have any injuries, pain, or sensitive skin?

Guest: No injuries. My skin is normal.

Staff: Good. This massage will help you relax, reduce stress, and make your body feel better.

Guest: I already feel relaxed.

Staff: Wonderful. Would you like to book your next session now?

Guest: Yes, please. I would like another Swedish massage next week.

Staff: Perfect. We will schedule it for you.

Guest: Thank you very much. I will come again soon.

Staff: We look forward to seeing you again. Enjoy your wellness and have a nice day!