

Instructional Material

English for Hotel Staff



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Faculty of Humanities and Social Sciences
UdonThani Rajabhat University
2017

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Preface

This course book on English for Hotel Staff has been developed to be used for students who are required to take a course in EN56202 English for Hotel Staff at Udon Thani Rajabhat University. This course book is also suitable for those who are training for careers as hotel staff. The objective of this course book is to enable students to deal with foreign hotel guests in various situations and communicate with English-speaking staff.

This course book consists of eight chapters based on real-life situations in the various areas of hotel business. Chapter one takes learners through introduction to hotels and chapter two is about reservations. Chapter three focuses on checking in while chapter four suggests hotel facilities and services. Chapter five recommends housekeeping services and restaurant is presented in chapter six. Chapter seven concentrates on how to deal with complaints and finally checking out can be found in chapter eight. Each chapter promotes the development of the four skills in a variety of ways toward reading comprehension, writing skills, and oral production. Listening part is provided with audio CD for learners to practice listening skills. Focus on language and key expressions are also provided to help learners to apply all the language functions presented. The summary at the end of each chapter will help learners grasp the overall content discussed. At the end of the course book, in the appendices, answer key is provided as guidelines, along with audio scripts.

The author hopes that the language skills and experience the learners acquire from this course book can be applied to their future career productively and effectively.

Jarurat Thammawong
February 2017

Table of Contents

	Page
Preface	i
List of Figures.....	vii
Course Syllabus.....	1
Course Syllabus Chapter 1.....	5
Chapter 1: Introduction to Hotels.....	7
Introduction	7
Hotel Organization Structure.....	8
Hotel Types and Departments	9
Hotel Staff	12
Focus on Language.....	16
Useful Expressions.....	17
Summary.....	20
References.....	21
Course Syllabus Chapter 2.....	23
Chapter 2: Reservations.....	25
Introduction	25
Taking reservations	25
Confirmations.....	33
Reservation Changes	36
Cancellations	38
Focus on Language.....	41
Useful Expressions.....	54
Summary.....	58
References.....	59
Course Syllabus Chapter 3.....	61
Chapter 3: Checking In.....	63
Introduction	63
Registering New Guests	63
Dealing with Changes.....	70
Dealing with Walk-in Guests	72
Focus on Language.....	75
Useful Expressions.....	78
Summary.....	82
References.....	83

Table of Contents (Cont.)

	Page
Course Syllabus Chapter 4	85
Chapter 4: Hotel Facilities and Services.....	87
Introduction	87
General Facilities in the hotel	88
Room Facilities	97
Business Center	102
Event Planning.....	108
Focus on Language	113
Useful Expressions.....	115
Summary.....	120
References.....	121
Course Syllabus Chapter 5	123
Chapter 5: Housekeeping Services	125
Introduction	125
Services	126
Request for Extra items	135
Request for Extra services	139
Focus on Language	142
Useful Expressions.....	143
Summary.....	146
References.....	147
Course Syllabus Chapter 6	149
Chapter 6: Restaurant	153
Introduction	153
Food Equipment	154
At Breakfast	157
Dinner at the hotel	160
Attending to Guests	163
At the Bar	170
Room Service.....	173
Focus on Language	176
Useful Expressions.....	177
Summary.....	182
References.....	183

Table of Contents (Cont.)

	Page
Course Syllabus Chapter 7.....	185
Chapter 7: Dealing with Complaints	187
Introduction	187
Room Condition Problems	188
Food and Drink Problems	193
Tableware and Dining Condition Problems	196
Payment Problems	199
Focus on Language.....	201
Useful Expressions	203
Summary	206
References.....	207
Course Syllabus Chapter 8.....	209
Chapter 8: Checking Out	211
Introduction	211
Dealing with Guest's Checking Out	211
Dealing with Guest's Request for Delayed Checking Out.....	214
Dealing with Money Matters.....	216
Focus on Language.....	220
Useful Expressions	220
Summary	224
References.....	225
Bibliography	227
Appendices	231
Appendix A: Answer Key.....	233
Appendix B: Audio Scripts	255



List of Figures

	Page
Figure 1.1 Hotel staff.....	7
Figure 2.1 Hotel reservation clerk.....	25
Figure 2.2 Reservation form.....	30
Figure 2.3 Hotel registration form.....	32
Figure 2.4 Email confirming.....	35
Figure 2.5 Email confirming a reservation.....	39
Figure 2.6 Single room.....	41
Figure 2.7 Double room.....	41
Figure 2.8 Twin room.....	42
Figure 2.9 Hollywood twin room.....	42
Figure 2.10 Triple room.....	43
Figure 2.11 Family/Quad room.....	43
Figure 2.12 Double-double room.....	44
Figure 2.13 Queen room.....	44
Figure 2.14 King room.....	45
Figure 2.15 Studio room.....	45
Figure 2.16 Suite/Executive room.....	46
Figure 2.17 Junior suite/Mini suite.....	46
Figure 2.18 President suite/Presidential suite.....	47
Figure 2.19 Apartments/Room for extended stay.....	47
Figure 2.20 Connecting rooms.....	48
Figure 2.21 Adjoining rooms.....	48
Figure 2.22 Adjacent rooms.....	49
Figure 2.23 Murphy room.....	49
Figure 2.24 Accessible room/Disabled room.....	50
Figure 2.25 Cabana room.....	50
Figure 2.26 Villa.....	51
Figure 2.27 Executive floor/Floored room.....	51
Figure 2.28 Smoking/Non-smoking room.....	52
Figure 3.1 Checking in.....	63
Figure 3.2 Registration form.....	66
Figure 4.1 Hotel facilities and services.....	87
Figure 4.2 Hotel website.....	88
Figure 4.3 Hotel advertising.....	89

List of Figures (Cont.)

	Page
Figure 4.4 Hotel information.....	95
Figure 4.5 Electronic pump pot.....	97
Figure 4.6 wide-screen satellite TV.....	97
Figure 4.7 hair dryer.....	97
Figure 4.8 Safe.....	97
Figure 4.9 Minibar.....	97
Figure 4.10 Wardrobe.....	97
Figure 4.11 Shower.....	97
Figure 4.12 Bathtub.....	97
Figure 4.13 Nightstand.....	97
Figure 4.14 Kitchenette.....	97
Figure 4.15 Bath amenities.....	97
Figure 4.16 Air-conditioning	97
Figure 4.17 Direct dial telephone.....	97
Figure 4.18 Bedside control.....	97
Figure 4.19 Internet access.....	97
Figure 4.20 Laptop.....	103
Figure 4.21 Laser printer.....	103
Figure 4.22 Fax machine.....	103
Figure 4.23 Photocopier.....	103
Figure 4.24 Digital projector.....	103
Figure 4.25 Paper shredder.....	103
Figure 4.26 Scanner.....	103
Figure 4.27 USB ports.....	103
Figure 4.28 Speakers.....	103
Figure 4.29 Headset with microphone.....	103
Figure 4.30 Event planning reservation.....	110

List of Figures (Cont.)

	Page
Figure 4.31 Wedding invitation.....	112
Figure 5.1 Housekeeping services.....	125
Figure 5.2 Towels.....	128
Figure 5.3 Bathrobe.....	128
Figure 5.4 Toilet roll.....	128
Figure 5.5 Toiletries	128
Figure 5.6 Bed.....	128
Figure 5.7 Cups.....	128
Figure 5.8 Safe.....	128
Figure 5.9 Slippers.....	128
Figure 5.10 Drinks packets.....	128
Figure 5.11 Laundry and dry cleaning list.....	132
Figure 6.1 Restaurant staff.....	153
Figure 6.2 Food equipment.....	154
Figure 6.3 Table setting for Continental Breakfast.....	155
Figure 6.4 Table setting for American Breakfast.....	156
Figure 6.5 Breakfast order.....	157
Figure 6.6 Order list.....	170
Figure 7.1 Customer complaints.....	187
Figure 8.1 Hotel checking out.....	211

Course Syllabus

Course Code	EN56202	
Course	English for Hotel Staff	3(3-0-6)

Course Description

English terminology, expressions, and grammatical structures relating to hotel management and structure. English for communication skills needed for hotel staff in each department. Various language functions including welcoming guests, making reservations, responding to guests' inquiries, recommending hotel services, and dealing with complaints.

Course Objectives

After completing this course, students should be able to:

1. understand and use vocabulary, expressions, and grammatical structures relating to hotel management and structure,
2. communicate in English with English-speaking staff and hotel guests in the most common situations in each department such as at the front office, in a restaurant, and at the housekeeping department.

Course Contents

Chapter 1	Introduction to Hotels	6 hours
	Introduction	
	Hotel Organization Structure	
	Hotel Types and Departments	
	Hotel Staff	
	Focus on Language	
	Useful Expressions	
	Summary	
	References	
Chapter 2	Reservations	6 hours
	Introduction	
	Taking reservations	
	Confirmations	
	Reservation Changes	

	Cancellations	
	Focus on Language	
	Useful Expressions	
	Summary	
	References	
Chapter 3	Checking In	6 hours
	Introduction	
	Registering New Guests	
	Dealing with Changes	
	Dealing with Walk-in Guests	
	Focus on Language	
	Useful Expressions	
	Summary	
	References	
Chapter 4	Hotel Facilities and Services	6 hours
	Introduction	
	General Facilities in the hotel	
	Room Facilities	
	Business Center	
	Event Planning	
	Focus on Language	
	Useful Expressions	
	Summary	
	References	
Chapter 5	Housekeeping Services	6 hours
	Introduction	
	Services	
	Request for Extra items	
	Request for Extra services	
	Focus on Language	
	Useful Expressions	
	Summary	

References

Chapter 6	Restaurant Introduction Food Equipment At Breakfast Dinner at the hotel Attending to Guests At the bar Room Service Focus on Language Useful Expressions Summary References	6 hours
Chapter 7	Dealing with Complaints Introduction Room Condition Problems Food and Drink Problems Tableware and Dining Condition Problems Payment Problems Focus on Language Useful Expressions Summary References	6 hours
Chapter 8	Checking Out Introduction Dealing with Guest's Checking Out Dealing with Guest's Request for Delayed Checking Out Dealing with Money Matters Focus on Language Useful Expressions Summary References	6 hours

Instructional Activities

1. The teaching method is based on interactive learning which requires the interaction between the students and the instructor and the active participation of the students during the lectures and discussions.
2. Students have to participate and cooperate in all kinds of class room activities, including individual work, group work, and doing exercises.
3. Students are to take written and oral quizzes when appropriate.

Instructional Materials

1. Textbook
2. Handouts
3. Authentic Materials
4. Power Point Presentation
5. Audio

Measurement and Evaluation

Measurement

1. During-semester evaluation	70 %
1.1. Attendance and Participation	10 %
1.2. Quizzes and Assignments	40 %
1.3. Mid-term Test	20 %
1.4. Final Project	10 %
2. Final Examination	20 %
Total	100 %

Evaluation

Rank of score	Grade
85 - 100	A
80 - 84	B+
70 - 79	B
65 - 69	C+
60 - 64	C
55 - 59	D+
50 - 54	D
0 - 49	F

Course Syllabus

Chapter 1

Introduction to Hotels

Contents

Introduction
Hotel Organization Structure
Hotel Types and Departments
Hotel Staff
Summary
References

Behavioral Objectives

Students should be able to:

1. answer questions about text materials,
2. identify the types of the hotels,
3. match the hotel departments with their functions correctly,
4. role play and answer the questions about hotel staff' duties and responsibilities,
5. play the games enthusiastically.

Instructional Activities

1. The teacher leads students into the lesson by providing reading text about hotel organization structure and the students are asked to answer the questions for general understanding.
2. The students are asked to discuss hotel types and departments and match each of the duties with its department.
3. The students are asked to name the hotel jobs with correct descriptions.
4. The students are asked to match duties with hotel staff positions in a hotel.
5. The students are asked to listen to the conversations and answer the questions relating to duties of each hotel staff position.
6. The students are asked to do exercises. Then the teacher presents the possible answers and provides the explanations.
7. The teacher and the students discuss grammar points and useful expressions.

8. The students are divided into groups of two to construct the dialogues according the given situations and then perform the role-play.

Instructional Materials

1. Textbook (English for Hotel Staff)
2. PowerPoint Presentation
3. Audio
4. Exercises

Measurement and Evaluation

1. Observing students' participation in class discussion.
2. Checking student's accuracy in answering questions.
3. Assessing students' role-play performance and enthusiasm in playing games.

Chapter 1

Introduction to Hotels

Introduction

If you would like to work or you are working in hotel industry, it is important to know your hotel you are going to work for. Nowadays, there are many different types of hotel that exist in hotel business. A hotel is not only categorized by the number of stars or the cost of room, but it is also classified by characteristics that cater to the specialized tastes of their guests. In addition, one main important factor causes a hotel's success is customer service, which is regarded as a crucial part of the hotel experience for customers or guests. Various departments and staff positions throughout the hotel are team force to make the hotel successful. This chapter, thus, introduces hotel organization structure, hotel types and departments, and hotel staff.



Figure 1.1 Hotel staff
(Source: Hotel staff, 2016: 1)

1. Hotel Organization Structure

Task 1.1

Directions: Read the text about hotel organization structure.

The larger the hotel is, the more complicated the hotel organization will be. In a small hotel, the operational system is simple and easy to run with one manager and one assistant. In a medium-sized hotel more staff are required and all the departments are independent of each other. Each department head reports directly to the manager. In the larger hotels, there is a greater level of professionalism in the different departments and sections. The management team under the general manager's control will carry out the executive functions of the hotel, such as setting policy, budgets, long-term planning, sales plan and operating system. They are responsible for a larger staff and a far greater turnover.

The international hotel chains are under the control of a central management. The hotel services, operational systems and policies of the hotel chain are the same throughout the world. There is an inspection system in order to guarantee that overall standards are met. The key people like general manager and the department head are assigned from the headquarters. In addition, the staff members may take turns in working in other hotel branches throughout the world. The headquarters staff cooperate with other hotels in the same chain by giving advice and support about advertising. The most obvious advantage is the increased efficiency in making and controlling reservations. The great that one hotel can make his reservation for rooms at another within minutes.

(Source: Phumpanich & Sriatsadaporn, 2001: 23)

Task 1.2

Directions: Fill in some missing parts in the blanks based on the above reading text.

The larger the hotel is, the more (1)_____ the hotel organization will be. In a small hotel, the operational system is simple and easy to run with one manager and one (2)_____. In a medium-sized hotel more staff are required and all the departments are independent of each other. Each department head reports directly to the manager. In the larger hotels, there is a greater level of (3)_____ in the (4)_____ departments and sections. The management team under the general manager's control will carry

out the executive (5)_____ of the hotel, such as setting (6)_____, (7)_____, long-term planning, sales plan and operating system. They are responsible for a larger (8)_____ and a far greater turnover.

Task 1.3

Directions: Fill in some missing parts in the blanks based on the above reading text.

The (1)_____ hotel chains are under the (2)_____ of a central management. The hotel services, operational systems and (3)_____ of the hotel chain are the same throughout the world. There is an (4)_____ system in order to guarantee that overall (5)_____ are met. The key people like general manager and the department head are assigned from the (6)_____. In addition, the staff (7)_____ may take turns in working in other hotel branches (8)_____ the world. The headquarters staff cooperate with other hotels in the same chain by giving advice and support about advertising. The most obvious advantage is the increased (9)_____ in making and controlling reservations. The great that one hotel can make his (10)_____ for rooms at another within minutes.

2. Hotel Types and Departments

Hotel types can be categorized depending on the criteria used to classify them such as hotel size, number of rooms, location, target market, ownership and affiliation, etc. Kate (2007:1) and Types of Hotels (2012:1) suggested types of hotels which can be classified into ten types according to specific purposes.

1. Commercial Hotels

These hotels primarily cater to business travellers and usually located in downtown or business districts. These are also known as Business Hotels.

2. Airport Hotels

This kind of hotels typically provides accommodation for airline passengers with overnight travel layovers or cancelled flights and airline crews or staff, usually located near the airports.

3. Suite Hotels

This type of hotels is the latest trend and the fastest growing segments of the hotel industry. It has a living room and a separate bedroom. Professionals such as accountants, lawyers, businessmen, and executives find suite hotels particularly attractive as they can also entertain in an area beside the bed room.

4. Extended Stay Hotels

This kind of hotels is similar to the suite hotels, but usually offers kitchen amenities in the room. It is for long-stay guests who want to stay more than a week and does not want to spend on hotel facilities.

5. Lifestyle/Boutique Hotels

This type of hotels gives guests a vacation setting with original decoration and service. The architecture of the hotel may be notable or the hotel has period furniture, artistic touches or other fetching themes.

