

Booking a Hotel Room

Topic: Booking a Hotel Room		Class: Adult ESL Intermediate	Date: 2/10/2015
Content Objectives: 1. SWBAT select a hotel based on their needs. 2. SWBAT compare and contrast hotels with different features. 3. SWBAT make hotel reservations and confirmations on the phone.		Language Objectives: 1. SWBAT apply key vocabulary related to booking a hotel on vacation (e.g. hotel and room features, reservation and confirmation). 2. SWBAT converse with the hotel receptionist on the phone to make a reservation and confirmation. 3. SWBAT persuade others into booking a hotel by describing the advantages of this hotel over another.	
Key Vocabulary (learned with a Concept Definition Map): - Types of accommodation: hotel, B&B, guesthouse, hostel, motel, inn - Types of room: single room, double room, twin room, triple room, suite - Room features: air conditioning, bath, internet access, minibar, safe, shower - Hotel features: lobby, elevator, reception, sauna, swimming pool, laundry, wake-up call, internet, wifi		Materials (including supplementary and adapted): Whiteboard, markers, projector, computer, access to Internet, copies of handouts	
Higher-Order Questions: - What type of hotel do you want to stay at when you are on vacation? Why do you think it's better than the others?			
Total time: 50 min 3 min	Building Background Links to Experience: - Ask students: Who has traveled before? What was your last travel destination (inside or outside the U.S.)? - Where did you stay? A hotel, a motel or a guesthouse? (I will share my experience too.) - How did you book your accommodation?		
1 min	Links to Learning: Spring break is around the corner. Do you all have travel plans? Where are you planning to go on your upcoming vacation? Today we are going to learn how to read information of hotels on the website, and make a reservation with the receptionist on the phone. This will help you book a hotel more efficiently in the future.		

	<p>Student Activities (Check all that apply for activities throughout lesson):</p> <p>Scaffolding: √Modeling √Guided √Independent</p> <p>Grouping: Whole Class √Small Group Partners Independent</p> <p>Processes: √Reading Writing √Listening √Speaking</p> <p>Strategies: Hands-on √Meaningful √Links to Objectives</p>
3 min	1. TW write the word “hotel” on the board and show the picture of a typical hotel. TW explain that “hotel” has two meanings: one is the generalization of all types of accommodation; the other is a specific type of accommodation that distinguishes it from other accommodations including B & B’s, motels, and hostels. SW brainstorm words associated with “hotel” while TW make a Concept Definition Map with students’ words (see Figure 1.1).
5 min	2. TW lead the discussion of the vocabulary, clarifying meanings using visual aids, and modeling categorizing vocabulary.
10 min	3. TW show an authentic hotel-booking website (booking.com) and look into a specific hotel (Hilton Atlanta). TW guide the class in learning the structure of the webpage and the features of the hotel and its rooms by probing students with questions such as: “What types of rooms does Hilton Atlanta have?” “Is breakfast included?” “Does the hotel have free wifi?” *Hard copies of the website will be distributed in class too.
5 min	4. TW distribute questions about two dialogues about hotel booking. SW listen to the dialogues and answer the questions together in class. Then TW distribute the transcript of the dialogues (see Figure 1.2). SW practice the dialogues in pairs. TW circulate around the classroom.
15 min	5. <i>I’m Looking for a Hotel</i> : SW be divided to Group A and Group B. Each student in Group A will get a “tourist” card and each one in Group B will get a “receptionist” card. The tourist cards and receptionist cards all describe multiple different features of accommodations. Each “tourist” need to find a “receptionist” that works in the hotel that matches the “tourist’s” needs by carrying out a phone conversation (see Figure 1.3). TW circulate around the classroom and provide help.
5 min	6. After every “tourist” found a “receptionist”, TW choose pairs to act out the dialogues by using the Random Name Pickers.
3 min (in class, SW do it at home)	7. Informal debate: <ol style="list-style-type: none"> Based on the Higher-Order Question, suppose you are going to Chicago with your husband/wife/friends for Spring Break. You are deciding between Hilton Chicago and HI Chicago Hostel. Group A will choose Hilton Chicago and Group B will choose HI Chicago Hostel. Debate will be held in the next class followed by a group preparation at the beginning. SW prepare the debate at home by looking at the webpages of these hotels and developing their reasons. *Assistance will be provided through email and other ways. If some students do not have access to the Internet, TW print out hard copies of the webpages.

<p>Review and Assessment (Check all that apply): √Individual √Group Written √Oral</p> <ol style="list-style-type: none">1. Students' answers to the questions asked about the Hilton Atlanta website.2. Students' fluency and understanding of the dialogues about hotel booking.3. Students' ability to find the right hotel demonstrated in the game <i>I'm Looking for a Hotel</i>.4. Students' fluency and use of vocabulary and sentence structures in their own dialogues acted out in class.5. Students' sentences and vocabulary use in their debate.

