

ใบความรู้ที่ 2 เรื่อง Guest & Receptionist Phrases  
หน่วยการเรียนรู้ที่ 6 เรื่อง Thailand, Land of Smiles  
แผนการจัดการเรียนรู้ที่ 11 เรื่อง Fantastic Hotel  
รายวิชา ภาษาอังกฤษ รหัสวิชา อ21102 ภาคเรียนที่ 2 ชั้นมัธยมศึกษาปีที่ 1

**Guest – Useful Expressions**

**1. Booking / Asking for a room**

- I would like to book a room, please.
- Do you have a single/double room available?
- How much is a room for one night?
- Can I check in at 2 p.m.?

**2. Asking about facilities / services**

- Does the room have a pool view?
- Is there a Jacuzzi in the hotel?
- Do you have room service?

**3. Making requests / Complaints politely**

- Excuse me, there is a problem with the air conditioner.
- Could you help me, please?
- I would like a different room, please.

**4. Payment / Check-out**

- Can I pay by cash or credit card?
- I would like to check out, please.

**Receptionist – Useful Expressions**

**1. Greeting / Offering help**

- Good morning/afternoon! How can I help you?
- Welcome to our hotel. Do you have a reservation?
- May I help you, sir/ma'am?

**2. Booking / Room type**

- What type of room would you like?
- We have a single room and a double room available.
- Your room is ready.

**3. Check-in / Check-out**

- May I have your ID / passport, please?
- Your check-in time is 2 p.m.
- Please fill in this form.
- Your check-out is at 12 noon.

**4. Payment / Asking for preferences**

- Would you like to pay by cash or credit card?
- Do you prefer a smoking or non-smoking room?

**5. Handling problems / Requests**

- I'm sorry for the inconvenience. We will fix it immediately.
- Would you like to change your room?
- Room service will deliver it to your room soon.