6. Residential Hotels

These hotels provide long-term or permanent accommodation for guests. A guest usually makes a lease agreement with hotel for the minimum of one month up to a year. The room usually includes living room, bed room, kitchen, private balcony, washing machine, kitchen utensils, etc.

7. Resort Hotels

This type of hotels is usually located in the mountains, on an island, or in some other exotic locations away from the cities. Recreational activities, scenery, golf, tennis, sailing, skiing, and swimming are provided.

8. Casino Hotels

They are hotels with gambling facilities. Food and beverage operations are provided to support the casino operations in the hotels.

9. Conference and Convention Center Hotels

This type of hotels focuses on meeting and conferences and overnight accommodation for meeting attendees. The hotels also provide video conferencing facilities, audiovisual equipment, business services, flexible seating arrangements, flipcharts, etc. They are mostly located outside the metropolitan areas and have facilities like golf, swimming pools, tennis courts, fitness centers, and spas, etc.

10. Bed-and-Breakfast Hotels/Home-stay

This kind of hotels is a house with rooms converted into overnight facilities to accommodate one to ten guest rooms. The owner of the hotel usually stay on the premises and responsible for serving breakfast for the guest.

Task 2.1

Directions: Read the text about functions of hotel departments and match each of the duties in Column A with its department in Column B.

Functions of Hotel Departments

A hotel operates twenty-four hours a day to make the guests stay enjoyable. It is also essential to make a hotel profitable, well-organized and efficient. A hotel can be divided into two functional divisions: the first is the “front house” division, and the second is the “back house” division. Both divisions consist of various departments divided according to their functions.

The management of the front office department in some hotels is separated from the housekeeping department, whereas other combine them under the heading of the rooms department for accounting purposes. The room apartment is said to be the operating unit. It is usually the most profitable department of the hotel.

The front desk is where the guest is received, registered and assigned a room. It is here that he asks for information, for his key, his mail and finally for his bill.

The housekeeping department is under the supervision of a housekeeper. The housekeeper is responsible for the preparation of guests’ rooms and for the cleanliness of all public areas of the hotel.

The accounting department is responsible for all the hotel’s financial record. Every hotel needs to record the income it receives. All room charges, the telephone, the laundry service, the restaurant and room service must be posted on the guests’ account as soon as possible. And the financial statements must be checked for accuracy.

The sales promotion of the hotel is another major administrative function. It involves making the public aware of the hotel and trying to attract guests. Promotion can be done by advertising, which is paid promotion, or by publicity, and public relations, which are generally unpaid.

The engineering department is divided into heat, light, power, repairs, and maintenance, and is responsible for all the mechanical equipment.

The main task of the food and beverage department is to provide food and drink for the guests. Many hotels have complete restaurant services with different prices ranges and different menus. Some large hotels offer a variety of bars and restaurants for their guests to choose from. The income of the food and beverage department comes from sales and other services like banquets and conventions.

(Source: Phumpanich & Sriatsadaporn, 2001: 30)

A

- _____ 1. make the bed
- _____ 2. write out a receipt
- _____ 3. help with payment
- _____ 4. repair the shower
- _____ 5. send up some drinks
- _____ 6. change the sheets
- _____ 7. explain the menu
- _____ 8. greet a new guest
- _____ 9. fix the TV
- _____ 10. set the breakfast table
- _____ 11. recommend the main course
- _____ 12. assign a room
- _____ 13. prepare guests' bill
- _____ 14. work out the exchange rate

B

- A. Housekeeping
- B. Engineering
- C. Front Office
- D. Accounting
- E. Food and Beverage

3. Hotel Staff

Task 3.1

Directions: Name the following jobs to check if you know words for hotel staff positions.

1. The person who looks after guests' reservations.

2. The person in charge of keeping the hotel clean and supplying linen.

3. The person who looks after all money paid to or by the hotel.

4. The person responsible for the cooking in the kitchens.

5. The person responsible for service to guests in the restaurant.

6. The person responsible for greeting guests, helping them with their luggage, organizing their transport, and dealing with their mail.

Task 3.2

Directions: Study these hotel staff and discuss the duties of each position.

Doorman
 Bellhop/Bellboy/Bellman
 Concierge
 Front Desk Clerk/Receptionist
 Front Desk Manager
 Cashier
 Guest Relations Officer
 Lift attendant
 Cashier
 Sales Manager
 Housekeeper/Chambermaid/Maid
 Laundry Staff
 Room Service Staff
 Maintenance Worker
 Host/Hostess
 Waiter/Waitress
 Food and Beverage Manager
 Executive Chef
 Sous Chef
 Fitness Center Attendant
 Business Center Attendant
 Event Planner
 Operator
 Reservation Agent
 Driver
 Valet

Task 3.3

Directions: Match these duties with their positions in a hotel.

cashier	driver	waiter	concierge	bellboy

1. I provide guests with information about attractions, facilities, services, and activities.
2. I take customer orders and deliver food and beverages to them.

3. I help guests carry their bags and bring them to their rooms.
4. I collect money from guests for their room charges and any other fees.
5. My responsibility is to shuttle guests between the hotel and the airport.

Task 3.4

Directions: A student from a Hotel College is interviewing a Hotel Manager for a project she is doing. Listen to the conversation and complete the following sentences with the word in the box.

- Student: So you are the person who's in overall charge of the hotel?
- Manager: That's right. But in fact the **Assistant Manager** is responsible for the day-to-day running of the hotel. You see, most of my time is taken up with negotiation with agencies, planning, meetings, that kind of thing.
- Student: I see. And then, under the Assistant Manager there are all the departments of the hotel.
- Manager: Yes. You will find much the same departments in every hotel, but the actual details of organization always differ somewhat. In our case we have three main divisions—the **restaurant staff**, the **housekeeping staff** and the **reception staff**. Reception is what the public see. And in our case we have three **receptionists** who work under the **Head Receptionist**.
- Student: And do the porters come under reception too?
- Manager: In this hotel, yes. Here, the **Head Porter** reports to the Head Receptionist. And the Head Porter in turn has two **porters** under him.
- Student: And housekeeping is a separate department?
- Manager: That's right. The **Head Housekeeper** is in charge of the **chambermaids** and the **cleaners**.
- Student: What about the bars? Where do they fit in?
- Manager: Well, we have four **bar operatives** looking after the bars in the hotel. But the bars and the restaurant all come under the responsibility of the **Restaurant Manager**. The restaurant section includes both restaurant and bar service.
- Student: I see. And under the Restaurant Manager you also have the waiters and the kitchen staff?
- Manager: Yes. As regards the waiters, the **Head Waiter** supervises three **station waiters** and a **part-time waiter**. And then there are the chefs. Under

the **Head Chef** we have the **Second Chef** and two **trainee chefs**. And there are several **part-time kitchen assistants** –the number varies.

Student: Thank you very much for the information.

supervises to includes after charge under responsible

1. The Assistant Manager is _____ for the day-to-day running of the hotel.
2. We have three receptionists who work _____ the Head Receptionist.
3. In this hotel, the Head Porter reports _____ the Head Receptionist.
4. The Head Housekeeper is in _____ of the chambermaids and cleaners.
5. We have four bar operatives, looking _____ the bars in the hotel.
6. The bars and the restaurants all come _____ the responsibility of the Restaurant Manager. The Restaurant Section _____ both restaurant and bar service.
7. The Head Waiter _____ three Station Waiters, and two part-time waiters.
8. _____ the Head Chef we have the Second Chef and two trainee chefs.

Task 3.5

Directions: Complete in the missing parts with given words in the box and listen to the conversations again to check your answers.

in case of your job work for responsibilities
 approving work as I am responsible for

Conversation 1

- Interviewer: Today I'm with Richard Wilson. Richard, what do you do?
- Richard: I'm a front office manager. I (1) _____ Marina Hotel in Alabama.
- Interviewer: What are your (2) _____?
- Richard: I am (3) _____ supervising staff in the Front Office Department and making sure that everything is ready for guests to check in.
- Interviewer: What are your average working hours?
- Richard: My average working hours are six days a week, 8-10 hours a day. As you know, hotels are open 24 hours a day, 365 days a year. So, I'm always on call (4) _____ an emergency.

Interviewer: What's the most enjoyable part of the job?

Richard: I learn new things every day. It's really impossible to be bored and I'm not forced to stay in an office all day.

Conversation 2

Interviewer: What do you do?

Mark: I (5) _____ an executive chef.

Interviewer: What is your routine work?

Mark: My main responsibilities are supervising all kitchen workers and (6) _____ all prepared food dishes that leave my kitchen.

Conversation 3

Interviewer: What's (7) _____?

Natalie: (8) _____ a guest relations officer.

Interviewer: What are your job responsibilities?

Natalie: I am responsible for providing hotel guests with best service to ensure their experience will be worth remembering.

(Source: Wiriya, 2017: 28-34)

Focus on Language

Present simple

1. Form

The following shows how to form the present simple tense of the verb **to work**. For negative and questions we use the auxiliary **do** and the bare infinitive.

I work.

You work.

He/She/It works.

We work.

They work.

I do not/don't work.

You do not/don't work.

He/She/It does not/doesn't work.

We do not/don't work.

They do not/don't work.

Do I work?

Do you work?

Does he/she/it work?

Do we work?

Do they work?

Note: The short forms of the negative are commonly used in speech and informal writing.

2. Permanent situations

The present simple is for actions and situations that are generally or permanently true:

*Hospitality and tourism **generates** income in a variety of ways to a country.*

3. Routines and frequently

We use the present simple to talk about routines and things we do regularly.

*My main responsibilities **are** supervising all kitchen workers and approving all prepared food dishes that leave my kitchen.*

*I **take** customer orders and deliver food and beverages to them.*

*I **learn** new things every day.*

4. Facts

We use the present simple to talk about facts.

*The front desk **is** where the guest is received, registered and assigned a room.*

*What **do** you do? I **am** a Front Office Manager.*

5. Programs and timetables

We use the present simple to talk about programs and timetables. When we use the present simple like this, it can refer to the future.

*The shuttle bus to the airport **runs** every 30 minutes.*

Useful Expressions

1. Asking about jobs/occupations

What do you do?

What does she do?

What is your job?

What is your occupation?

What department do you work in?

2. Answering about jobs/occupations

I am a reservation clerk.

She is a Sales Manager.

I work as a Front Desk clerk.

My occupation is an operator.

I work in Housekeeping Department.

I work for Hilton Hotel.

3. Asking about duties/responsibilities

What are your responsibilities?

What are your duties?

What are your duties and responsibilities?

What is your routine work?

What do you do exactly every day?

4. Describing job duties/responsibilities

I am responsible for the day-to-day running of the hotel.

I am responsible for cooking in the kitchen.

My responsibilities involve greeting guests, helping them with their luggage, organizing their transport, and dealing with mail.

My main responsibility is looking after guests' reservations.

My current position includes supervising staff in the Front Office Department and making sure that everything is ready for guests to check in.

I am in charge of service to guests in the restaurant.

I am in charge of recruiting new staff.

She is in charge of Housekeeping.

They are in charge of looking after the bars in the hotel.

They are in charge of handling customer complaints.

The General Manager is in charge of making policies, planning, and coordinating.

Housekeeping is in charge of cleaning and stocking the rooms.

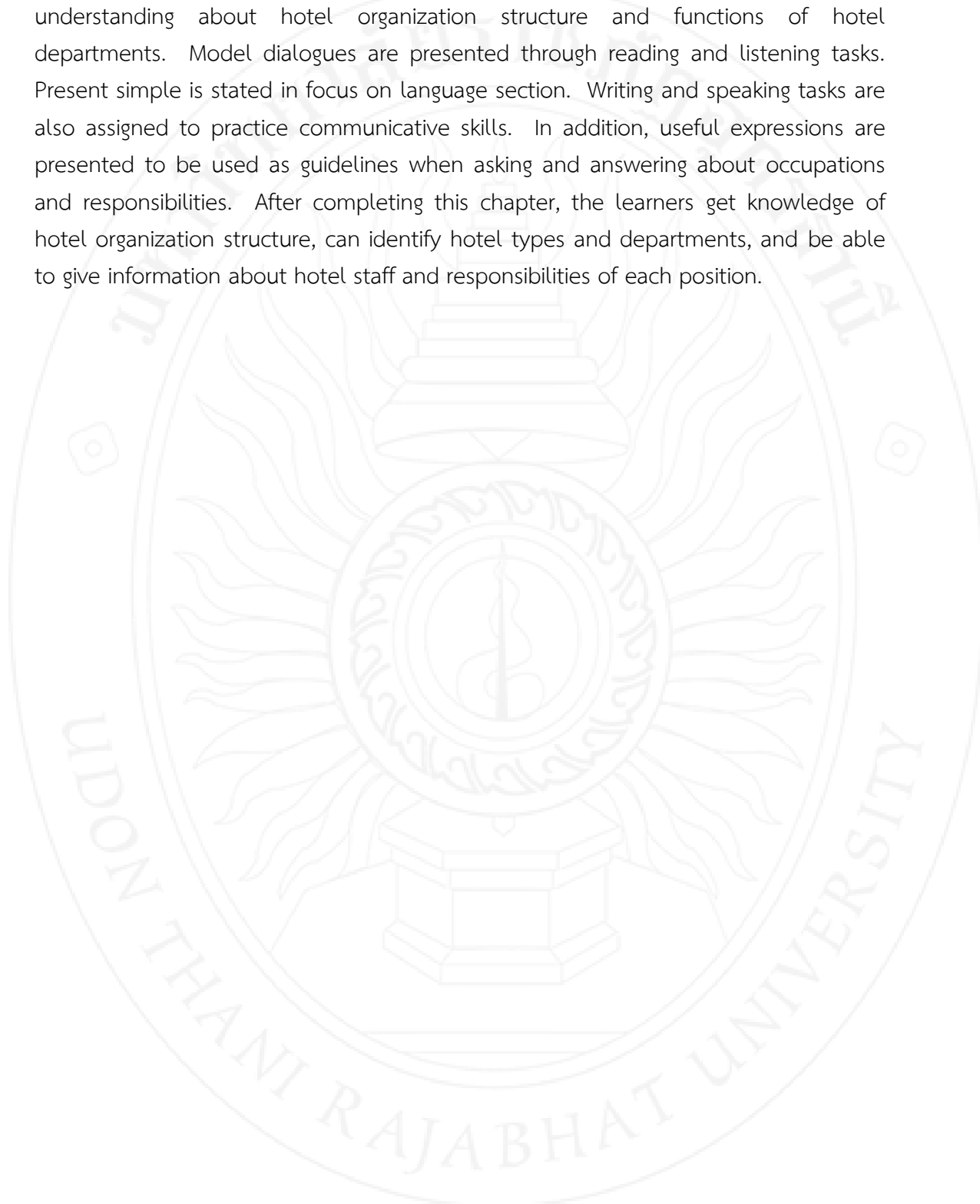
I report to the Head Receptionist.

I supervise three station waiters and part-time waiters.

I work under the Restaurant Manager.

Summary

This chapter introduces hotel organization structure, hotel types and departments, and hotel staff. Reading texts are provided to check general understanding about hotel organization structure and functions of hotel departments. Model dialogues are presented through reading and listening tasks. Present simple is stated in focus on language section. Writing and speaking tasks are also assigned to practice communicative skills. In addition, useful expressions are presented to be used as guidelines when asking and answering about occupations and responsibilities. After completing this chapter, the learners get knowledge of hotel organization structure, can identify hotel types and departments, and be able to give information about hotel staff and responsibilities of each position.



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Course Syllabus

Chapter 2

Reservations

Contents

Introduction
Taking Reservations
Confirmations
Reservation Changes
Cancellations
Summary
References

Behavioral Objectives

Students should be able to:

1. search for hotel rooms online,
2. answer questions about the conversations correctly,
3. deal with reservation inquiries,
4. take details from the guest making a reservation,
5. make changes to reservations,
6. confirm and cancel reservations,
7. write the reservation dialogue and role play according to the given situation.

Instructional Activities

1. The teacher leads students into the lesson by discussing with the students to see if they know about hotel reservations.
2. The students are asked to listen to the conversations relating to taking reservations, hotel rooms and bed types, and then answer the questions as well as fill in the missing information for general understanding.
3. The students are asked to write a dialogue at reception using the given cues.
4. The students are asked to act out a dialogue from the given information in taking reservations

5. The students are asked to listen to the conversations and answer questions about confirmations.

6. The students are asked to read email confirming a reservation and answer the questions.

7. The students are asked to listen to the conversations about reservation changes and answer questions.

8. The students are asked to listen to callers changing their reservations and write down the changes.

9. The students are asked to listen to the conversations cancelling reservations. Then answer the questions and fill in the missing parts for general understanding.

