



## 12 - BUSINESS TRIPS – Checking-in at the hotel

**Front desk Officer:** Good evening M.WILLIAMS  
Welcome back to Far Easter Plaza, Taiwan – I **trust**  
everything was fine with your airport **pick-up**?

**Customer:** All went well, the hotel limousine-driver was  
very **friendly** although the flight was a bit **delayed** on  
arrival.

**Front desk Officer:** I am glad to hear this. Your  
company local team has **arranged** everything for your  
**stay**. We have a room reservation in a business **deluxe**  
**suite** with **king-size bed** for ten days, **a conference**  
**room** reservation **from** Monday morning **through**  
Friday 18.00, and a checking out on Sunday **early**  
**afternoon** with a hotel limousine to the airport, is that  
right?

**Customer:** The booking information is absolutely  
correct, thank you. Do you need my passport  
information or a credit card to guarantee for the stay?

**Front Desk Officer :** That won't be necessary Sir , we  
have already had your personal information, your **stay**  
and **expenses** are fully **guaranteed** by your local  
company's account

**Customer:** Nice to hear, I shall then enjoy your Fitness  
and SPA centre **all the more so**!

**Front desk Officer:** All the more so as we have a  
brand new **Organic restaurant** by our new **health &**  
**leisure facility** on the **roof top**! You can also **enjoy**  
private Tai Chi lessons **on demand**. All information and  
price list are available in this brochure... So, here is your  
**pass card**, suite 47 on the executive 7th floor. Franck  
our valet is waiting for you at the **concierge desk** by  
**left wing elevator** with your luggage, he will **show**  
**you up**.

**Customer:** Fair enough, Oh...I **almost** forgot, can you  
**remind** me on which floor the business centre is  
located? I will have a few copies **to issue** before the  
conference

**Front Desk Officer:** Sure, it is on the very **same** floor  
as your suite but in the west end. I am asking Franck to

**a deluxe suite** (n.): une suite de grand  
standing

**a king-size bed** (n.): un très grand lit

**a conference room** (n.): une salle de  
conference, de réunion

**a health & Leisure facility** (n.): un  
complexe de santé et de loisirs

**a stay** (n.): un séjour

**an organic restaurant** (n.): un  
restaurant bio

**a pick-up** (n.) : un ramassage, une  
récupération

**a price list** (n.) : une liste de prix

**a pass card** (n.) : une clé magnétique

**a floor** (n.) : un étage

**the expenses** (n.) : les frais, les  
dépenses

**the roof top** (n.): le toit terrasse

**the left wing elevator** (n.): l'ascenseur  
de gauche

**the concierge desk** (n.) : la conciergerie  
d'hôtel

**to be delayed** (v.): être en retard

**to arrange** (v.): organiser, arranger

**to issue – to print out** (v.) : émettre,  
publier, imprimer

**to trust** (v.): faire confiance, formel:  
supposer, espérer

**to guarantee** (v.): garantir, certifier,  
cautionner

**to remind** ...(to+V) (v.):  
rappeler...(de+A)

**to show someone up/in/around** (v.) :  
accompagner (en haut), faire visiter

**helpful** (adj.): obligeant, serviable

**friendly** (adj.) : sympathique, amical

**lovely** (adj.): beau, joli, agréable

**pleasant** (adj.): agréable

the same (adj.): le/la même

**from...through/to** (prep.): **de ...à ...**



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show you around the area. **What more** can I do for your M.WILLIAMS?

**Customer** : Well, it's alright for now, thank you very much should I need anything else I know I can call on you anytime, Dora, you have always been very **helpful** since I first stayed in your **lovely** hotel

**Front Desk Officer: It is so kind of you** M.WILLIAMS  
....Have a **pleasant** stay with us!

**early morning /afternoon** (adv.): en tout début de matinée /d'après midi

**all the more so** (adv.): d'autant plus, encore plus

**What more ...? (loc.):** Quoi d'autre

**almost** (adv.): presque

**It is so/very kind of you (exp.):** C'est si/très amiable à vous