

# Do you have any rooms available? – Booking accommodation and conference rooms

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**W**ie viele Hotelzimmer und Konferenzräume werden für die Besprechung gebraucht? Wie sollten diese ausgestattet sein? Und wie formuliere ich eine schriftliche und mündliche Buchung auf Englisch?

In Firmen mit internationalen Kontakten werden für Meetings und Dienstreisen häufig Besprechungsräume und Unterkünfte benötigt, die ausgewählt und gebucht werden müssen.

In dieser Einheit lernen Ihre Schüler, wie sie wichtige Informationen zu den Räumlichkeiten erfragen und eine Buchung vornehmen. So formulieren sie zunächst eine schriftliche Anfrage und klären anschließend Details am Telefon. Hierbei wiederholen sie das Verfassen von E-Mails und das Führen von Telefonaten. *Let's book accommodation!*



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fragen am Telefon oder per E-Mail zu formulieren will gelernt sein.

## Das Wichtigste auf einen Blick

### Kompetenzen

- Vortsatz zum Thema „Buchen von Hotelzimmern und Konferenzräumen“ wiederholen und anwenden
- Anfragen und Buchungen schriftlich und am Telefon formulieren
- Textinformationen entnehmen

### Dauer

4 Schulstunden (+ Test)

### Niveau

B1/B2

(Differenzierungsmaterial für A2)

### Ihr Plus

Rollenspiele, um die Sprechfertigkeit zu trainieren

## Materialübersicht

### 1. Stunde **Planning a meeting – thinking about accommodation and conference rooms**

- M 1 (Tx) Which rooms will we need for the meeting? – A dialogue  
 M 2 (Ws) Checking for understanding – booking rooms for a meeting  
 M 3 (Ga) Describe the word! – A vocabulary game

### 2. Stunde **Do you have anything available? – Writing an enquiry**

- M 4 (Ws) Shall I book? – Selecting a hotel  
 M 5 (Ws) Writing an e-mail enquiry – revision

### 3. Stunde **Checking the offer – getting an e-mail reply**

- M 6 (Tx) Would you like to make a booking? – Getting an answer  
 M 7 (Ws) Shall we book the rooms? – A zigzag dialogue

### 4. Stunde **We still have some questions – changing arrangements**

- M 8 (Tr) How to make a business phone call  
 M 9 (Ws) Diana speaking. How can I help you? – Practising calls  
 M 10 (Rp) Making changes on the phone – a role play

**Vocabulary** Booking accommodation and conference rooms (M 11)

**Test** How to book accommodation and conference rooms (M 12)

**Portfolio** Was ich kann: Booking accommodation and conference rooms

### Bedeutung der Abkürzungen

**Ga:** Game; **Rp:** Role play; **Tr:** Transparency; **Tx:** Text; **Ws:** Worksheet

#### Minimalplan

Sie haben nur zwei Stunden zur Verfügung? So können Sie die wichtigsten Inhalte erarbeiten:

1. Stunde: Planning a meeting – thinking about accommodation and conference rooms  
 2. Stunde: Do you have anything available? – Writing an enquiry

**M 1–M 3**

**M 4 und M 5**

#### Zusatzmaterialien auf CD

- M2\_Zusatz\_A2 (alternatives Arbeitsblatt für A2 mit mehr Vorgaben)  
 M5\_Zusatz\_A2 (alternatives Arbeitsblatt für A2 mit Formulierungshilfen)  
 M7\_Zusatz\_A2 (alternatives Arbeitsblatt für A2 mit mehr Vorgaben)  
 M10\_Zusatz\_A2 (alternatives Arbeitsblatt für A2 mit Formulierungshilfen)  
 M10\_Zusatz\_A2 (alternatives Arbeitsblatt für A2 mit Zick-Zack-Dialog statt Rollenkarten)



## M 1 Which rooms will we need for the meeting? – A dialogue

Find out what Jane from Power Tools in York, a company producing tools for manufacturing tractors, and her German trainee Tina need for the meeting between their company and the two subsidiaries<sup>1</sup>.

### Tasks

1. Read the dialogue and underline the information Tina gets from Jane on the rooms needed.
2. Summarise in two sentences what Jane and Tina are talking about.