10. The students are asked to write a dialogue in cancelling a reservation using the cues provided.

11. The teacher and the students discuss each hotel room type and its description, and how to tell dates, months, years, telephone number, credit card number, as well as useful expressions.

12. The students are divided into groups of two to construct the dialogues according the given situations and then perform the role-play.

Instructional Materials

1. Textbook (English for Hotel Staff)
2. PowerPoint Presentation
3. Audio
4. Exercises

Measurement and Evaluation

1. Observing students' participation in class discussion.
2. Checking student's accuracy in answering questions.

Chapter 2

Reservations

Introduction

Nowadays, hotel reservations can be done by phone, email or through websites. Hotel reservations clerks are those whose job is to fulfill reservation requests by determining the room available to meet customer desires. Their duties in reservations are to deal with customer information, providing information to customers concerning rates, availability of rooms, description of facilities and services, room assignment, and responding to customers with confirmation emails or letters. Consequently, it is essential for hotel reservations clerks to learn communication skills in order to convey information to customers and ask for information from them effectively. Therefore, this chapter focuses on taking reservations, confirmations, reservation changes, and cancellations.



Figure 2.1 Hotel reservation clerk
(Source: Hotel receptionist, 2016: 1)

1. Taking Reservations

Task 1.1

Directions: Listen to the conversation between a hotel reservation clerk and a caller and then answer these questions. (HR = Hotel reservation clerk)

HR: Good morning, Grand Royal Hotel.

Caller: Hello, Could I speak to somebody in in Reservations, please?

HR: Speaking. How can I help you?

Caller: I would like to check availability. I need three rooms for two nights on November 22nd.

HR: Let me check, madam. Yes, we still availability.

Caller: What's the best rate you can offer?

HR: I can offer you our promotional weekend rate of \$130 per room per night, bed and breakfast.

Caller: That sounds great. Please reserve three twin rooms for me.

HR: Of course, madam. Could you give me your name, please?

Caller: It's White. Emma White.

HR: Is that W-H-I-T-E.

Caller: Yes, that's right.

HR: Ms. White, could you give me a credit card number? I need it to guarantee the reservation.

Caller: Yes. It's a Master card and the number is 7081 4101 5121 8854.

HR: I'll just repeat that: 7081 4101 5121 8854.

Caller: That's correct.

HR: Could you tell me the expiry date, please?

Caller: October 2018.

HR: Thank you, Ms. White. Your reservation number is GR263NY.
We look forward to seeing you in November. Goodbye.

Caller: Goodbye.

(Source: Adapted from Seymour, 2011: 26-27)

1. When does the caller want to stay in the hotel?

2. How much does the room cost for one night?

3. Is the price for bed and breakfast or room only?

4. Why does the hotel reservation clerk ask for a credit card number?

5. When does the caller's credit card expire?

Task 1.2

Directions: Listen to the conversation between a front desk clerk and a caller, and decide if the following statements are true (T) or false (F).

Clerk: Novotel Cannes. May I help you?

Caller: I want to book a double room. We'll be in Cannes on February 18th, but I'm not sure how long we'll stay.

Clerk: Alright. But we can only confirm a room for you from the 18th to the 24th. After that we'll be fully booked.

Caller: Fully booked? Why's that?

Clerk: The Cannes International Film Festival will be getting under way.

Caller: What if we want to stay past the 24th?

Clerk: I'm afraid we'll be full. But we can always try to find another hotel for you.

Caller: Thanks. And could you tell me how much you charge per night?

Clerk: 250 euros for a double.

Caller: Does the room come with a complimentary breakfast?

Clerk: Yes, a free buffet breakfast is included in the room rate.

Caller: Alright. I want to make a reservation.

Clerk: May I ask who the booking is for, please?

Caller: Mr. and Mrs. Walker.

Clerk: And how can we contact you?

Caller: You can reach me at 0952-750-542.

Clerk: Very good, sir. We're looking forward to your visit on February 18th, Mr. Walker.

(Source: Adapted from LiveABC, 2013B: 16)

- _____ 1. Mr. Walker is going to stay at the hotel on the 18th of February.
- _____ 2. Mr. Walker would like double room.
- _____ 3. The room costs 250 euros without a complimentary breakfast.
- _____ 4. The hotel is fully booked from the 18th to the 24th because of the Cannes International Film Festival.
- _____ 5. Mr. Walker is traveling alone.

Task 1.3

Directions: Listen to the conversation between a front desk clerk and a caller, and then answer these questions.

Clerk: Singapore Grand Sheraton. How may I help you?

Caller: I want to book a suite from September 3rd to 7th.

Clerk: We have one available, but the last night, you'll have to change rooms.

Caller: The room is not for me. It's for my boss, Mr. Wright.

Clerk: I see. But there's going to be an IT conference in Singapore at that time.

Caller: What if Mr. Wright stays longer then?

Clerk: I'm afraid we're full for the rest of the month. But we can always find another hotel for him.

Caller: Thank you. How much is this going to cost?

Clerk: SG\$ 1,000 a night.

Caller: Wow! That's a lot of money.

Clerk: Your boss will be well taken care of, sir.

Caller: Alright. I'll take it.

Clerk: Could you please spell your boss's last name?

Caller: Wright. W for Whiskey, R for Romeo, I for India, G for Golf, H for Hotel, and T for Tango.

Clerk: Very good, sir. And how can we contact you?

Caller: You can reach me at 0921-377-564. The name is Taylor—George Taylor.

Clerk: Thank you very much, Mr. Taylor. We're looking forward to Mr. Wright's visit.

1. When will Mr. Wright check in?

2. Who books the room for Mr. Wright?

3. Why is the Singapore Grand Sheraton fully booked?

4. What problem is the customer facing?

5. Why does the caller have to use the code for the customer's name?

Task 1.4

Directions: Read the following conversation between a hotel reservation clerk and a caller, and fill out the reservation form.

Clerk: Good morning. Sun Sand Sea Resort. May I help you?

Caller: Yes, I want to reserve a non-smoking room.

Clerk: Certainly, madam. When would you like to check in?

Caller: January 1st.

Clerk: How long will you be staying?

Caller: I'll be staying for three nights.

Clerk: How many people is the reservation for?

Caller: My friend and I.

Clerk: Would you like a room with a double bed or two single beds?

Caller: Two single beds, please.

Clerk: May I have your name and your surname, please?

Caller: Jane Brown.

Clerk: Could you tell me your phone number and email address?

Caller: Yes, it's 081-975-8823. My email address is janebrown@gmail.com.

Clerk: How will you be paying for the room?

Caller: By cash. I will make a payment when I check in.

Clerk: All right, Ms. Brown. Your reservation has been made for the 1st of January for a room with two single beds. Check-in is at 2 p.m.

Caller: That's right. Thank you.

Clerk: Thank you, madam. We look forward to welcoming you on January 1st.
Goodbye.

Caller: Goodbye.

The reservation form is shown on the next page.

Sun Sand Sea Resort		
Guest Name	_____	
Contact Number	_____	
Email Address	_____	
Number of Guests	_____	
Number of Rooms	_____	
Room Types	☐ single room ☐ double room ☐ twin room ☐ triple room ☐ junior suite ☐ suite	
Arrival Date		
Departure Date		
Method of Payment	☐ cash ☐ credit card	
Special Requirement		
Employee's signature		

Figure 2.2 Reservation form
 (Source: Adapted from Wiriya, 2017: 81)

Task 1.5

Directions: Read these statements and match to what hotel room or bed type each guest should ask for.

a twin room	a king room	a queen room
a single room	an executive suite	

1. Mr. Parker is traveling alone. He doesn't need much space. _____
2. Mr. and Mrs. Robinson and their seven-year-old daughter Emily are checking into a room with one king-sized bed. _____
3. Peter Smith plans to use his room for business meetings with important customers. _____
4. Jacob Cooper is a big man. He needs a good night's sleep for an important meeting tomorrow. _____
5. Daniel Greg's company wants him to save money by sharing a room with his colleague. _____

(Source: Adapted from Saslow & Ascher, 2015: 36)

Task 1.6

Directions: Suppose you are at reception. Finish the following dialogue using the cues provided.

You: (1) _____
(Answer the phone politely.)

Caller: Good morning. I'd like to make a reservation for February 6th, please.

You: (2) _____
(Ask the caller how many people the reservation is for.)

Caller: My colleague and I.

You: (3) _____
(Ask if the caller would like a room with a double bed or two single beds.)

Caller: Two single beds.

You: (4) _____
(Say you have availability.)

Caller: How much does it cost for one night?

You: (5) _____
(Tell the caller your best rate is 3,500 baht per night.)

Caller: Does that include breakfast?

You: (6) _____
(Politely tell the caller that buffet breakfast is included in the room rate.)

Caller: OK. I'll take it.

You: (7) _____

(Ask for caller's name and credit card details to confirm the reservation.)

Caller: It's Ellen Smith. My VISA card number is 2512 4568 2340 7901, expiry date 10/19.

You: (8) _____

(Thank the caller and tell her you look forward to welcoming her on February 6th and end the conversation politely.

Caller: Goodbye.

Task 1.7

Directions: Work in pairs. Read the following information and act out a dialogue.

Good View Resort	
Hotel Registration Form	
Guest Name:	Henry Cooper
Phone:	081-954-6322
Room Type:	Non-smoking twin room
Room Rate:	\$200 per night
No. of Guests:	Two
Arrival Date:	March 2
Departure Date:	March 5

Figure 2.3 Hotel registration form
(Author's writing)

2. Confirmations

Task 2.1

Directions: Listen to the conversation between a hotel reservation clerk and a caller and then answer these questions. (HR = Hotel reservation clerk)

HR: Andaman Resort Hotel. Reservations. May I help you?

Caller: I phoned to reserve a room two weeks ago. Now, I'm calling to make sure that the room has been reserved for me.

HR: May I know your name, please?

Caller: Thompson. Stephen Thompson.

HR: One moment, please, Mr. Thompson. Yes, we've reserved a family room for you from the 25th to the 28th of December.

Caller: Is the room near the swimming pool? My kids love swimming, so I hope you didn't forget what I requested.

HR: We didn't, sir. Your room is a cabana room adjoining to the swimming pool.

Caller: Great. By the way, I think I'll be arriving at the airport around 3.00 p.m. Could you send someone to meet me there?

HR: Certainly, sir. What's your flight number in case the plane's late?

Caller: It's TG 541, from Australia.

HR: All right, Mr. Thompson. We look forward to your visit on December 25th.

Caller: Thank you. Goodbye.

HR: Goodbye.

1. When did Mr. Thompson reserve the room?

2. What kind of room did he make a reservation?

3. When is he going to stay at the hotel?

4. What did he request about the room?

5. What else did he request?

Task 2.2

Directions: Read the email confirming a reservation and decide if the following statements are true (T) or false (F).

Confirmation Number: 91240053

Dear Mr. Williams

We are pleased to confirm your reservation with the Hilton Hotel, London.

Reservation Details

Confirmation Number: 91240053

Your hotel: Hilton Hotel, London

Check-in: Friday 8 November 2016 (15.00)

Check-out: Sunday 10 November 2016 (12.00)

Room type: Junior suite

Number of rooms: 1

Guests per room: 2

Guest name: Frank Williams

Reservation confirmed: Wednesday 6 November 2016

Guarantee method: Credit card guarantee

Summary of Room charges

Friday 8 November 2016- Sunday 10 November 2016: 2 nights

Cost per night per room – GBP 270.00

Stay for Breakfast rate, includes breakfast for 2 adults

Estimated government taxes and fees – GBP 54.00

Total for stay (for all rooms) – GBP 594.00

Cancelling Your Reservation

You may cancel your reservation for no charge until 16.00 hotel time on Friday 8 November 2016.

Please note that we will charge a fee of GBP 594.00 if you cancel after this deadline.

We look forward to welcoming you to the Hilton Hotel, London.

Yours sincerely

David Jackson
Reservation Manager

Figure 2.4 Email confirming a reservation
(Source: Adapted from Seymour, 2011: 150)

- _____ 1. Mr. Williams is going to stay at the hotel on the 8th of November.
- _____ 2. The hotel has reserved a suite for him.
- _____ 3. Mr. Williams will be charged GBP 270.00 per night.
- _____ 4. The room rate excludes breakfast for 2 adults
- _____ 5. The reservation can be canceled for no charge by 16.00 hotel time on Friday 8 November 2016.

3. Reservation Changes

Task 3.1

Directions: Listen to the conversation between a hotel reservation clerk and a caller and then answer the following questions. (HR = Hotel reservation clerk)

- HR: Reservations. Grand Royal Hotel. What can I do for you?
- Lisa: Well, I called to book a suite room for Mr. Kim last Monday, but now he has to change something.
- HR: Who made the reservation, please?
- Lisa: Lisa Megan, his secretary.
- HR: Just the moment please. Let me check.....Mr. Alfred Kim, a suite room for three nights. That's the 20th -22nd of May.
- Lisa: That's right. But now he doesn't think he can finish his errands before 21st, so he would like to change the arrival date to the 22nd and will leave on the 24th instead.
- HR: Well, we have some suite rooms available for the rest of the month. I'm sure we can give him the same room as requested.
- Lisa: Oh, that's great. Thank you very much. Goodbye.
- HR: My pleasure. Goodbye.

1. Who is the reservation for?

2. What is changed in the reservation?

3. When is the guest coming to the hotel?

4. How long does the guest plan to stay at the hotel?

5. Why does he change the reservation?

Task 3.2

Directions: Listen to the conversation changing reservations and answer the questions.

- HR: Good morning. Grand Hyatt Hotel. Can I be any of assistance?
- Richard: Hi, my name is Richard Turner. I'd like to change a reservation, please.
- HR: Certainly, Mr. Turner. Do you have the reservation number?
- Richard: Yes, it's GH485HK.

HR: One moment, please. Your reservation is for one double room for two nights, arriving on April 11th.

Richard: Yes, that's correct. Now we need two rooms for two nights.

HR: Yes, Mr. Turner. I've changed that for you. Your reservation number is the same.

Richard: Thank you.

HR: Goodbye.

Richard: Bye.

1. What does Mr. Turner make for the first reservation?

2. What change does Mr. Turner want to make?

3. Can the hotel reservation clerk make a change?

4. Why does the hotel reservation ask for the reservation number?

5. Is the reservation number changed after changing reservations?

Task 3.3

Directions: Listen for what the caller want to change in his reservation.

Then write down the changes.

Guest 1: First reservation: _____

Change to: _____

Guest 2: First reservation: _____

Change to: _____

Guest 3: First reservation: _____

Change to: _____

Guest 4: First reservation: _____

Change to: _____

Guest 5: First reservation: _____

Change to: _____

4. Cancellations

Task 4.1

Directions: Listen to the conversation cancelling reservations and answer the questions.

HR: Reservations. May I help you?

Emily: I am Susan Lee. My husband, Mr. Robert Lee called to reserve a double room at your hotel for next weekend. Do you have a record of that.

HR: Just a moment, please....That's right. Mr. and Mrs. Lee, a double room from the 14th to the 16th of May.

Emily: Well, I'm afraid we have to cancel it because my husband has to have an operation in a few days. The doctor said he shouldn't travel for months.

HR: I'm sorry to hear that. I'll cancel his booking as requested. I hope he gets better soon.

Emily: Thank you. Goodbye.

HR: Goodbye.

(Source: Adapted from Pattanapong, 2000: 102-103)

1. Who made the reservation?

2. What did Mrs. Lee want to do?

3. Why did she have to do this?

Task 4.2

Directions: Listen to the conversation cancelling reservations and answer the questions.

HR: Metropolis Hotel. Good afternoon.

John: Hello, I need to cancel my reservation for next Thursday, April 5th.
Can you help me with that?

HR: Of course. Could you tell me your name and the reservation number, please?

John: It's John Norton and the reservation number is MH485HT.

HR: Mr. Norton, that's fine. I've cancelled your reservation for you.

John: Good.

HR: There's no cancellation charge because you've cancelled within our 48-hour cancellation deadline.

John: That's great.

HR: Would you like me to send you a confirmation email?

John: Yes, please. Thank you very much. Goodbye.

HR: Goodbye.

