



## Unit10. ホテルにて At the hotel (3)



### (1) Conversation

May I leave my stuff here?

Guest: I'll be back late tonight.

May I leave my stuff here?

Hotel attendant: You may leave your things at the front desk, sir.

Guest: I see. And may I ask you to fix my door?

Hotel attendant: Why, what happened, sir?

Guest: I guess it's broken.

Hotel attendant: We'll check, sir.

Guest: Thanks.



## Can you please...?

Guest: Hello. Can you please fix my door and ask someone to bring soap and towel in my room?  
There is no towel/soap.

Front Desk: What's your room, ma'am?

Guest: I'm a male, miss.  
You should address me sir instead.

Front Desk: I'm sorry, my mistake, sir.

Guest: It's okay.

Front Desk: My apologies.  
Can you tell me what your room number is, sir?

Guest: It's room 303.

## (2) Activity 1

### Part 1- **Apologies**

I'm sorry...

I'm very sorry...

I'm terribly sorry...

Excuse me...

Pardon me...

I apologize...

I'm afraid...



## Part 2 - **Explaining Oneself**, Accepting Responsibility

...I wasn't very well yesterday

...I didn't see you

...It won't happen again

...I'll be more careful next time

...I'll finish it before I go home

...It's my fault

...It's all my fault

### (3) Activity 2

Follow the dialogue pattern above and use the phrases above  
Receptionist.

Case A: You forgot to give the OR.

Case B: You overlooked some details in the reservation.