

Unit 16
Putting Up at a Hotel
الإقامة في فندق

1- Booking a Room: حجز غرفة

An American tourist has arrived in Cairo. He went to a hotel to reserve a room حجز غرفة for a week.

Receptionist موظف الاستقبال: Good evening, sir. Can I help you?

Tourist: Good evening. I'd like to reserve a room at your hotel. One overlooking على تطل the Nile.

Receptionist: Well, I can give you one of two rooms with balconies overlooking على تطل the Nile. Do you want a single غرفة مفردة or a double مزدوجة?

Tourist: Single, please with a bathroom.

Receptionist: Of course بالطبع. How long will you stay?

Tourist: A week from tonight.

Receptionist: I'll give you room number 903 then. Could you please tell me your name!

Tourist: Charles Parker. C-H-A-R-L-E-S.

Receptionist: And your passport number.

Tourist: 6937/95.

Receptionist: Where was it issued? أين تم إصداره?

Tourist: Washington D.C.

Receptionist: Thank you, sir. Here's your key. The porter will carry your luggage up. أمتعتك will carry your luggage up.

Tourist: Thanks.

2- Ordering Breakfast: طلب إفطار

Mr. Parker wants to order breakfast to be served يقدم in his room the next morning. He's on the phone يتحدث تليفونيا with the Room Service قسم خدمة الغرف Department.

Operator: Room Service. Can I help you?

Parker: Yes, please. I'd like my breakfast served in my room tomorrow morning.

Operator: Yes, sir. At what time?

Parker: At eight am فى الثامنة صباحاً

Operator: What would you like to order, sir.

Parker: The continental breakfast وجبة الإفطار الأوربية, please.

Operator: Tea or coffee.

Parker: Tea, please.

Operator: Could you give me your number, please.

Parker: 903. By the way على فكرة, could you wake me up tomorrow morning. توقظنى

Operator: When?

Parker: At 6.30 a.m.

Operator: Sure, sir.

Parker: Thanks a lot.

Operator: At your service, sir.

3- Lost Visa Card: بطاقة ائتمان ضائعة

Mr. Richard Harris spent a week at the Emerald Hotel. He's phoning from London to enquire about his Visa Card that he left behind نسيها-تركها in his room.

Operator: Emerald Hotel. Can I help you?

Harris: Yes, please. I'd like to talk to the manager.

Operator: Yes, sir.

Manager: How can I help you?

Harris: My name is Richard Harris. I stayed in room 603 in your hotel from 24th to 31st March. My Visa card was left behind تركت in the room. It's a credit card بطاقة ائتمان as you know.

Manager: Hold on, please انتظر على الخط. I'll refer to Room Service to get information (للاستفسار) سارجع إلى (للاستفسار) Room Service to get information معلومات about your credit card.

(After a while) Your credit card was left in the drawer of the bedside table المنضدة المجاورة للسرير. The chambermaid خادمة الغرفة found it and handed it in وسلمتها at the Room Service Department. قسم خدمة الغرف

Harris: I need it urgently. Can you send it as soon as possible?

Manager: I'll send it by registered air mail بالبريد الجوي المسجل.

Harris: Thank you very much.

Manager: You're always welcome.

4- *Unblocking the Bath Tub:* تسليك البانيو

Mr. Ralph Skinner is staying at hotel. The drain البلاعة in his room is blocked مسدود. The bath tub البانيو has overflowed فاض - طافح and covered the bathroom floor and the moquette الموكيت near it.

Room Service: Good morning, sir. Can I help you?

Skinner: Yes, please. The drain is blocked and the bath tub البانيو has overflowed the bathroom and the moquette near it.

Room Service: We're terribly sorry, sir نحن آسفون جداً يا سيدي. We're going to send a plumber to unblock the drain تسليك البلاعة.

Skinner: Yes, please. Send him at once.

Room Service: He'll be there in a few minutes. خلال دقائق معدودة

Skinner: And what about the water that has flowed الذي يسال

Room Service: A chambermaid will come soon after the plumber has finished his work. She will clean the bathroom and the moquette and tidy everything ترتيب for you, sir.

Skinner: Thank you.

5- Checking out: مغادرة الفندق

Mr. Albert Spicer stayed at the Sheraton Hotel for ten days. He's checking out of the hotel. يدفع الحساب قبل مغادرة الفندق

Hotelier: Good morning, sir. Can I help you?

Spicer: Yes, please. I'm checking out وأغادر وأدفع الحساب هذا الصباح.

Hotelier: All right, sir. I'll fetch لإحضار your bill in a minute. It's in the computer room.

Spicer: Good. Here is my room key. مفتاح

Hotelier: Here is your bill. فاتورة

Spicer: Let me check it. أراجعها I think it is quite correct صححة تماما. Here is your money.

Hotelier: Here is your receipt إيصال, sir.

Spicer: What about my luggage?

Hotelier: I'll send an office boy عامل to bring it down. لينزله

Spicer: I also need one of your cars to give me a lift لتوصلي to the airport.

Hotelier: Certainly, sir. This a free service هذه خدمة مجانية
we offer نقدمها our clients لعملائنا.

Spicer: Thanks a lot. I'll wait in the lounge قاعة الاستراحة
الانتظار for the luggage and the car.

Hotelier: I'll call you in ten minutes at most. سأنادي عليك
خلال عشرة دقائق على الأكثر