(Source: Adapted from Seymour, 2011: 30-31)

1. Does Mr. Norton pay a cancellation charge?

2. When is the deadline for cancelling reservations free of charge?

3. How does the hotel reservation clerk confirm the cancellation?

Task 4.3

Directions: Complete the confirmation email for cancelling reservations with the words in the box.

confirmation forward there charge reservation cancelled

To: johnnorton@gmail.com Cc: guestservices@metropolishotels.com Dear Mr. Norton Further to our conversation earlier this afternoon, this is (1) _____ that I have (2) _____ your (3) _____ for April 5th, I can also confirm that (4) _____ is no cancellation (5) _____. We look (6) _____ to seeing you in the future. Best regards Ellen Morison Metropolis Hotel

Figure 2.5 Email confirming a reservation
(Source: Adapted from Seymour, 2011: 32)

Task 4.4

Directions: Suppose you are at reception. Complete the following dialogue in cancelling a reservation using the cues provided. Add necessary information by your own.

You: (1) _____
(Answer the phone politely.)

Caller: Good morning. I have to cancel a booking, please

You: (2) _____
(Ask for booking number.)

Caller: My booking number is MH275HT

You: (3) _____
(Check caller's name and dates of the stay)

Caller: That's correct.

You: (4) _____
(Tell the caller that's OK and the room is cancelled.)

Caller: Will there be any charge?

You: (5) _____
(Tell the caller there's no charge.)

Caller: That's good. Can you send a confirmation email?

You: (6) _____
(Say yes and end the call politely.)

Caller: Goodbye.

Focus on Language**1. Room types**

1.1 Single room: A room assigned to one person.



Figure 2.6 Single room

(Source: Different Room Types in Hotels, 2016: 1)

1.2 Double room: A room assigned to two persons with one double bed.

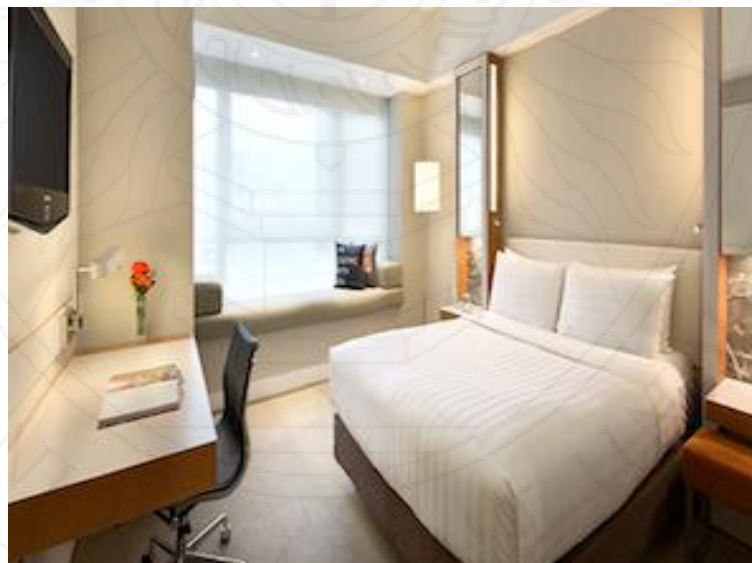


Figure 2.7 Double room

(Source: Different Room Types in Hotels, 2016: 1)

1.3 Twin room: A room with two single beds for two persons.



Figure 2.8 Twin room

(Source: Different Room Types in Hotels, 2016: 1)

1.4 Hollywood twin room: A room assigned to two persons with two twin beds joined together by a common headboard.



Figure 2.9 Hollywood twin room

(Source: Different Room Types in Hotels, 2016: 1)

1.5 Triple room: A room assigned to three persons and has been fitted with three single beds, or one double bed and one single bed.



Figure 2.10 Triple room

(Source: Different Room Types in Hotels, 2016: 1)

1.6 Family/Quad room: A room that can accommodate four persons and may have two or more beds.



Figure 2.11 Family/Quad room

(Source: Different Room Types in Hotels, 2016: 1)

1.7 Double-double room: A room that can accommodate two to four persons with two twin double or queen-sized beds.



Figure 2.12 Double-double room
(Source: Different Room Types in Hotels, 2016: 1)

1.8 Queen room: A room with a queen-sized bed that can accommodate one or more people.

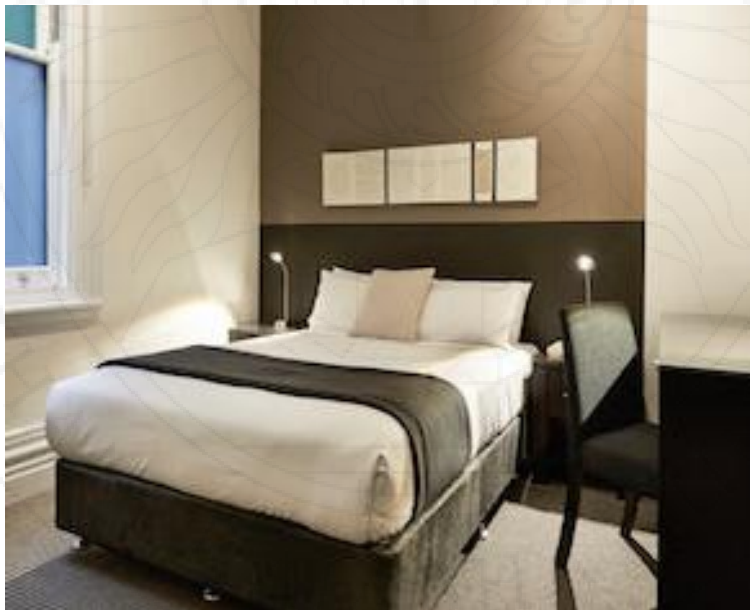


Figure 2.13 Queen room
(Source: Different Room Types in Hotels, 2016: 1)

1.9 King room: A room with a king-sized bed, assigned to one or more people.



Figure 2.14 King room
(Source: Different Room Types in Hotels, 2016: 1)

1.10 Studio room: A room with a studio bed, a couch which can be converted into a bed, may also have an additional bed.



Figure 2.15 Studio room
(Source: Different Room Types in Hotels, 2016: 1)

1.11 Suite/Executive suite: A living room connected with one or more bed rooms



Figure 2.16 Suite/Executive room
(Source: Different Room Types in Hotels, 2016: 1)

1.12 Junior suite/Mini suite: A single room with a bed and sitting area. The sleeping area is sometimes in a bed room separated from the living room.



Figure 2.17 Junior suite/Mini suite
(Source: Different Room Types in Hotels, 2016: 1)

1.13 President suite/Presidential suite: The most expensive room provided by a hotel. Similar to the normal suite. A president suite usually has one or more bedrooms and a living space with grand in-room decorations and supplies, and tailor-made services.



Figure 2.18 President suite/Presidential suite
(Source: Different Room Types in Hotels, 2016: 1)

1.14 Apartments/Room for extended stay: This room type is for long stay guests, usually has kitchen, cooking equipment, dryer, washer, etc. Housekeeping services are only provided once a week or twice a week.



Figure 2.19 Apartments/Room for extended stay
(Source: Different Room Types in Hotels, 2016: 1)

1.15 Connecting rooms: Rooms with a connecting door, having individual entrance door from the outside. Guests can walk between rooms without going through the hallway.



Figure 2.20 Connecting rooms

(Source: Different Room Types in Hotels, 2016: 1)

1.16 Adjoining rooms: Rooms with a common wall but no connecting door.



Figure 2.21 Adjoining rooms

(Source: Different Room Types in Hotels, 2016: 1)

1.17 Adjacent rooms: Rooms close to each other, perhaps across the hall.



Figure 2.22 Adjacent rooms
(Source: Different Room Types in Hotels, 2016: 1)

1.18 Murphy room: A room fitted with a sofa bed or a Murphy bed, a bed that fold out of a wall or closet.

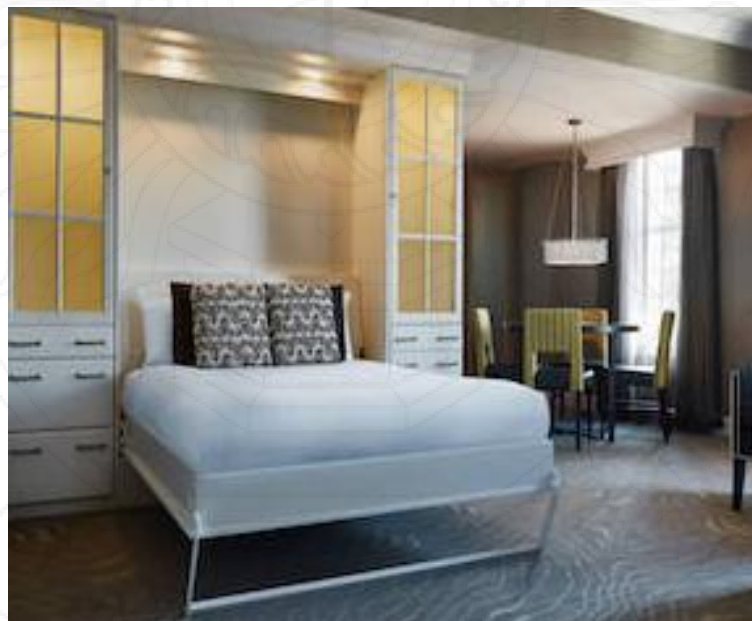


Figure 2.23 Murphy room
(Source: Different Room Types in Hotels, 2016: 1)

1.19 Accessible room/Disabled room: This type of room is particularly designed for disabled guests.



Figure 2.24 Accessible room/Disabled room
(Source: Different Room Types in Hotels, 2016: 1)

1.20 Cabana room: this room type is adjoining to the swimming pool or has a private pool attached to the room.



Figure 2.25 Cabana room
(Source: Different Room Types in Hotels, 2016: 1)

1.21 Villa: This type of accommodation is a stand-alone house, fully equipped not only bedrooms and a living room but a private swimming pool, Jacuzzi and balcony. It is suitable for couples, families, and large groups with extra private and space.



Figure 2.26 Villa

(Source: Different Room Types in Hotels, 2016: 1)

1.22 Executive floor/Floored room: A room which enables convenient access to the executive lounge, usually located on the executive floor. Furthermore, some hotels also provide 'Female executive floors' with their rooms assigned to female guests according to safety and security.



Figure 2.27 Executive floor/Floored room

(Source: Different Room Types in Hotels, 2016: 1)

1.23 Smoking/Non-smoking room: Both smoking and non-smoking rooms are provided by many hotels in order to decrease the effects of secondhand smoke exposure on non-smoking guests.



Figure 2.28 Smoking/Non-smoking room
(Source: Different Room Types in Hotels, 2016: 1)

2. International spelling alphabet

Spelling alphabet is used to provide correct information between people with a different language background. To spell a complicated name correctly, spelling alphabet can be used to make it clearer especially on the phone. There are several spelling alphabets, but the most widely used one is the Nato phonetic alphabet, which is also used in aviation, for example, between a pilot and the control tower.

A	for	Alpha	N	for	November
B	for	Bravo	O	for	Oscar
C	for	Charlie	P	for	Papa
D	for	Delta	Q	for	Quebec
E	for	Echo	R	for	Romeo
F	for	Foxtrot	S	for	Sierra
G	for	Golf	T	for	Tango
H	for	Hotel	U	for	Uniform
I	for	India	V	for	Victor
J	for	Juliet	W	for	Whiskey
K	for	Kilo	X	for	Z-ray
L	for	Lima	Y	for	Yankee
M	for	Mike	Z	for	Zulu

(Source: International Spelling Alphabet, 2016: 1)

3. Telling dates

For dates with the month and day, we usually use the cardinal number in writing. However, when telling dates we always use the ordinal number in speaking.

1 st	=	the first	17 th	=	the seventeenth
2 nd	=	the second	18 th	=	the eighteenth
3 rd	=	the third	19 th	=	the nineteenth
4 th	=	the fourth	20 th	=	the twentieth
5 th	=	the fifth	21 st	=	the twenty-first
6 th	=	the sixth	30 th	=	the thirtieth
7 th	=	the seventh	32 nd	=	the thirty-second
8 th	=	the eighth	40 th	=	the fortieth
9 th	=	the ninth	43 rd	=	the forty-third
10 th	=	the tenth	50 th	=	the fiftieth
11 th	=	the eleventh	60 th	=	the sixtieth
12 th	=	the twelfth	70 th	=	the seventieth
13 th	=	the thirteenth	80 th	=	the eightieth
14 th	=	the fourteenth	90 th	=	the ninetieth
15 th	=	the fifteenth	100 th	=	the hundredth
16 th	=	the sixteenth	101 st	=	the one hundred and first

4. Telling dates, months, and years

It is written one of two ways as follows:

4.1 The US, the date format is month-day-year

July 8, 2016 (month, day, **comma**, year)

We say *July **the** eighth/ twenty, sixteen*

4.2 In the UK, the date format is day-month-year

8 July 2016 (day, month, year)

We say ***The** eighth **of** July/ twenty, sixteen*

5. Telling telephone number and credit card number

5.1 When you tell a telephone number, group the number and say each number individually.

081-975-8823:

oh eight one, nine seven five, eight eight two three

5.2 When you repeat back a credit card number to a customer, group the numbers in blocks of four.

3347 4574 8473 8508:

double three four seven, four five seven four, eight four seven three, eight five zero eight

Note: US English *eight eight*, UK English *double eight*.

Use *oh* or *zero* for 0.

Useful Expressions

1. Soliciting initial information

Can I help you?

May I help you?

What can I do for you?

Can I be of any assistance, sir?

How may I be of service?

2. Making inquiries

I want to reserve a non-smoking room a room on.....

I would like to book a room for.....

I would like to make a reservation on.....

I would like to check availability.

I need three rooms for two nights on.....

3. Finding out what the guest want

What kind of room would you like?

What type of room would you prefer?

Would you like a double or a single room?

Would you like a room with a bath or a shower?

Would you like breakfast?

Would you like an extra bed?

4. Asking about length of stay

How long do you plan to stay?

How long will you be staying?

How many nights will you be staying?

For how long?

How many nights?

Is it just for one night?

Which day would you like to check in?

5. Accepting a booking

Certainly, sir/madam.

There's no problem, sir/ma'am.

Let me check.

Yes, we still have availability.

We have rooms available on that day.

I can offer you.....

I can book a room for you for

We can confirm a room from.....to.....

6. Refusing a booking

I'm sorry, there are no vacancies at the moment.

I'm sorry that we're fully booked on.....

I'm afraid that we can only confirm a room for you from.....to.....

I'm afraid we only have a double room available.

We have no twin rooms available. Would you mind a double room instead?

We're fully booked on that day. Is it possible for you to change the reservation date?

We won't be able to guarantee you a room after

If there isn't any room, we can either put you on a waiting list or we can find you a room in another hotel.

7. Giving information about the room rates

A twin room is \$130 per night.

The cost would be \$130 per night.

The room rate includes a complimentary breakfast.

The room rate includes free airport pickup.

This rate includes tax and services.

Tax and services are not included.

8. Telling the guest about the room

The room is facing the lake.

The room is overlooking the sea.

The room is adjoining the swimming pool.

The room has a sea view.

The room faces the swimming pool.

9. Asking information about the guest

Who is the booking for, sir/ma'am?

Who is the reservation for, please?

Could you give me your name, please?

What is your name, please?

Could you spell your name, please?

And your name, sir?

Can I have your address, please?

May I have your phone number and email address, please?

Are you traveling with the company or is this a personal trip?

May I have a name of the company?

10. Getting details of arrival

What time will you be arriving?

Do you know what time you will be arriving?

Are you coming by plane?

Could you tell me your flight number?

May I have your flight number?

What is your flight number, in case the plane is late.

When does the flight arrive?

Would you like a hotel limousine to pick you up at the airport?

We have a limousine service, if you prefer to.

We can pick you up at the airport, if you like.

11. Asking for credit card number for guarantee

Could you give me a credit card number?

I need it to guarantee the reservation.

Could you tell me the expiry date, please?

12. Ending the conversation

We look forward to seeing you in November.

We look forward to welcoming you on January the 11th.

We look forward to your stay next week.

Hilton hotel's been looking forward to having you as our guest.

13. Confirming reservations

We can confirm your room for.....

We can confirm your booking for

We can confirm the room for

We are pleased to confirm your reservation with.....

14. Changing and cancelling reservations

Could you tell me your name and the reservation number, please?

I've changed that (the reservation) for you.

Would you like me to send you a confirmation email?

I've cancelled your reservation for you.

There's no cancellation charge.

You've cancelled within the cancellation deadline.