**Jane:** Tina, let's talk about the accommodation<sup>2</sup> we have to book for the meeting. Altogether we will have to book non-smoking single rooms<sup>3</sup> for 15 team leaders for two nights and then rooms for you, Mrs Truman from human resources<sup>4</sup> and me. We won't need any double rooms<sup>5</sup>.

**Tina:** Didn't you say you also wanted to meet the CEOs<sup>6</sup> from Cologne and Portsmouth?

**Jane:** Oh yes, thanks for reminding me. So we'll need three more rooms. But just for the first night, please. Before I forget it, we need rooms with Internet access<sup>7</sup>, of course, and we'll need half board<sup>8</sup>.

**Tina:** By the way, have you agreed on a date for the meeting?

**Jane:** Yes, our date of arrival<sup>9</sup> will be 10 September and the date of departure<sup>10</sup> will be 12 September. We've decided that the meeting will take place in Portsmouth.

**Tina:** OK, I will try to find a nice hotel there with a conference centre<sup>11</sup>. Do you have any additional wishes?

**Jane:** Do you think the rooms will have air conditioning<sup>12</sup>? A hotel somewhere with the sea close by would be nice too.

**Tina:** Air conditioning is standard in conference rooms, I think, but I can ask. What about the equipment<sup>13</sup> in the big conference room?

**Jane:** Well, we only need the following equipment: Laptop, projector<sup>14</sup> and flip chart for the big conference room. For the small conference rooms flip charts are enough.

**Tina:** And how many small conference rooms shall I book?

**Jane:** Two small rooms will do.

**Tina:** Mrs Truman might need a TV to do her communication training.

**Jane:** Yes, that's true. I could also imagine that she wants her conference room without tables but with the chairs arranged in a certain way. It would make things a lot easier if she didn't have to make these arrangements herself before the conference starts. OK, so you can start organising things and don't forget to ask for a confirmation<sup>15</sup>, please.



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Jane and her German trainee Tina are talking about the accommodation for the meeting.

### Vocabulary

1 **subsidiary**: die Tochterfirma – 2 **accommodation**: die Unterkunft – 3 **single room**: das Einzelzimmer – 4 **human resources**: die Personalabteilung – 5 **double room**: das Doppelzimmer – 6 **CEO (chief executive officer)**: der Geschäftsführer – 7 **Internet access**: der Internetzugang – 8 **half board**: die Halbpension – 9 **date of arrival**: das Anreisedatum – 10 **date of departure**: das Abreisedatum – 11 **conference centre**: das Konferenz-, Kongress-, Tagungszentrum – 12 **air conditioning**: die Klimaanlage – 13 **equipment**: die Ausstattung – 14 **projector**: der Beamer – 15 **confirmation**: die Bestätigung

## Checking for understanding – booking rooms for a meeting

M 2

Were you able to get the most important information while reading the dialogue? Let's find out.

### Task 1

Work in pairs: Imagine you are Tina. Fill in the note pad with the information given in the dialogue.

a) When will the conference take place?  
\_\_\_\_\_

b) Where will the conference be?  
\_\_\_\_\_

c) How many people will be there?  
\_\_\_\_\_

d) Who will be there?  
\_\_\_\_\_

e) What kind of hotel rooms are needed?  
\_\_\_\_\_

f) How many conference rooms are needed and with what equipment?  
\_\_\_\_\_

### Task 2

Complete the sentences with words from the dialogue.

- a) If people want to smoke, they should go outside. Please book \_\_\_\_\_ rooms only.
- b) We don't want to have dinner, but lunch and breakfast. Please arrange \_\_\_\_\_ for us.
- c) Every room should have an Internet \_\_\_\_\_.
- d) \_\_\_\_\_ is a standard in conference rooms, I think.
- e) The \_\_\_\_\_ should be equipped with a projector and a laptop.

Rearrange the jumbled words from the dialogue by writing them into your exercise book.

- a) ORMO EGLSNI  
b) PILF TRAHC  
c) NOFECEERNCE ETECNR  
d) PETMQEIUN  
e) JOTRPECRO

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