

An email to book a hotel

Learn how to write an email to book a hotel to practise and improve your writing skills.

Before reading

Do the preparation task first. Then read the text and tips and do the exercises.

Preparation task

Match the definitions (a–f) with the vocabulary (1–6).

Vocabulary

1. to confirm
2. to reserve a room
3. to let someone know
4. an iron
5. a promotional code
6. an accessible room

Definition

- a. to book a room
- b. a room that is designed to be easy to use, for example if you use a wheelchair
- c. a special number or password that reduces the price or increases service levels
- d. to say something is definitely true or going to happen
- e. to tell someone
- f. a metal object used to make clothes flat and smooth

Reading text: An email to book a hotel

To: info@ascot-hotel.co.uk

From: David Mathews

Subject: Booking 2 nights next week

Dear Ascot Hotel,

I would like to reserve an accessible single room for two nights with breakfast on the 22 and 23 of April. Could I have a quiet room with a view if possible, please?

I will arrive at about 10 p.m. and I have an early meeting the next morning, so please could you leave an iron and ironing board in the room?

I have a promotional code (MH2219). Please can you confirm that it is £80 per night with breakfast included?

Please could you confirm the booking? Let me know if you need any further information.

Many thanks.

With kind regards,

David Mathews

Tips

1. When writing an email to a hotel, you can start with *Hello* or *Dear* (hotel name).
2. Say clearly the dates you want, the room type and whether you want breakfast or not.
3. Don't forget to mention any additional information or special requests.
4. Ask them to confirm your booking. Give them your phone number if you prefer to be contacted that way.

Tasks

Task 1

Are the sentences true or false?

	Answer	
1. David is travelling alone.	True	False
2. The hotel price for David is lower than usual.	True	False
3. David wants to iron his business clothes before his meeting the next morning.	True	False
4. The hotel costs £80 for two nights including breakfast.	True	False
5. In your email, you should say exactly which dates you want to stay in the hotel.	True	False
6. It's best to make special requests when you arrive at the hotel.	True	False

Task 2

Put the words in order to make sentences.

1. a double room reserve I would like for four nights, please. to
2. if possible. room I would with a view like a
3. I leave don't need so I will very early breakfast.
4. a bath, please? I Could a room have with

5. to use a promotional code. would like I

6. you confirm the price? Please could

Task 3

Complete the sentences with words from the box.

to	will	appreciate
would	you	let

1. I would like reserve a double room.
2. I like a quiet room, please.
3. I arrive at about 6 p.m.
4. Please can confirm the price?
5. I would it if you could confirm the booking.
6. Please me know if you need any further information.

Discussion

What things do you ask for when you book a hotel room?

Answers

Preparation task

1. d
2. a
3. e
4. f
5. c
6. b

Task 1

1. True
2. True
3. True
4. False
5. True
6. False

Task 2

1. I would like to reserve a double room for four nights, please.
2. I would like a room with a view if possible.
3. I will leave very early so I don't need breakfast.
4. Could I have a room with a bath, please?
5. I would like to use a promotional code.
6. Please could you confirm the price?

Task 3

1. to
2. would
3. will
4. you
5. appreciate
6. let