

Tengo una reserva

Some English names can be hard for Spanish speakers to grasp and it pays to familiarise learners with the phrase *¿Cómo se escribe?* and teach them spelling skills early on. This role play activity aims to familiarise learners with the request *¿A nombre de quién?*, as well as *¿Cómo se escribe?*, and to give them the opportunity to practise the sounds of the Spanish alphabet.

Getting ready

During the role play, one or two in the group will play the role of receptionists in the **Hotel Miramar** where a conference is being held; the others are conference delegates. Print out a 'booking sheet' from page 3 for each receptionist; and cut out the delegate name cards on page 2 to distribute one per delegate.

As preparation, the game of hangman played on the board, with learners shouting out different letters, is a good way of practising the alphabet. Topics that work well include Spanish towns, wines or food, or basic vocabulary such as greetings.

Make sure you take them through the Spanish Steps conversation before you start.

Getting them talking

The receptionists have a demanding role. There are full instructions on the 'booking sheet' – give them a few minutes to take these in and remind them that they are the ones who will start the conversation by greeting delegates.

Delegates will be expected to

1. Return the receptionist's greeting;
2. Explain that they have a reservation;
3. When asked, give their name – which they might be asked to spell.
4. Make a note of the room number they're given.

Delegates

George & Joyce Pickering	David Whittaker	Cynthia Birdsey
Krishnan Pillai	Felicity Johnson	Edward Turnbull
Jennifer Rogers	Donald & Jane Macpherson	Raymond Driver
Alexandra Frazer	Siân Lloyd	Michael Gregory

Receptionist

A number of British conference delegates arrive in turn at your desk, telling you they have a reservation.

1. Greet them, and wait for their reply.
2. Ask their name and then ask them to spell it, just to be sure:
¿Cómo se escribe, por favor?
3. Once you've found them on the booking sheet below, tell them the number of their room
4. Remind them to take the lift: **Tome el ascensor**

Hotel Miramar

Habitaciones reservadas para la conferencia

425 Señores Pickering	428 Señor Whittaker	413 Señora Birdsey
309 Señor Pillai	315 Señora Johnson	327 Señor Turnbull
206 Señora Rogers	229 Señores Macpherson	210 Señor Driver
101 Señorita Frazer	112 Señorita Lloyd	123 Señor Gregory