

Hotel Check In — SNL



In the SNL sketch “Hotel Check In,” Mr. Adams (Mikey Day), newly released from North Korea, is brought to a government-funded hotel stay by a Government Representative (Beck Bennett). A Front Desk Employee (Kumail Nanjiani) checks him in while Room 904 Guests Chris Redd and Leslie Jones briefly interrupt with requests and relationship complaints.

Although Adams repeatedly says he only wants to rest in Room 905, the employee relentlessly pitches the Stargazer Lounge, spa, champagne, and the Danny Band. The sales routine escalates when Adams is locked into a 5:15 a.m. massage and ultimately learns his room will not be ready for four hours—prompting yet another lounge recommendation.

Outline

▪ Arrival at the Hotel

- A Government Representative brings Mr. Adams to a hotel after his release from North Korea, with the government covering the stay.
- The Front Desk Employee begins check-in and unnecessarily asks Mr. Adams to spell “Adams.”

▪ Initial Check-In and Room Assignment

- Mr. Adams declines an amenities pitch because he wants to rest, but the employee asks where he traveled from.
- Guests in Room 904 request towels and joke about their relationship as Adams is assigned Room 905.

▪ Relentless Hotel Amenities

- The employee resumes pitching the Stargazer Lounge and the hotel spa despite Adams's repeated lack of interest.
- Adams agrees to a complimentary hot stone massage after the employee presents it as part of his reservation.
- **Booking an Unwanted Massage**
 - The employee books Adams for a 5:15 a.m. massage that cannot be canceled because of a 24-hour policy.
 - When Adams asks to finish checking in, the employee offers champagne, then directs him to the Stargazer Lounge to get it.
- **The Stargazer Lounge Pitch**
 - Adams objects to the repeated lounge promotion and says he only wants his room.
 - The employee continues promoting the Danny Band, the spa, and the lounge while explaining the property map.
- **Delayed Check-In and Final Directions**
 - Adams finally receives his Room 905 key, only to learn that check-in is still four hours away.
 - The employee uses the delay as another opportunity to recommend the Stargazer Lounge and the Danny Band.

Arrival at the Hotel

Government Representative: Here we are, mister Adams. We figured you'd like to spend your first night stateside, assuming a little nicer than a Motel six. [00:01]



Mr. Adams: Yeah. This is wow. I I can't thank you enough, sir, not just for this, but for everything you guys did to get me out of North Korea. [00:08]



Government Representative: Just doing our job. And the next time you wanna make a documentary, try Paris. I hear they're a little more welcoming to Americans with cameras, but not much. Now get some rest and enjoy the hotel. The US government is picking up the tab. Welcome home. [00:16]



Mr. Adams: Thank you so much, sir. [00:30]

Front Desk Employee: Hello. Welcome to Chatsworth House, a Marriott Experience. May I have the last name of the reservation, please? [00:31]

Mr. Adams: Yeah. Adams. [00:40]

Front Desk Employee: Can you spell that for me? [00:49]

Mr. Adams: Sure. A. [00:50]

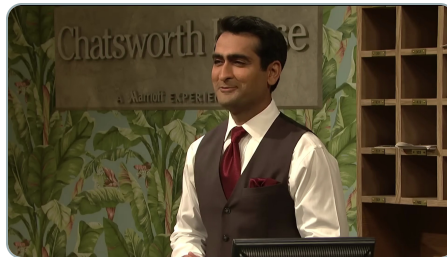
Initial Check-In and Room Assignment

Front Desk Employee: Found it. I see your room and incidentals have been taken care of. And since this is your first time staying with us, I would love to tell you about some of our amenities such as the Stargazer Lounge. [00:52]

Mr. Adams: Oh, you know what, man? I'm good. I just wanna get into my room and relax. It's been a long day. [01:06]



Front Desk Employee: Wonderful. And where are you traveling in from? [01:10]



Mr. Adams: North Korea. [01:16]



Front Desk Employee: Fantastic. Just give me a moment while I pull up your room. [01:16]