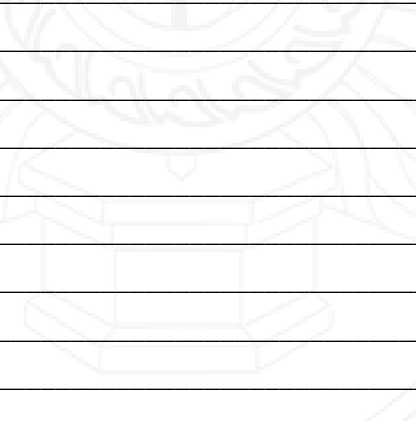
You've cancelled outside the cancellation deadline.

You may cancel your reservation for no charge until.....

You'll be charged if you cancel after this deadline.

Role Play

Work in pairs. Try different roles in situations related to taking reservation, confirmations, reservation changes, or cancellations. Create a conversation between a guest and a hotel staff from expressions you have learnt from this chapter.



Summary

This chapter focuses on how to deal with hotel clients in taking reservations, confirmations, reservation changes, and cancellations. Model dialogues, reservation forms, emails for confirming and cancelling reservations are provided through reading and listening tasks. Room types in hotels, illustrated with pictures and explanations are suggested for better understanding. Besides, international spelling alphabet, telling dates, months, years, telephone numbers, and credit card numbers both in US and UK styles are also discussed in order to convey information to international clients related to reservations effectively. Writing and speaking tasks are also assigned to practice communicative skills. In addition, useful expressions are presented to be used as guidelines for learners to apply the language use in different contexts related to reservations. After completing this chapter, the learners now can deal with reservation inquiries, take details from a guest making a reservation, confirm reservations, make changes to reservations, cancel reservations, and also confirm cancellations.



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Course Syllabus

Chapter 3 Checking in

Contents

Introduction
Registering New Guests
Dealing with Changes
Dealing with Walk-in Guests
Summary
References

Behavioral Objectives

Students should be able to:

1. answer questions about the conversations correctly,
2. check in guests,
3. ask for information from guests,
4. deal with guests' requests for changes,
5. check in guests who have no reservation,
6. ask guests to fill in a reservation form,
7. say 'no' in a polite manner,
8. write a dialogue concerning checking in and role play according to the given situation.

Instructional Activities

1. The teacher leads students into the lesson by discussing with the students to see if they know about checking in.
2. The students are asked to listen to the conversations registering new guests. Then answer the questions and fill in the missing parts for general understanding.
3. The students are asked to fill in a registration form according the listening task.

4. The students are asked to listen to the conversations dealing with changes. Then answer the questions and fill in the missing parts for general understanding.
5. The students are asked to write a dialogue using the given cues.
6. The teacher and the students discuss telling floors in a hotel, calling guests' name, telling times, hotel room numbers, as well as a grammar point '*question tags*' and useful expressions.
7. The students are divided into groups of two to construct the dialogues according the given situations and then perform the role-play.

Instructional Materials

1. Textbook (English for Hotel Staff)
2. PowerPoint Presentation
3. Audio
4. Exercises

Measurement and Evaluation

1. Observing students' participation in class discussion.
2. Checking student's accuracy in answering questions.
3. Assessing students' role-play performance.

Chapter 3

Checking In

Introduction

When guests arrive at a hotel, checking in served by hotel staff working at reception can be first impression of the hotel for the guests. Hotel receptionists are regarded as ambassadors for the hotel because they are usually the first persons the guests speak to. Upon to make the guests feel welcome, to be good administrators and know how to deal with them effectively are essential. Therefore, this chapter introduces three most common situations hotel receptionists are likely to encounter: registering new guests, dealing with changes, and dealing with walk-in guests.



Figure 3.1 Checking in
(Source: Continenza, 2016: 1)

1. Registering New Guests

Task 1.1

Directions: Listen to the conversation between a hotel receptionist and a guest, Mr. Richard Gere and then answer these questions.

Receptionist: Good afternoon, sir. Welcome to the Grand Royal Hotel.

Richard: Good afternoon. My name's Richard Gere. I have a reservation.

Receptionist: Certainly, Mr. Gere. One moment, please. Yes, here it is.
One single room for two nights.

Richard: That's right. Could I have a room on a lower floor, please?
I don't like to use the lift.

Receptionist: Are you OK with the second floor?

Richard: Yes, that's wonderful. Thank you.

Receptionist: Could I have your credit card, please?

Richard: Yes, here's my VISA card.

Receptionist: Thank you. This will just take a minute. Here's your credit
card. You're in Room 205. Please sign here. And would you like a
wake-up call?

Richard: Oh, yes. Could I have a wake-up call at 7.00 tomorrow, please?

Receptionist: Of course. Would you like a newspaper?

Richard: Yes, I'd like *The Nations* every morning, please. And what time's
breakfast?

Receptionist: Breakfast is between 7.00-10.30.

Richard: Thank you.

Receptionist: Enjoy your stay, Mr. Gere.

(Source: Adapted from Seymour, 2011: 6-7)

1. Does Mr. Gere have a reservation?

2. What kind of room does he ask for?

3. Why does he want this kind of room?

4. What time does he ask for a wake-up call?

5. When does the hotel serve breakfast?

Task 1.2

Directions: Listen to the conversation between a hotel receptionist and a guest, Ms. Jessica Parker and complete the following registration form.

Receptionist: Good afternoon. Can I help you?

Jessica: Yes, I have a reservation. My name is Parker.

Receptionist: Yes, Ms. Parker. We are expecting you. One double room from October 2nd-8th. Would you like to register now?

Jessica: Sure.

Receptionist: May I have your passport, please?

Jessica: OK. Here it is.

Receptionist: Do you have a middle name?

Jessica: Yes, Amelia.

Receptionist: You're an American, right?

Jessica: Yes.

Receptionist: What's your address, please?

Jessica: 1709 Sylvan Avenue, Englewood Cliffs, New Jersey.

Receptionist: What's the zip code?

Jessica: 07632.

Receptionist: Are you going back to USA. or are you going to visit another country?

Jessica: I'm going to Hong Kong first.

Receptionist: Would you like us to confirm the flight for you?

Jessica: Yes, please.

Receptionist: And how are you going to pay, ma'am? Cash or credit card?

Jessica: Credit card.

Receptionist: May I have your credit card, please?

Jessica: Here is my VISA.

Receptionist: Thank you. Just a moment, please.....Here's your passport and your credit card. Could you sign here, please?

Jessica: Thank you. Is everything all right now?

Receptionist: Yes, you are in Room 1706. Our guest relations officer will escort you to your room. Have a nice stay, Ms. Parker.

The registration form is shown on the next page.

INTERCONTINENTAL HOTEL Registration Form			
			No. 004570
SURNAME	FIRST NAME	NO. OF PERSONS	
ADDRESS			
CITY	COUNTRY	POSTAL	
NAME OF COMPANY		OCCUPATION	
NATIONALITY		DATE OF BIRTH	
PASSPORT/ID NO.		IMMIGRATION NO.	
ARRIVAL DATE	FLIGHT NO.	FROM	
DEPARTURE DATE	FLIGHT NO.	NEXT DESTINATION	
SIGNATURE		ROOM NO.	RATE
PAYMENT ☐ CASH ☐ AMERICAN EXPRESS ☐ DINNER CLUB ☐ MASTER CARD ☐ VISA ☐ JBC ☐ OTHERS			
REMARK:			
NO VISITORS ARE ALLOWED IN GUEST ROOMS			
THE HOTEL WILL NOT BE HELD RESPONSIBLE FOR ANY VALUABLE AND PERSONAL PROPERTY, SAFE DEPOSIT BOXES ARE AVAILABLE, FREE OF CHARGE, AT THE FRONT DESK AND A PERSONAL SAFE IN YOUR ROOM. ROOM RATES ARE SUBJECT TO 10% SERVICE CHARGE AND 7% GOVERNMENT TAX.			

Figure 3.2 Registration form

(Source: Adapted from Chotchoei, 2000: 189)

Task 1.3

Directions: Listen to the conversation between a receptionist and a guest, Mr. Charles Howard and fill in the missing parts.

Receptionist: Good morning, sir.
 Charles: Good morning. I have a reservation. The name is Howard.
 Receptionist: We're (1)_____ you and your friend, Mr. Howard.
 How (2)_____ your flight?
 Charles: It was fine.
 Receptionist: Would you like to (3)_____ now?
 Charles: Sure.
 Receptionist: May I have your passport, please?
 Charles: Here you are.
 Receptionist: Your (4)_____ is Charles. Do you have a middle name?
 Charles: No.
 Receptionist: What is your (5)_____, sir?
 Charles: 4301 Nouakchott Place, Washington, DC.
 Receptionist: How do you (6)_____ Nouakchott?
 Charles: N-O-U-A-K-C-H-O-T-T.
 Receptionist: Thank you. And what's the (7)_____ code?
 Charles: 20521.
 Receptionist: May I have your (8)_____?
 Charles: OK.
 Receptionist: Thank you. A (9)_____ will escort you to your room. Have a nice stay, Mr. Howard.
 Charles: (10)_____.

Task 1.4

Directions: Listen to the conversation between a hotel receptionist and a guest, Ms. Anastasia Steele and decide if the following statements are true (T) or false (F).

Receptionist: Good afternoon, ma'am. Checking in?
 Anastasia: Yes. Am I too early?
 Receptionist: No, not at all. Do you have a reservation?
 Anastasia: Of course. It's under the name of Anastasia Steele.
 Receptionist: Ms. Steele. Let me see. Here it is. You booked a room and you are going to stay for three nights, aren't you?

Anastasia: Yes, that's right, from February 3rd to 5th.

Receptionist: Would you please fill out this registration card?

Anastasia: Of course. Here you are.

Receptionist: Thank you for your patience. Your room number is 705.
Here's your key card. The bellhop will help you with your luggage.

Anastasia: Thank you. By the way, my company plans to send people down here on business in the future. I'd like to know if we could get a discount.

Receptionist: Long-staying or frequent guests can get a special rate.
It can range from ten percent to 30 percent, depending on terms.

Anastasia: I see.

Receptionist: I'll get our manager to call you. She'll probably want to set up a time to explain the details.

Anastasia: OK. Thanks a lot.

Receptionist: No problem. Enjoy your stay, Ms. Anastasia.

(Source: Adapted from LiveABC, 2013A: 32)

- _____ 1. Ms. Steele is going to stay at the hotel on the 3rd to 5th of February.
- _____ 2. The hotel has reserved a room for three nights.
- _____ 3. The hotel helps the guest fill out the registration card.
- _____ 4. Ms. Steele asks for a discount for her room.
- _____ 5. Ms. Steele is going to call the hotel manager to explain the details.

Task 1.5

Directions: Listen to the conversation between a front desk clerk and a guest, Ms. Lisa Lee and fill in the missing parts.

Lisa: Wow! I've never stayed in a place this fancy before.

Front desk clerk: (1) _____ to the Hula-Hula Hotel. How can I help you?

Lisa: We'd like to (2) _____. Our names are Lisa and Mary Lee.
We have a reservation for a room.

Front desk clerk: Let's see....Yes, we have a (3) _____ for you on the fifth floor,
room 508, for four nights.

Lisa: Awesome! Oh, and my sister's luggage was lost at the airport.
Please tell us if it's (4) _____ to the hotel.

Front desk clerk: Certainly. I'll need your passport, and please sign
this (5) _____.

Lisa: OK. Here you are. Oh, and what is the checkout time?

Front desk clerk: 11 a.m. And if you need any assistance, please see our
(6) _____ or call the front desk. Here are your keys.
Enjoy your stay.

(Source: Adapted from LiveABC, 2013B: 32)

Task 1.6

Directions: Complete the two conversations with the words in the boxes.

Then listen again to check your answers.

Conversation 1

a wake-up call	served	registration form	floor
Do you need	a good stay	Good night	double

Receptionist: Good evening.

Guest: Hello. My name is Schmidt. I have a reservation.

Receptionist: Certainly, Mr. Schmidt. Can I ask you to fill in the (1) _____?

Guest: Sure.

Receptionist: Thank you. Do you need (2) _____ tomorrow?

Guest: No, thanks.

Receptionist: Right. It's a (3) _____ room on the fourth (4) _____.
Here's the key.

Guest: Thanks.

Receptionist: The lifts are just behind you. (5) _____ any help with your luggage?

Guest: No, that's OK.

Receptionist: Breakfast is (6) _____ in the restaurant from 7.00 until 10.00.
Have (7) _____.

Guest: Thanks. (8) _____.

Conversation 2

check	booked and paid	doesn't say	key
breakfast	your stay	three nights	credit card

Receptionist: May I have your name, madam?

Guest: Brook.

Receptionist: Yes, here it is. For (1) _____.

Guest: Yes, that's right. Thank you.

Receptionist: Can I have your (2) _____, please?

Guest: Yes, here you are.

Receptionist: Thank you. The room is £160 a night, including (3) _____.

Guest: Fine. I think my company (4) _____ for the room.

Receptionist: Well, I'll just confirm that. No, the system (5) _____ that the room has been paid for.

Guest: OK. Not to worry. I'll (6) _____ it with head office when I get home.

Receptionist: Here's your (7) _____. It's room 401, on the fourth floor. Enjoy (8) _____.

Guest: Thank you.

(Source: Adapted from Clarke, 2015: 54)

2. Dealing with Changes

Task 2.1

Directions: Listen to the conversation between a hotel receptionist and a guest, Mr. Harry Potter and answer the following questions.

Receptionist: Good afternoon. What can I do for you?

Harry: Yes, I have a reservation for a double room for tonight. The name is Potter.

Receptionist: One moment, please. Yes, Mr. Potter. We have a double room overlooking the sea for you for three nights.

Harry: Is it possible to change to a family room? You see, my wife and kids are here with me.

Receptionist: Oh, good afternoon, Mrs. Potter. Just a moment, please. I'll see what I can do for you. Yes, we have a family room on the fifth floor, but it's facing the garden. Is it OK for you?

Harry: Do we have it for three nights.

Receptionist: Yes, of course.

Harry: How much is a quad room?

Receptionist: It's £200, sir.

Harry: OK. We'll take it.

Receptionist: Would you please fill out this form?

1. When is Mr. Potter going to stay in the hotel?

2. What kind of room did he make a reservation?

3. What is changed in checking in?

4. Can the receptionist make a change?

5. How much does the room cost per night?

Task 2.2

Directions: Listen to the conversation according to a change in the length of stay and decide if the following statements are true (T) or false (F).

Receptionist: Good afternoon. May I help you?

Sara: Yes, I have a reservation from April 1st to 3rd.

The name is Jones. Sara Jones.

Receptionist: Let me check.....Yes, we've reserved a single room as you requested.

Sara: Is it possible for me to have my room for five days, until the 5th.

Receptionist: I'll see what I can do. Let's see.....Yes, Ms. Jones.

We're not fully booked for the next few days.

Sara: That's great! Thank you.

Receptionist: You're welcome, Ms. Jones.

Would you please fill out the guest card?

_____ 1. Ms. Jones booked the room for three days.

_____ 2. Ms. Jones wants to stay longer at the hotel.

_____ 3. Ms. Jones wants to stay for five days.

_____ 4. The hotel is fully booked on April 1st-5th.

_____ 5. The receptionist can't extend her stay.

Task 2.3

Directions: Listen to conversation and complete the missing parts.

Receptionist: Good evening. Welcome to Bangkok.

Mr. Chan: Hello, I'm Jacky Chan. I have (1) _____ for tonight.

Receptionist: Just a moment, please.....Yes, we've booked a suite for you three nights.

Mr. Chan: That's right....but I have a bit of a problem. I have to (2) _____ my stay. I have important business to deal with in Hong Kong on the (3) _____.

Receptionist: That's fine, sir. So you're checking out on the 15th?

Mr. Chan: No, on the 14th. I'll be here for only two nights.

Receptionist: That's OK. I'll change your booking to (4) _____.
Would you like us to confirm your flight to Hong Kong?

Mr. Chan: Yes, please.

Receptionist: Would you like (5) _____ as well?

Mr. Chan: I think so.

Receptionist: All right. That's taken care of.

Mr. Chan: Do I have to sign anything?

Receptionist: Please (6) _____ the registration form, sir.

3. Dealing with Walk-in Guests

Task 3.1

Directions: Listen to the conversation between a hotel receptionist and a walk-in guest and decide if the following statements are True (T) or False (F).

Receptionist: Good afternoon, ma'am. How can I help you?

Guest: Hello, I need a room for this evening.

Receptionist: Do you have a reservation?

Guest: No, I don't. My flight's been delayed until tomorrow evening and I need to stay in the city overnight.

Receptionist: I can offer you our walk-up rate which is \$170 per night for a double room including breakfast.

Guest: That's very expensive. Is that the cheapest rate you have?

