



# Useful Language for Role Plays

## Complaining

- I'm sorry to say this but...
- There seems to be a problem with...
- I wonder if you could help me
- I was expecting...but...
- I'm sorry but this will never happen again.
- We will see what we can do.
- I'm afraid there's nothing we can do about it.


## Giving advice

- What do you suggest?
- What do you advise me to do?
- Do you think that I should...?
- If you were me, what would you do?
- If I were you, I would/wouldn't....
- If I were in your shoes/position, I would...
- You had better/ you'd better.....
- Have you thought about....?

## Giving suggestions

- Why don't we ....?
- Let's....
- What about....?
- Maybe we should...
- What a good idea!
- Why not?
- No, I'd rather not.
- I don't feel like it.

## Making arrangements

- Can we meet next ....at...?
  - Could we fix another time?
  - Could we meet a little earlier/later?
  - Let me check in my diary.
  - Sorry but I can't make it on.... How about...?
  - I'm tied up all day on.....
  - Ok, so I'll see you on....
- 



# Useful Language for Role Plays

## Booking a room in a hotel

### Guest

I'd like to book a (single / double twin) room for two nights, please.

How much is... a single room / a double room / a suite?

I'd like a room with ...

- ✓ an en-suite bathroom
- ✓ a view
- ✓ a sea view
- ✓ A mini-bar
- ✓ a balcony

What time is the check-in?  
check-out?

### Receptionist

How can I help you?

What's your name, please?

Could I take your name?

Can I take your ...?  
credit card number  
telephone number

## Asking about the Hotel's facilities

Does the room have ... internet access, air conditioning, television?

Is there a ... swimming pool, sauna, gym?

Do you have laundry service?

Do you allow pets?


Do you have wheelchair access?

Do you have a car park?

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