Figure 1.1

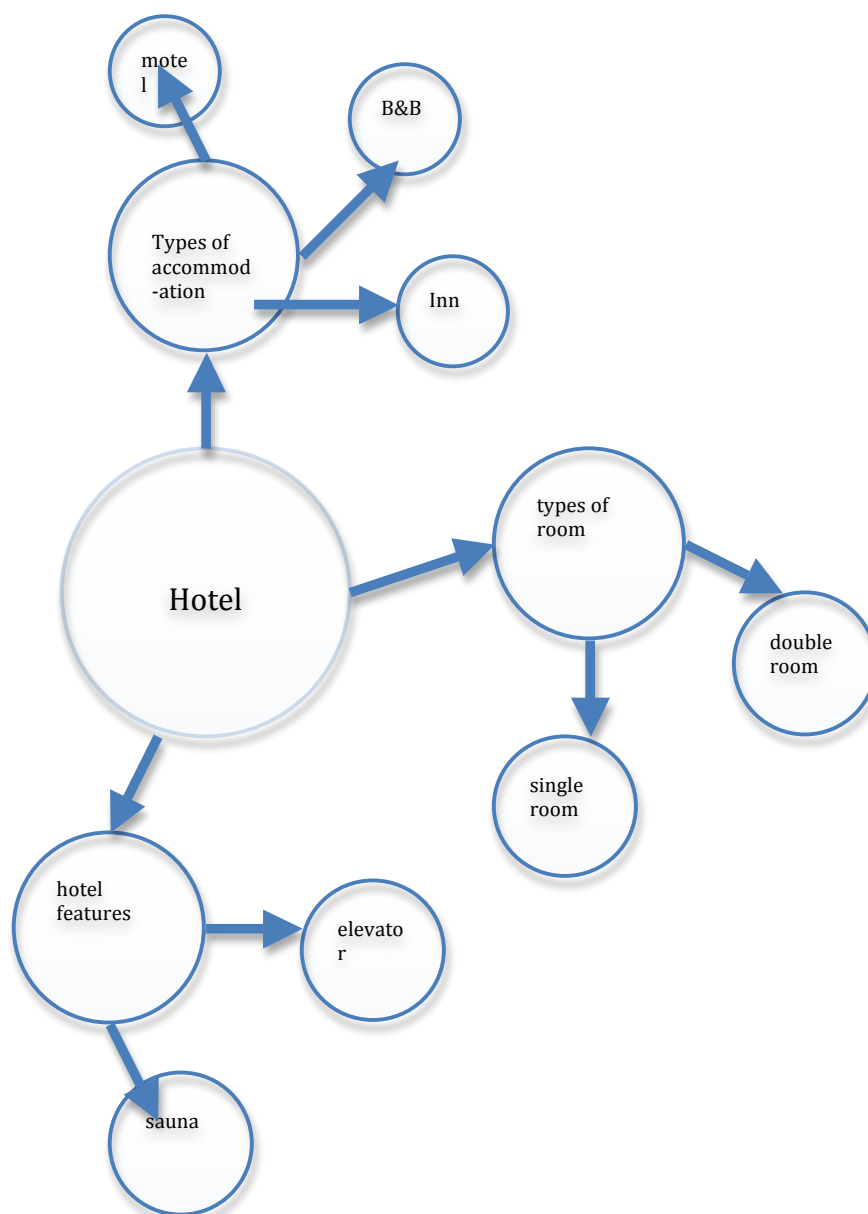


Figure 1.2

Dialogue A	Dialogue B
<ul style="list-style-type: none"> - Holiday Inn. This is Michelle. How may I help you? - Hi, this is Cathy Wang. I'd like to book a room. - Sure. What days do you need that reservation? - From July 1st to July 15th. - Would you like a single or a double room? - Could I have a single room with a bathroom? - Sure. - How much is a single room? - It's \$75 per night. - Is breakfast included? - Yes, breakfast is included in the price. - Ok, I'll take it then. - Could you give me your last name again? - Sure, it's Wang, W-A-N-G. - Could you give me your email address? - Sure. It's cathy.wang@hotmail.com. - Hotmail.com? - Yes, that's right. - Ok then. I'll send you a confirmation by email. - Thank you. Bye. - Have a nice day. 	<ul style="list-style-type: none"> - Parkland Residency, this is Daniel. How may I help you? - Hi, I'm Cathy Wang. I was wondering if I could get a good suite for the 12th of this month? - Sorry Ms. Wang, we have no vacant suites for that day. - Alright, then what about the 24th? - Please give me a moment. - Sure. - Yes, we have one suite available on that day. Would you like me to book one for you? - How much is the suite? - It's \$648 per night. - I'll have to call you back. Thank you. - No problem.

Figure 1.3

Group A (Sample Card)	Group B (Sample Card)
<p>You want to stay in a hotel with a pool for 8 nights from March 1st. You don't smoke and you don't like smoke either. You are traveling alone and you don't want to spend more than \$45 per night.</p>	<p>You are a receptionist at a 3-star hotel with smoking and non-smoking rooms. The hotel has a sauna, a pool and free wifi in the hotel. You have singles, doubles, and triples open for many nights starting March. Price per night: Single: \$35, Double \$50, Triple: \$65.</p>