Receptionist: I'm afraid so. We're very busy this evening.

Guest: OK. I'll take it.

Receptionist: Could you fill in the guest registration card for me, please?
 Guest: Can I pay by check?
 Receptionist: I'm afraid not. Cash or credit card only, I'm afraid. It's hotel policy.
 Guest: What time do I have to check out tomorrow?
 Receptionist: Our usual check-out time is 11 o'clock, sir, but with this rate you can have a late check-out until 2 p.m.
 Guest: That's great, thanks.
 (Source: Adapted from Seymour, 2011: 10-11)

- _____ 1. The guest's flight has been cancelled.
- _____ 2. The hotel is very busy this evening.
- _____ 3. The guest has to pay for breakfast.
- _____ 4. Usual check-out time in the hotel is 11 a.m.
- _____ The guest can stay in his room until 2 p.m.

Task 3.2

Directions: Listen to the conversation asking a walk-in guest to stand by and answer these questions.

Receptionist: Good morning, sir. What can I do for you?
 Guest: Yes, I'd like a room for two nights.
 Receptionist: Do you have a reservation?
 Guest: No, I don't.
 Receptionist: I'm sorry, sir. We're fully booked since we are expecting a large convention group this afternoon.
 Guest: Is that so? That's why all the hotels around here are full.
 Receptionist: I'm sorry, but if you're willing to stand by until 6 p.m., we might be able to accommodate you if there are any cancellations.
 Guest: Hmmm.....I guess I don't have any choice. Can I leave my bags here while I go out?
 Receptionist: Yes, sir. You can leave them at the Concierge.
 May I have your name?
 Guest: It's Thompson. Robert Thompson.
 (Source: Adapted from Chotchoei, 2000: 208)

1. Does the guest have a reservation?

2. Why doesn't the hotel receptionist provide a room for the guest?

3. What does the receptionist suggest the guest?

4. Where does the guest leave his luggage while going out?

5. Is the guest going to get a room at the hotel?

Task 3.3

Directions: Listen to the conversation a receptionist referring a walk-in guest to another hotel and complete the missing parts.

Guest: I'd like a room for (1) _____, please.

Receptionist: (2) _____ a reservation?

Guest: Sorry, I don't.

Receptionist: (3) _____, madam. We have (4) _____ available but would you like to (5) _____ until 6.00 p.m.?

Guest: No, I don't want to (6) _____.

Receptionist: I'm sorry, sir. We really don't have a room now. But I'd like to (7) _____ another hotel nearby. I'll be happy to call them and check if they have (8) _____ available for you.

Guest: That sounds good. Thank you.

(Source: Adapted from Chotchoei, 2000: 213)

Task 3.4

Directions: Suppose you are at reception. Finish the following dialogue using the cues provided.

Guest: I'm looking for a room for tonight, please.

You: (1) _____
(Ask if the guest has a reservation.)

Guest: Oh, no. I don't.

You: (2) _____

(Say you're sorry. Tell the guest you have no rooms available and suggest

him to stand by until 6.00 p.m.)

Guest: No, I don't think I want to wait. You see, I have a flight early in the morning and I want to get a rest.

You: (3) _____
(Say you're sorry. Tell you really don't have a room now and recommend another hotel nearby. You'll be happy to call them for him.)

Guest: Thank you. That'd be nice.

Focus on Language

1. Telling floors

In British English, the first floor of a building at the street level is called **the ground floor**. Go up the floor it is called **the first floor** and the floor below is called **the basement**.

In American English, the floor at the street level is called **the first floor**. The floor above it is called **the second floor** and the floor below the street level is called **the basement**, the same as in British English.

British English		American English
the 10 th floor	=	the 11 th floor
the 9 th floor	=	the 10 th floor
the 8 th floor	=	the 9 th floor
the 7 th floor	=	the 8 th floor
the 6 th floor	=	the 7 th floor
the 5 th floor	=	the 6 th floor
the 4 th floor	=	the 5 th floor
the 3 rd floor	=	the 4 th floor
the 2 nd floor	=	the 3 rd floor
the 1 st floor	=	the 2 nd floor
the ground floor	=	the 1 st floor
the basement	=	the basement

2. Calling guests

Before a receptionist knows the guest's name, she calls the male guest **sir**. It is polite to call a female guest **madam** in British English, and in American English **ma'am** is used.

When the receptionist has already known the guest's name, she personalizes using the guest's last name with a polite title, for example, for a male

guest, **Mr. Smith**. For a female guest, she calls, for example, **Ms. Smith**. **Ms.** can be used for married or unmarried women.

3. Telling times

When we say the time, we either say *6 o'clock in the morning/evening* or *6 a.m. (morning)/ 6 p.m. (evening)*. We don't say *6 o'clock p.m.* If we are not talking about full hours, for example, *11.30*, we don't use the words *o'clock*. We don't say *11.30 o'clock*. We say *eleven thirty* or *half past eleven*.

The time is:	You say:
8.15	<i>eight fifteen</i> or <i>quarter past eight</i> or <i>quarter after eight (US)</i>
9.00	<i>nine o'clock (in the morning)</i> or <i>nine a.m.</i>
21.00 (UK)	<i>nine o'clock (in the evening)</i> or <i>nine p.m.</i>
10.30	<i>ten thirty</i> or <i>half past ten</i>
15.20	<i>fifteen twenty (UK)</i> or <i>three twenty in the afternoon</i> or <i>twenty past three</i>
16.40	<i>sixteen forty</i> or <i>forty past four (in the afternoon)</i> or <i>twenty to five</i>
17.21	<i>seventeen twenty-one</i> or <i>twenty-one minutes past five</i>
18.45	<i>eighteen forty-five</i> or <i>quarter to seven</i> .

In American English you don't use the 24-hour clock. For example, 23.00 is 11 p.m. and 11.00 is 5 a.m.

In British English we use the 24-hour clock particularly when we talk about train and flight times. The 24-hour clock is rarely used in American English.

4. Telling hotel room numbers

The room number is:	You say:
Room 105	<i>Room one oh five</i> or <i>Room one zero five</i>
Room 480	<i>Room four eight oh</i> or <i>Room four eight zero</i>
Room 1017	<i>Room one oh one seven</i> or <i>Room ten seventeen</i> or <i>Room ten one seven</i>

Note: The number **0** can be said **oh** or **zero**. **Zero** is used more often in American English.

5. Question tags

Question tags are the short questions that we put on the end of sentences, particularly in spoken English.

5.1 Positive/negative

If the main part of the sentence is positive, the question tag is negative.

*You **are** going to stay for three nights, **aren't** you?*

*You **stayed** in the hotel last night, **didn't** you?*

If the main part of the sentence is negative, the question tag is positive.

*You **aren't** going to stay for two nights, **are** you?*

*You **haven't** met Mr. Smith, **have** you?*

5.2 With auxiliary verbs

The question tag uses the same verb as the main part of the sentence. If this is auxiliary verb ('have', 'be'), then the question tag is made with the auxiliary verb.

*They've **stayed** at the hotel for a few days, **haven't** they?*

*The guests **weren't** at the swimming pool, **were** they?*

*The lift **isn't** working, **is** it?*

5.3 Without auxiliary verbs

If the main part of the sentence doesn't have an auxiliary verb, the question tag uses an appropriate form of 'do'.

*You **made** a reservation, **didn't** you?*

*You **don't** want a double room, **do** you?*

*Mrs. Jones **stays** for three nights, **doesn't** she?*

5.4 With modal verbs

If there is a modal verb in the main part of the sentence, the question tag uses the same modal verb.

*You **couldn't** give me a room, **could** you?*

*You **won't** go to the beach, **will** you?*

5.5 With 'I am'

The question tag for *I am* is **aren't I?**

*I'm late, **aren't I?***

Note: If the question tag is a real question (you want to know the answer.), we use *rising intonation*. If we already know the answer (simply asking for agreement), *falling intonation* is used.

Useful Expressions

1. Greeting

Good morning/Good afternoon/Good evening.

Welcome to the Royal Grand Hotel.

How was your flight?

2. Asking questions about reservations

Do you have a reservation?

Do you have a booking?

Did you make your reservation online or by phone?

3. Responding to guests

One moment, please.

Yes, here it is. One single room for two nights.

Yes, Ms. Parker. We are expecting you. One double room from.....

Ms. Steele. Let me see. Here it is. You booked a room and you are going to stay for three nights, aren't you?

Yes, we have a.....room for you on the..... floor, room....., for.....

Yes, Mr. Potter. We have a double room overlooking the sea for you for three nights.

Let me check.....Yes, we've reserved a single room as you requested.

4. Asking about names

Do you have a middle name?

Do you have any other name, madam?

5. Asking about addresses

What is your address?

What is the zip code?

Is your address the same as in your passport, sir?

6. Asking about flight number and destination

What is your flight number, sir?

Do you want us to confirm your flight for you, madam?

7. Asking about method of payment

How would you like to pay, cash or credit card, ma'am?

How are you paying, cash or credit card, sir?

How are you going to pay, sir?

8. Registering the guest

Would you like to register now?

Will you please register?

Could you fill out the registration form, please?

Can I ask you to fill in the guest card, please?

Please fill out the registration form.

May I have your passport, please?

Have you got any identification with you?

Have you got your ID card?

Could you sign here, please?

Please sign here.

Could I have your credit card, please?

9. Requesting

Could I have a room on the lower floor, please?

Could I change the room to a family room?

Could I have a wake-up call at 7.00 tomorrow, please?

I'd like The Nations every morning, please.

10. Offering

Do you need a wake-up call tomorrow?

Would you like a wake-up call?

Would you like a newspaper?

Would you like us to confirm your flight to Hong Kong?

Would you like a limo as well?

And if you need any assistance, please see our concierge or call the front desk.

Do you need any help with your luggage?

11. Giving the guest his key, key card, and room number

Here's the key.

Here's your key card.

Your room number is 705.

You're in Room 205.

The bellhop will help you with your luggage.

Our guest relations officer will escort you to your room.

12. Dealing with changes

One moment, please. Let me check.

I'll see what I can do for you.

Yes, we have a family room on the fifth floor, but it's facing the garden. Is it OK for you?

We're not fully booked for the next few days.

I'll change your booking to the 12th until the 14th.

13. Refusing walk-in guests

I can offer you our walk-up rate which is \$170 per night for a double room including breakfast.

I'm sorry, sir. We're fully booked since we are expecting a large convention group this afternoon.

I'm sorry, sir. We're fully booked today.

I'm sorry, sir. We're very busy this evening.

I'm sorry, sir. We have no vacancies at the moment.

I'm sorry, sir. All rooms are taken.

I'm sorry, ma'am. There are no more room available.

I'm sorry, sir. We really don't have a room now.

I'm afraid so.

I'm afraid not.

14. Recommending a hotel

I'd like to recommend another hotel nearby.

I would be glad to call them for you.

I'll be happy to contact them for you.

I'll be happy to call them and check if they have any rooms available for you.

15. Leave-taking

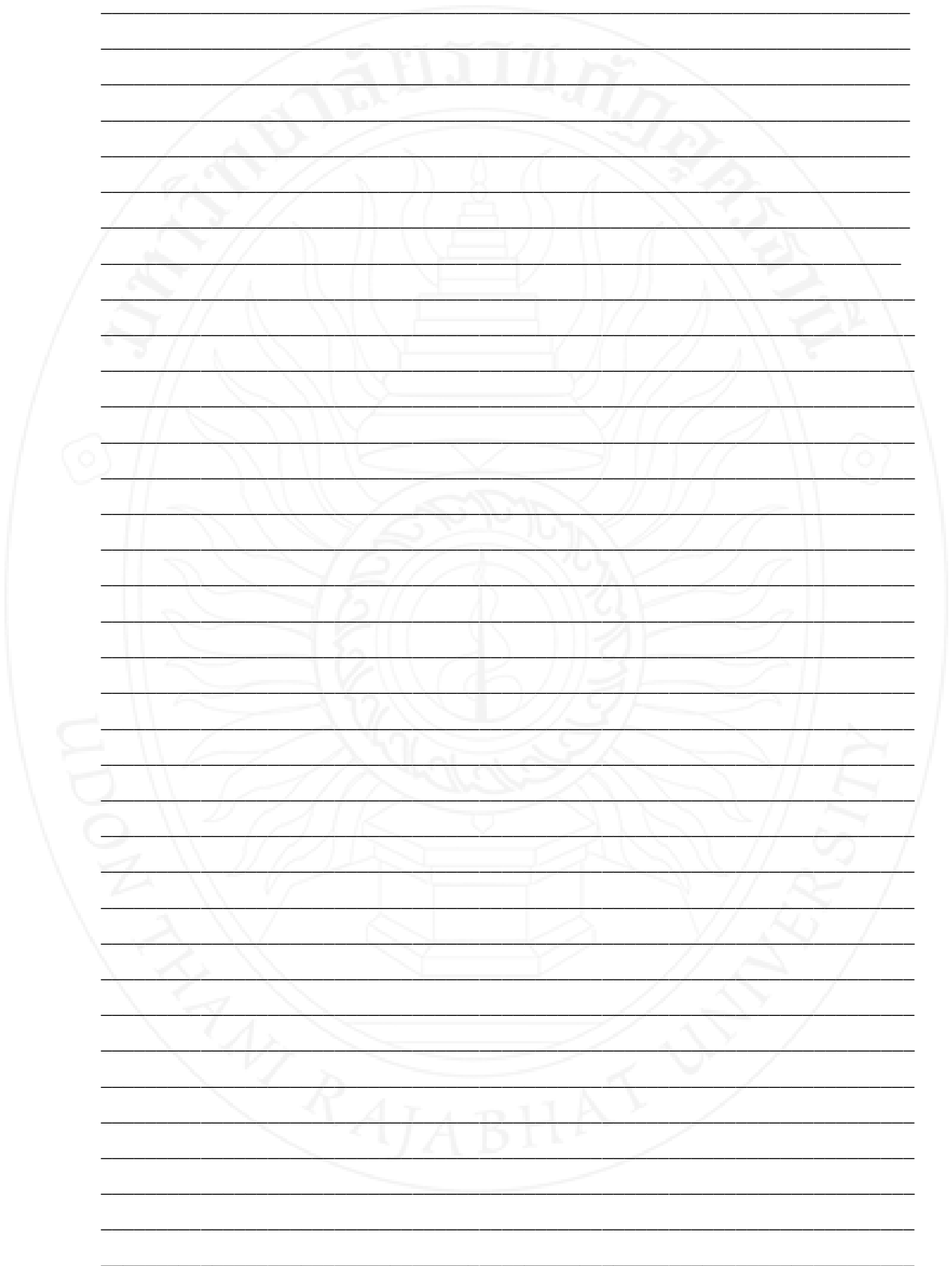
Enjoy your stay, Mr. Gere.

Have a good stay.

Have a nice stay, Mr. Howard.

Role Play

Work with a partner. Try different roles in situations related to checking into a hotel. Create a conversation between a guest and a receptionist from expressions you have learnt from this chapter adding any necessary information.



Summary

This chapter concentrates on how to deal with hotel guests in checking into a hotel concerning registering new guests, dealing with changes, and dealing with walk-in guests. Model dialogues are presented through reading and listening tasks. In addition, focus on language mentions topics to help learners to be aware of differences between British English and American English when giving information to international guests: telling floors, calling guests' names, telling times and hotel room numbers. In terms of grammar point, question tags are also discussed to invite learners to analyze their knowledge of structures and develop an awareness of language patterns. Writing and speaking tasks are also assigned to practice communicative skills. Besides, useful expressions are presented to be used as guidelines for learners to apply the language use in different contexts related to checking in. After completing this chapter, the learners now can check in guests, ask for information from the guests and give them information about hotel. The learners are able to deal with the guests' requests for changes. Finally, they can check in guests who have no reservation, ask them to fill in a registration form, and say 'no' in a polite manner.

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Course Syllabus

Chapter 4

Hotel Facilities and Services

Contents

Introduction
General Facilities in the hotel
Room Facilities
Business Center
Event Planning
Summary
References

Behavioral Objectives

Students should be able to:

1. answer questions about the conversations correctly,
2. explain hotel facilities and services,
3. identify office equipment used in a business center and event planning,
4. reply and refuse in a polite manner,
5. express good wishes to guests,
6. write a dialogue and role play according to the given situation.

Instructional Activities

1. The teacher leads students into the lesson by discussing with the students to see if they know about hotel facilities and services.
2. The students are asked to read hotel websites. Then answer the questions and fill in the missing parts for general understanding.
3. The students are asked to listen to the conversations relating to hotel facilities and services. Then answer the questions and fill in the missing parts for general understanding.
4. The students are asked to match facilities with the correct definitions, as well as dialogues with appropriate hotel facilities and services.