Room 904 Guest (Chris Redd): Hey, man. Sorry to interrupt. Can you could you get us some towels to send to the room? The room's 904. [01:22]



Room 904 Guest (Leslie Jones): Can you also send up a boyfriend who doesn't flirt with other girls to Room 904? [01:33]

Front Desk Employee: Perfect. [01:34]

Relentless Hotel Amenities

Room 904 Guest (Chris Redd): Another night to scream all the time. [01:38]

Front Desk Employee: Okay. So we have you in Room 905. And while I print your key, I would love to tell you about some of our amenities such as the Stargazer Lounge. [01:40]

Mr. Adams: Again, man, I'm not really interested. [01:54]



Front Desk Employee: Of course. More time to enjoy our spa, indulge, which was featured in Latitudes. That's Southwest Airlines in flight magazine. [01:55]

Mr. Adams: No. Thanks. [02:03]

Front Desk Employee: Are you sure? Your reservation comes with a complimentary spa service. I could pick you a, hot stone massage for tomorrow. [02:06]

Mr. Adams: Well, that actually does sound nice. Yeah. [02:16]

Booking an Unwanted Massage

Front Desk Employee: Fantastic. And I see we have an appointment. You're in luck and done. Hot stone massage tomorrow with Carly at 05:15AM. [02:17]

Mr. Adams: Oh, that's that's too early. Cancel that, please. [02:28]

Front Desk Employee: My apologies, but cancellations must be made twenty four hours in advance. Is there anything else I can help you with, sir? [02:34]



Mr. Adams: Yeah, man. I wanna check into my room. [02:38]



Front Desk Employee: Of course. And while I finish your reservation, can I offer you a complimentary glass of champagne? [02:40]



Mr. Adams: Yes, please. [02:47]

Front Desk Employee: Excellent. That will be available in the Stargazer Lounge. [02:47]

The Stargazer Lounge Pitch

Mr. Adams: You keep pushing the Stargazer Lounge, I'm not going there, man. [02:54]

Front Desk Employee: Of course. However, you didn't hear this from me. The Stargazer's headline act this evening is the Danny Band. They were featured in Latitudes Magazine. [02:55]

Mr. Adams: I don't I don't know who the Danny Band is. I don't read Latitudes Magazine. I just want you to show me to my room, man. [03:07]

Front Desk Employee: Of course. Here's a map of the property. So we are here on that x that I have just drawn for you. This is Indulge, our spa, which was featured in Latitude.

[03:13]

Mr. Adams: I don't care. I don't care. [03:25]

Front Desk Employee: Okay. The escalator here will bring you to the mezzanine where you will find the Stargazer Lounge. [03:27]



Delayed Check-In and Final Directions

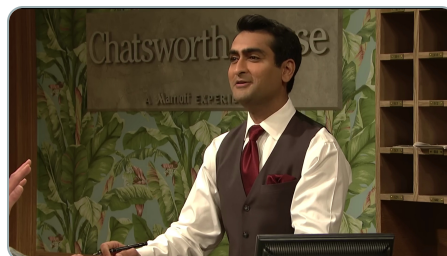
Mr. Adams: No. My room? My room. [03:34]

Front Desk Employee: Of course. The lobby elevator, which is right here, will take you to your room as well as the bar entrance to the Stargazer Lounge. [03:36]



Mr. Adams: Oh my god. I'm so sorry. [03:44]

Front Desk Employee: Perfectly alright, sir. Happens all the time. Here's your key. Your Room 905. [03:48]



Mr. Adams: Excellent. Thank you. [03:56]



Front Desk Employee: Is there anything else I can help you with while you wait for your room to be clean? Check-in starts in four hours. [04:00]

Mr. Adams: What am I supposed to do for four hours? [04:05]

Front Desk Employee: Might I suggest you visit the Stargazer Lounge. [04:08]

Mr. Adams: Right? [04:09]

Front Desk Employee: Listen to the Danny Band. [04:11]

Mr. Adams: Can't wait. [04:12]