

住

Hotel

Checking in and out, the Wi-Fi password, luggage and the things that break.

I have a reservation

我有预订

wǒ yǒu yùdìng

I'd like to check in

我要办理入住

wǒ yào bànlǐ rùzhù

I'd like to check out

我要退房

wǒ yào tuì fáng

What time is check-out?

几点退房?

jǐ diǎn tuì fáng?

What's the Wi-Fi password?

WiFi密码是多少?

WiFi mímǎ shì duōshao?

What time does breakfast start?

早饭几点开始?

zǎofàn jǐ diǎn kāishǐ?

Can I leave my luggage here?

可以寄存行李吗?

kěyǐ jìcún xínglǐ ma?

The air conditioning doesn't work

空调坏了

kōngtiáo huài le

There's no hot water

没有热水

méiyǒu rè shuǐ

My key card doesn't work

房卡不能用了

fángkǎ bù néng yòng le

Please clean the room

请打扫房间

qǐng dǎsǎo fángjiān

One more towel, please

请再给我一条毛巾

qǐng zài gěi wǒ yì tiáo máojīn

Could you call me a taxi?

能帮我叫一辆出租车吗?

néng bāng wǒ jiào yí liàng chūzūchē ma?

May I have the hotel's card with the address?

请给我一张酒店的名片

qǐng gěi wǒ yì zhāng jiǔdiàn de míngpiàn

Good to know

- Not every hotel in China may accept foreign guests: when you book, check that the hotel takes foreign passports. You will need your passport at check-in.
- Take the hotel's card (名片 míngpiàn) with its address in Chinese: it is the easiest way to get back by taxi.
- Most hotels will store your luggage for free after check-out:
“可以寄存行李吗? kěyǐ jìcún xíngli ma?”.
- Reception staff can call a taxi or order a ride for you:
“能帮我叫一辆出租车吗? néng bāng wǒ jiào yí liàng chūzūchē ma?”.