5. The students are asked to complete the conversations with given words about hotel facilities and services.
6. The students are asked to practice asking about hotel facilities and services from the given information.
7. The students are asked to match pictures of room facilities with the correct descriptions.
8. The students are asked to listen to conversations about room facilities. Then answer the questions and fill in the missing parts for general understanding.
9. The students are asked to discuss about business center and event planning.
10. The students are asked to match office equipment with the correct descriptions.
11. The students are asked to listen to conversations relating to business center and event planning. Then answer the questions and fill in the missing parts for general understanding.
12. The students are asked to write a dialogue as working at a business center using the given cues.
13. The students are asked to practice taking and making an event planning reservation using the information provided.
14. The students are asked to write a wedding invitation.
15. The teacher and the students discuss grammar points: '*There is/There are/Is there...?/Are there...?*' and '*causatives*', as well as useful expressions.
16. The students are divided into groups of two to construct the dialogues according the given situations and then perform the role-play.

Instructional Materials

1. Textbook (English for Hotel Staff)
2. PowerPoint Presentation
3. Audio
4. Exercises

Measurement and Evaluation

1. Observing students' participation in class discussion.
2. Checking student's accuracy in answering questions.
3. Assessing students' role-play performance.

Chapter 4

Hotel Facilities and Services

Introduction

Normally, most hotels offer necessary facilities and services for guests to make their stays most enjoyable. Therefore, all hotel staff must be very well informed about what kinds of facilities and services their hotels can offer in order to be able to answer all the guests' enquiries about hotel facilities and services. Consequently, this chapter aims to introduce most common facilities and services generally provided by hotels: general facilities in the hotel, room facilities, business center, and event planning.



Figure 4.1 Hotel facilities and services
(Source: Hotel Matina, 2016: 1)

1. General Facilities in the Hotel

Task 1.1

Directions: Read the following website and discuss these questions.



Hotel Matina 

Official Website of Hotel Matina
Kamari Beach - Santorini Island - Greece
Tel: +30 22860 31491 E-mail: info@matina.gr

[contact us](#) [add to favorites](#) [forward to a friend](#)

ONLINE BOOKING **BEST PRICE GUARANTEE**

Special Offers
Santorini Hotel Matina offers discounts of 20% for ...

ONLINE BOOKING
CHECK IN DATE: CHECK OUT DATE:
PERSONS PER ROOM: 2
CHECK RATES & AVAILABILITY

Combining traditional architecture with modern style in elegance!

Facilities and Services in Matina Hotel in Santorini

In the family owned Santorini Hotel Matina you will discover the reality of *Greek hospitality* and feel the comfort of being at home.

The warm atmosphere, the modern facilities and the excellent services will guarantee you a relaxing and an enjoyable vacation. And, with the assistance of our **experienced and exceptionally friendly staff**, you can discover the outstanding beauty of Kamari beach and Santorini island.

Start your day with our **enriched buffet breakfast with Greek specialties and family recipes**. It offers a great variety as there are cereals, fried eggs, Greek yogurt and honey, home made cakes, home made marmalades & jams, fresh local fruits and vegetables from our family garden etc....

Enjoy your breakfast in the veranda overlooking the pool and the colorful garden with bougainvillea flowers climbing over the balconies. The combination of beautiful colors, scents and tastes under the Greek sunshine and blue sky, will make Matina Hotel in Santorini your ideal holiday resort.

Our **clear blue swimming pool** offers a quiet and natural setting for you to relax and unwind. Enjoy our pool bar's wide range of drinks, local wines and tasty homemade snacks, prepared with an emphasis on local products to keep you refreshed throughout the day.

You can enjoy our **complimentary high-speed wireless internet** to stay connected with your family and friends during your holiday.

Enjoy all modern comforts of a big hotel in a family atmosphere!

Hotel Facilities and Services:

- Swimming pool & pool bar
- 24hrs reception
- Concierge & Information Desk (Maps and island information)
- Buffet breakfast (Enriched with Greek specialties)
- Early breakfast & Take away breakfast upon request
- Room service (11.00-23.00)
- Wake up call service
- 3 choices of pillows (Soft/Hard/Anatomical)
- Second cleaning service in the evening
- Satellite TV lounge
- Free WIFI in all the rooms and the public areas
- Tablet and Laptop available upon request
- Beach and Pool Towels
- Towel change on request
- Laundry, dry cleaning and ironing service
- Internet corner
- Fax & Scanner service
- Baby chair & Baby-cot upon request
- Early check in / Late check out upon request
- Travel Agency on site (Bus & boat excursions, Rent a Car/moto)
- Towel change upon request
- Baby chair & Baby-cot upon request
- Airport/port transfers available on request

Hotel Matina ***
P.O. Box 5213 Kamari Beach
Santorini Island - Greece 84700
Tel: +30 22860 31491 & 32295
Fax: +30 22860 31860
www.hotel-matina.com
E-mail: info@matina.gr
info@hotel-matina.com

more photos...

Figure 4.2 Hotel website

(Source: Hotel facilities and services in Matina Hotel, 2016: 1)

1. What is the name of the hotel?

2. Where is the hotel?

3. What facilities and services can you find in the hotel?

Task 1.2

Directions: Look at the information from an online booking service and complete the each statement with the name of a hotel (or hotels). Then compare choices and reasons with a partner.

Top Notch Travel Flights **Hotels** Car Rentals Sign in

Our best picks for New York City ● \$ Budget ● \$\$ Moderately priced ● \$\$\$ Expensive ● \$\$\$\$ Very expensive

The Plaza Hotel \$\$\$\$ **Most famous**
 Located just across from New York's fabulous Central Park, this is as near as it gets to the best shopping along New York's famous Fifth Avenue. This 1907 hotel, with its beautiful fountain, is a famous location in many popular movies and books. Rub shoulders with the rich and famous. Attentive hotel staff available on every floor—service doesn't get much better than this!
 Amenities: 4 restaurants • full-service spa and health club • concierge
 • business center • 24-hour room service • twice-daily housekeeping service [More Info](#)

Broadway at Times Square Hotel \$\$ **Most convenient**
 In a great location—next to Times Square and the best Broadway musicals and plays, this convenient hotel is two blocks from the subway, ten minutes from Rockefeller Center, and ten blocks from the Museum of Modern Art.
 Amenities: 24-hour business center • 24-hour front desk • fitness center
 • free Wi-Fi • wake-up service [More Info](#)

YOTEL \$\$\$ **Most high-tech**
 Popular with young travelers, this very cool high-tech hotel, located only two blocks from the Port Authority bus station, offers automatic electronic check-in and robot bell service! A kitchen on every floor offers free hot drinks and a way to prepare your own food. And super-strong Wi-Fi service makes connecting to the Internet fast and headache-free. Enjoy Yotel's Latin-Asian restaurant and entertainment, or hang out at New York's largest roof garden.
 Amenities: 24-hour front desk • laundry • currency exchange • tour desk • ATM
 • concierge service • fitness center • free Wi-Fi [More Info](#)

Casablanca Hotel \$\$ **Most unusual**
 Conveniently located near Times Square and more than fifty restaurants and two major museums, this award-winning hotel has lots of atmosphere—it's decorated in a colorful authentic Moroccan style. Its friendly, helpful staff make your stay an experience you won't forget, and it's also surprisingly affordable!
 Amenities: 24-hour front desk • free Wi-Fi • free passes to nearby health club • free breakfast
 • free coffee, tea, cookies, and fruit all day • Italian restaurant on first floor [More Info](#)

For the budget minded

Hotel Pennsylvania \$
 A huge 1,700-room hotel and a great value. Traveling with your cat or dog? Pets are welcome.

The Hotel Newton \$
 Even though it's far from many of New York's most popular attractions, it features large clean rooms and wonderfully comfortable beds for a good night's sleep. Sorry, no pets.

The Gershwin Hotel \$
 Around the corner from the Empire State Building, this artistic 1903 historic hotel is just a short walk to Grand Central Station and the United Nations Building. Every room displays a famous artist's painting. [More Info](#)

Figure 4.3 Hotel advertising
 (Source: Saslow & Ascher, 2015: 34)

1. Stella Korman, 35, doesn't like the beds in most hotels. However, if she stays at _____, her room will definitely have a great bed.
2. Mark and Nancy Birdsall (22 and 21) are always online. If they stay at the _____, the Wi-Fi service is not only free, but it's really fast.
3. Lucy Lee, 36, will pay more for a hotel that is very comfortable and offers a lot of services. If she stays at _____, she'll be very happy.
4. Brenda Rey prefers hotels that are different and interesting. If she stays at _____, she'll find them different from other hotels.
5. James Kay always travels with his dog, Louie. If he stays at _____, Louie will have to stay home.

Task 1.3

Directions: Listen to the conversation between a front desk clerk and a guest, and complete the missing parts.

Clerk: Good afternoon. What can I do for you?

Guest: We just arrived at the hotel. Can you tell us what (1) _____ you have?

Clerk: The Sunshine Restaurant is open now. There's also (2) _____ buffet each morning.

Guest: Great! Can we get (3) _____ at seven tomorrow?

Clerk: No problem. What's your room number?

Guest: We're in room 709.

Clerk: All right. Don't forget to try our (4) _____ on the third floor. There is also (5) _____ on the fifth floor, with computers, copiers, and fax machines.

Guest: How about a nice place to relax here?

Clerk: The beach is just down the street.

And out in back, we have (6) _____, (7) _____, and (8) _____.

Guest: Great. Now we have an excuse to shop—to buy swimming suits.

(Source: Adapted from LiveABC, 2013(B): 38)

Task 1.4

Directions: Match each word in column A with the definition in column B.

A	B
_____ 1. complimentary	A. a meal people serve to themselves
_____ 2. lounge	B. a large bath
_____ 3. sauna	C. given for free
_____ 4. buffet	D. a public room to relax
_____ 5. Jacuzzi	E. a heated room

Task 1.5

Directions: Match these dialogues with the hotel facilities in the box.

Gym	Restaurant	Business center	Spa	Swimming pool	Gift shop

Dialogue 1: _____

Guest: I really like this bracelet. How much is it?

Clerk: It's 25 percent off right now.

Dialogue 2: _____

Guest: Can I order beverages in the pool area?

Clerk: Yes, of course. I'll bring you the menu.

Dialogue 3: _____

Guest: My shoulders hurt. Do you have a masseuse?

Clerk: Yes, we do. There's also a sauna.

Dialogue 4: _____

Guest: What would you like to have for breakfast?

Clerk: I'll have the continental breakfast.

Dialogue 5: _____

Guest: Excuse me. Can we book a conference room?

Clerk: Certainly. We have different room sizes. Here is the collection of photos.

Dialogue 6: _____

Guest: I want to ride on a stationary bike.

Clerk: We've got several down the hall. Enjoy your workout.

Task 1.6

Directions: Complete the conversation, between a front desk clerk and a caller, with the words in the boxes. Then listen again to check your answers.

limousine	include	range	single	lanes	buffet
shuttle bus	facilities	special offers	health center		

Clerk: Hello. Best Western Hotel, Hong Kong. May I help you?

Caller: Yes, I'd like some information about your hotel?

Clerk: What would you like to know?

Caller: First, how much are your (1) _____ rooms?

Clerk: The rates vary depending on the season and type of single.

We have single rooms with queen-sized beds and king- sized beds.

They can (2) _____ from HK\$1,000 to HK\$2,500.

Caller: I see. Does the price (3) _____ breakfast?

Clerk: Usually. There are some (4) _____ that don't though.

Caller: Could you tell me about your (5) _____?

Clerk: We have a 25-meter pool, with eight (6) _____.

We also have a (7) _____ and spa.

Caller: That's great. And what kinds of restaurants do you have?

Clerk: We have Chinese restaurant, a Japanese restaurant, and a (8) _____ with both Eastern and Western food.

Caller: When are they open?

Clerk: The Chinese and Japanese restaurants are open for lunch and dinner.
The buffet serves three meals a day.

Caller: One more thing. Is there a (9) _____ to the airport?

Clerk: Yes. It runs every half an hour from 6.30 a.m. to 11 p.m.

And we also have (10) _____ service, if you like.

Caller: OK. Thank you.

Clerk: You're welcome. If you need more information, please visit our website at www.bestwesternhotel.com. It's very comprehensive.

Caller: I've got it. Goodbye.

Clerk: Goodbye.

(Source: Adapted from LiveABC, 2013(A): 12)

Task 1.7

Directions: Read the conversation between a hotel staff and a caller, and fill in the missing parts with the words in the boxes. Then listen again to check your answers.

shuttle bus	equipped	professional	massage	domestic
excessive	squash court	amenities	indoor	dropped off

Hotel Staff: The Victoria Hotel, can I help you?

Caller: Yes, I'm thinking of bringing a group to your hotel.

I'd like to know that what (1) _____ about health and fitness are provided in your hotel.

Hotel Staff: There's a fully (2) _____ fitness club here with an (3) _____ swimming pool and a (4) _____. You'll find high performance exercise equipment as well as a wonderful sauna.

Caller: Is there a spa?

Hotel Staff: Yes, there is. We offer relaxing (5) _____ and a variety of facial treatments with our highly-trained, experienced and (6) _____ staff.

Caller: I'm wondering if there is any available (7) _____ to the airport....or should I take a taxi instead?

Hotel Staff: Our hotel provided free airport transfer service, so you don't have to worry about not being picked up or (8) _____ for a flight.

Caller: That sounds interesting. I'll think about it and call you later.

Hotel Staff: Do you need further information?

Caller: Ah, yes. Are pets allowed in your hotel?

Hotel Staff: Yes, we are delighted to welcome pets to our hotel, but only (9) _____ pets, like cats and dogs, are allowed to stay.

Caller: I'd like to know if your hotel charges extra for pets?

Hotel Staff: No, there is no fee for pets. However, guests are responsible for any (10) _____ damage or cleaning that is required.

Caller: That's great. Thank you for all information.

Hotel Staff: You're welcome. Thank you for calling the Victoria Hotel.

(Source: Adapted from Wiriya, 2017: 94-97)

Task 1.8

Directions: Listen to the conversation between a receptionist and a guest asking about the hotel safe. Then complete the missing parts.

Receptionist: Front Desk. What can I do for you today, Mr. Stamps?

Guest: Well, my wife is traveling with a lot of (1)_____.
And to tell you the truth, we don't feel (2)_____ leaving it
in the room because there isn't an (3)_____.

Receptionist: I can understand that. Would you like to use the hotel safe?

Guest: That would probably be a good idea.

Receptionist: Then could you please bring your (4)_____ to the Front Desk?

Guest: The Front Desk? Doesn't your hotel have a safe we could use by
request?

Receptionist: I'm sorry, but we don't sir. However, let me (5)_____ you
that there's nothing to worry about. Our safe is not only fireproof,
but also guarded 24 hours a day.

Guest: OK, that sounds fine. Do I have to prepare anything?

Receptionist: No, you don't. But we'll need you to fill out some forms,
including an (6)_____ list of your valuables.

Guest: All right. That seems pretty easy. I'll be right down.

Receptionist: I'll see you in a few you in a few minutes. I hope this can help to
put your mind at ease, Mr. Stamps.

Guest: Oh, it helps a lot. Thank you.

(Source: Adapted from LiveABC, 2013(A): 34)

Task 1.9

Directions: Read the conversation between a front desk clerk and a guest asking about the fitness center. Then answer the following questions.

Guest: Excuse me. How can I get to the fitness center?

Clerk: It's in the basement. You can take either the elevator or the stairs.

Guest: I don't think I'll take the elevator. That seems a bit lazy.
Where are the stairs?

Clerk: Go down the hall all the way to the end. They're on the right.

Guest: OK. Where in the basement is the fitness center?

Clerk: Go past the sauna and turn right. The signs will direct you there.
You can't miss it.

Guest: When does it close?

Clerk: It closes at 10 o'clock sharp. Don't worry. You still have plenty of time.

Guest: Is there anything I should know about using the fitness center?

Clerk: Yes, please take a towel and wear the appropriate exercise clothes.

Guest: Is that it?

Clerk: The treadmill is out of order right now. Hopefully, it'll be fixed by tomorrow.

Guest: That's OK. I want to lift weights.

Clerk: Well, we've got lots of those. Please don't forget to put them back when you're finished.

Guest: I won't.

Clerk: Alright then, enjoy your workout.

(Source: LiveABC, 2013(A): 62)

1. Where is the fitness center?

2. Does the guest prefer using the elevator?

3. What does the front desk clerk suggest the guest when using the fitness center?

4. Does the guest run on the treadmill?

5. What does the guest want to work out at the fitness center?

Task 1.10

Directions: Work in pairs. Read the information below. Then practice asking about hotel facilities.

MIRACLE HOTEL

Facilities:

Swimming pool, restaurants, buffet, business center, gym, tennis courts, spa, cafes, lounges, etc.

Airport Shuttle Service:

Every hour from 6.00 a.m. to 10.30 p.m.

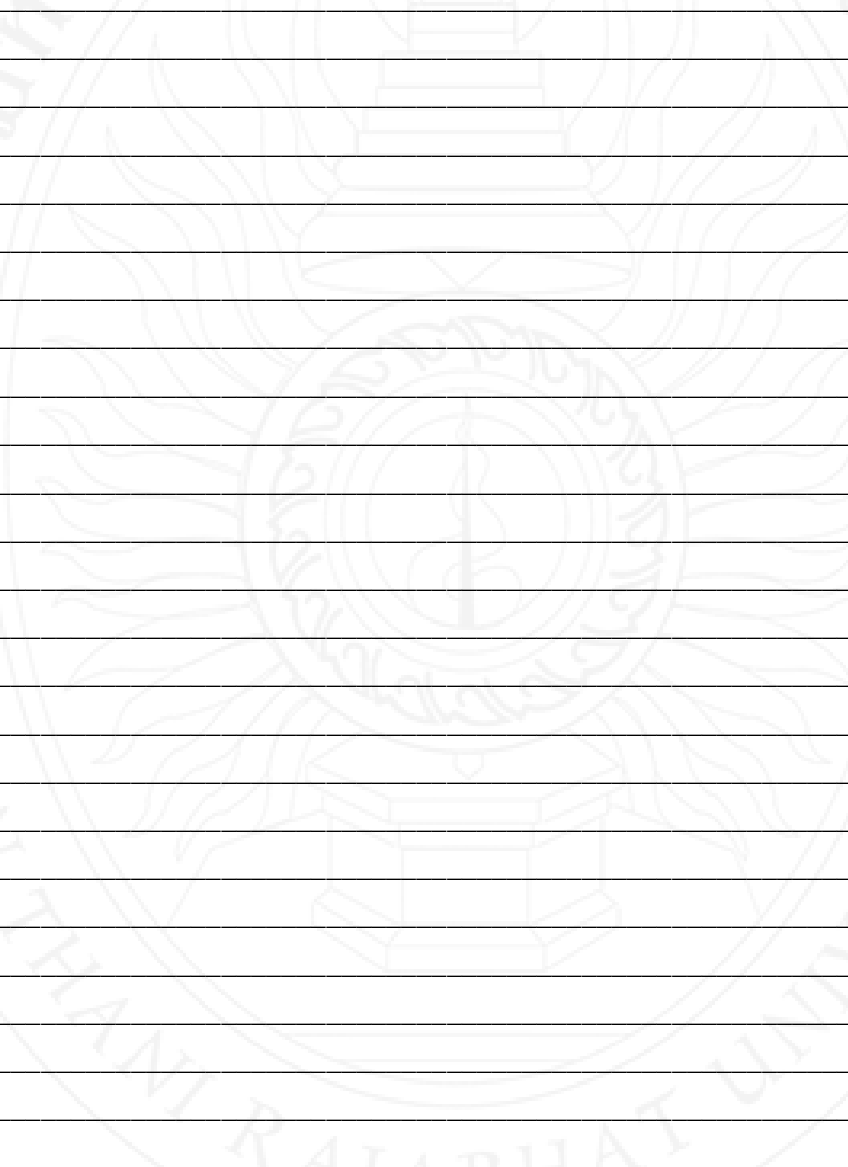
Double room:

US\$150 per night (includes a daily breakfast and a morning newspaper)

Figure 4.4 Hotel information

(Author's writing)

Answer the caller's questions about the hotel.



2. Room Facilities

Task 2.1

Directions: Match these pictures with the correct descriptions.

1. _____

2. _____

3. _____

4. _____

5. _____



Figure 4.5



Figure 4.6



Figure 4.7



Figure 4.8



Figure 4.9

6. _____

7. _____

8. _____

9. _____

10. _____

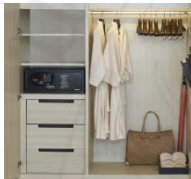


Figure 4.10



Figure 4.11

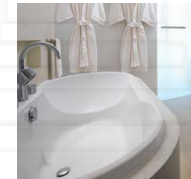


Figure 4.12

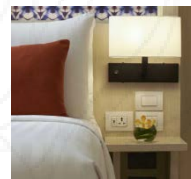


Figure 4.13



Figure 4.14

11. _____

12. _____

13. _____

14. _____

15. _____



Figure 4.15



Figure 4.16



Figure 4.17

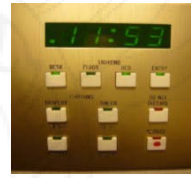


Figure 4.18



Figure 4.19

A. wardrobe

B. wide-screen satellite TV

C. bath amenities

D. bedside control

E. direct dial telephone

F. safe

G. air-conditioning

H. Internet access

I. minibar

J. electronic pump pot

K. bathtub

L. nightstand

M. hair dryer

N. shower

O. kitchenette

Figure 4.5 Electronic pump pot

Figure 4.6 wide-screen satellite TV

Figure 4.7 hair dryer

Figure 4.8 Safe

Figure 4.10 Wardrobe

Figure 4.11 Shower

Figure 4.12 Bathtub

Figure 4.13 Nightstand

Figure 4.14 Kitchenette

Figure 4.15 Bath amenities

(Source: Amari Ocean Pattaya Photo Gallery, 2016: 1)

Figure 4.9 Minibar

Figure 4.17 Direct dial telephone

(Source: Park Hyatt Seoul Trip Report Index, 2016: 1)

Figure 4.16 Air-conditioning

(Source: Orea Hotel Pyramida Photo, 2016: 1)

Figure 4.18 Bedside control

(Source: JW Marriott Photo, 2016: 1)

Figure 4.19 Internet access

(Source: Treasury on Collins Hotel, 2016: 1)

Task 2.2

Directions: Listen to the conversation between a bellboy and a guest, Mr. Cooper after checking into the hotel. Then answer the following questions.

Bellboy: Good afternoon, Mr. Cooper. Welcome to the Meridian Hotel.
Is this your baggage?

Guest: Yes, my stuff.

Bellboy: Certainly, please follow me. I'll take you to your room.

Guest: Thank you.

Bellboy: My name is David. It's my pleasure to serve you. If you have any questions, please feel free to ask.

(The elevator stops.) After you, Mr. Cooper.

Guest: Thank you.

Bellboy: *(In the hall way)* This way, please. Here's your room 1416.

(David opens the door.) Where should I put your baggage, Mr. Cooper?

Guest: Right on the bed.

Bellboy: Certainly, Mr. Cooper. May I introduce the guest room facilities now?

Guest: Go ahead.

Bellboy: The minibar is right over there, beside the TV. The remote control is on the TV. The bedside console enables you to control the radio and the lights. There is an electric razor outlet in the bathroom, if you need it.

Guest: (*Look at the closet*) Is there any way I can get some more hangers?

Bellboy: Of course. Just dial 01 for Housekeeping.

Guest: Dial 01? OK, I've got it.

Bellboy: And there is a hotel brochure on the dresser. It includes a complete list of services and phone numbers.

Guest: Thank you for the information. I appreciate it.

Bellboy: You're welcome, Mr. Cooper.

(Source: LiveABC, 2013A: 42)

1. Who escort Mr. Cooper to his room?

2. Where does David put the guest's baggage?

3. What kinds of room facilities are there in the room?

4. What does Mr. Cooper want?

5. How can Mr. Cooper ask for other services?

Task 2.3

Directions: Listen to the conversation between a guest and a bellboy introducing in-room facilities. Then complete the missing parts.

Guest: Could you briefly run over the facilities in the room?

Bellboy: Certainly, Ms. Gray. This room is equipped with (1) _____ access, an all-weather temperature (2) _____, a 35-inch wide-screen TV, and a voice message system.

Guest: Do you have (3) _____? I have to make a lot of calls, so I don't want to bother the operator all the time.

Bellboy: Of course. There is an (4) _____ direct dial telephone in your room. We'll also give you a private phone number.

Guest: Great. (*Looking*) By the way, what's that on the ceiling?

Bellboy: It's a (5) _____. We have one in every nonsmoking room.

Guest: A cigarette-detecting device? How does it work?

Bellboy: It will (6) _____ water automatically when it detects smoke and heat.

Guest: Alright, I see. There must be something special about this bed. It looks luxurious.

Bellboy: It is indeed. We give our guests only the best quality (7) _____ and (8) _____. We also use 400-thread-count sheets.

Guest: The bedding sounds comfortable. I can't wait to go to sleep.

Bellboy: I hope you enjoy your stay at our hotel, Ms. Gray.

Guest: I'm sure I will.

(Source: Adapted from LiveABC, 2013A: 44)

Task 2.4

Directions: Read the conversation between a bellboy and a guest, Mr. Williams, and fill in the missing parts with the words in the boxes. Then listen again to check your answers.

separate	state-of-the-art	audiovisual	projector
videoconference	sofa sleeper	enclosed	wet bar

Guest: Could you tell me more about the facilities in this room?

Bellboy: Certainly, Mr. Williams. The executive suite comes with (1) _____ business equipment, including a fax machine and a color laser printer.

Guest: Am I able to (2) _____ through this room?

Bellboy: Of course. A screen, (3) _____, whiteboard, and other (4) _____ equipment can be provided if you need them. We also have conference rooms. I can book one for you.

Guest: That sounds great. Look at this view. I can see the sea from here.

Bellboy: Yes, the view from the room is particular good.

Guest: Oh, is there a full bathroom?

Bellboy: I was just going to mention that. The bathroom has both a (5) _____ bathtub and an (6) _____ shower area.

Guest: Is that a (7) _____ over there?

Bellboy: Yes, it is. It's fully stocked too. (*Mr. Williams sits down.*)

You're sitting on a (8) _____, Mr. Williams. It pulls out.

Guest: Everything is perfect! Thank you.

Bellboy: My pleasure. Let me know if you need anything.

(Source: Adapted from LiveABC, 2013A: 46)

Task 2.5

Directions: Listen to the conversation between a bellboy and a guest, Mr. Kelly, introducing facilities in the room. Then answer the following questions.

Bellboy: Here we are—Room 709.

Should I put your baggage on the bed, Mr. Kelly?

Guest: No, just put it by the bed.

Bellboy: Certainly.

Guest: Can you introduce some of the facilities in the room?

Bellboy: My pleasure. The room is equipped with satellite TV, a refrigerator, a direct dial line, and air-conditioning. It also had broadband Internet access.

Guest: Is there an in-room safe?

Bellboy: Yes, every room comes with one. The minibar is right over there, beside the TV. And the disposable slippers are kept in the closet.

Guest: Is that a cigarette-detecting device on the ceiling?

Bellboy: Yes, it is. We have one in every room on our nonsmoking floors.

Guest: I see. Oh, the bedding looks every comfortable and luxurious.

Bellboy: Our mattress pads, pillows, comforters, and sheets are all of the highest quality.

Guest: It looks like I'm checking into the right place.

Bellboy: You certainly are. I hope you have a wonderful stay at our hotel.

(Source: Adapted from LiveABC, 2013A: 153)

1. Where does the bellboy put Mr. Kelly's baggage?
 - A. On the bed
 - B. By the bed
 - C. In the closet
 - D. Next to the closet
2. What does the room NOT include?
 - A. Internet access
 - B. Air-conditioning
 - C. Satellite TV
 - D. A microwave
3. Where should Mr. Kelly put his money and valuables?
 - A. At the Front Desk
 - B. In the closet
 - C. In the safe
 - D. Next to the console

4. What should Mr. Kelly do if he wants to make phone calls?
 - A. Ask an operator to help him
 - B. Dial 0 first for outside calls
 - C. Use the direct dial telephone
 - D. Use the computer in his room
5. What will happen if Mr. Kelly smokes in his room?
 - A. The room temperature will soon go up.
 - B. He will be moved to a smoking room.
 - C. The air-conditioning will be turned off.
 - D. The cigarette-detecting device will go off.

3. Business Center

Task 3.1

Directions: Discuss these questions.

1. Name five kinds of equipment you can find in a hotel business center.

2. Why might a guest need the services of a hotel business center?

3. What does a hotel business center attendant usually do?

Task 3.2

Directions: Match the office equipment with the correct descriptions.

A. USB ports	F. laptop
B. photocopier	G. digital projector
C. speakers	H. scanner
D. paper shredder	I. laser printer
E. fax machine	J. headset with microphone

1. _____



Figure 4.20

2. _____

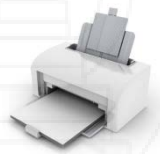


Figure 4.21

3. _____



Figure 4.22

4. _____



Figure 4.23

5. _____



Figure 4.24

6. _____



Figure 4.25

7. _____



Figure 4.26

8. _____



Figure 4.27

9. _____



Figure 4.28

10. _____



Figure 4.29

Figure 4.20 Laptop
(Source: Laptop, 2016: 1)

Figure 4.21 Laser printer
(Source: Laser printer, 2016: 1)

Figure 4.22 Fax machine
(Source: Fax machine, 2016: 1)

Figure 4.23 Photocopier
(Source: Photocopier, 2016: 1)

Figure 4.24 Digital projector
(Source: Digital projector, 2016: 1)

Figure 4.25 Paper shredder
(Source: Paper shredder, 2016: 1)

Figure 4.26 Scanner
(Source: Scanner, 2016: 3)

Figure 4.27 USB ports
(Source: USB ports, 2016: 1)

Figure 4.28 Speakers
(Source: Speakers, 2016: 1)

Figure 4.29 Headset with microphone
(Source: Headset with microphone, 2016: 1)

Task 3.3

Directions: Listen to the three conversations talking about IT requirements.
Then answer the following questions.

Conversation 1

- Guest: Hello. My flight's been delayed until this evening. Is there somewhere I could work for a couple of hours?
- Staff: Yes, of course, sir. Our business center has free Wi-Fi for guests and is very quiet.
- Guest: That's great. And where is the business center?
- Staff: Take the lift up to the second floor and you'll see the entrance in front of you.
- Guest: OK. Thank you.

Conversation 2

- Guest: Hi, I need to use the Internet but my laptop isn't working.
- Staff: Are you staying here, sir?
- Guest: Yes.
- Staff: Then you can use the Internet center facilities free of charge.
- Guest: Great. Will I need a password for the computer?
- Staff: Yes, you will and it's printed on this card. Enter your username KingParkAvenue and this is the password.
- Guest: Thank you.

Conversation 3

- Guest: Can I borrow an adaptor, please? The plug on my lead doesn't fit in the socket.
- Staff: Certainly, sir. I can lend you a travel adaptor. That should fit.
- Guest: Is there a printer here, too? I need to print something out.
- Staff: Of course, sir. Printouts cost 10 baht per page.
- Guest: Is it a color printer?
- Staff: Yes, it is.
- Guest: Good.

(Source: Adapted from Seymour, 2011: 86-87)

1. On which floor is the business center?

2. Does the guest have to pay to use the business center?

3. Why does the guest need an adaptor?

4. How much does it cost to print one page?

5. Can the guest print in color?

Task 3.4

Directions: Read the conversation between a guest and a business center staff, and fill in the missing parts with the words in the boxes.

Then listen again to check your answers.

(B= business center attendant)

spreadsheet	nearby	send	located	print it out
crashed	open	rooftop	functions	repaired

Guest: I need to use your business center. What are the hours?

Staff: We're (1) _____ from 7.00 a.m. to 10.00 p.m., Monday through Friday, and 8.00 a.m. to 5.00 p.m. on weekends.

Guest: Oh, you've got long hours. Where are you (2) _____?

Staff: The business center is up on the 15th floor, near the entrance to the (3) _____ garden.

Guest: OK, I've got it.

(A few minutes later, the guest enters.)

Staff: Good afternoon, sir. May I help you with something?

Guest: Yes, I need to use a computer.

Staff: Certainly.

Guest: Oh, I'd like to (4) _____ a fax too.

Staff: What would you like to do first?

Guest: Let me use the computer first. I'll need to type something up, (5) _____, and then fax it.

Staff: All right. Please follow me. I'll get you set up on a computer.

Guest: Thank you. Do your computers have (6) _____ and presentation software?

Staff: Yes. They have both (7) _____.

Guest: Wonderful. And do you have any laptops to rent out?

Mine just (8) _____.

Staff: Yes, we do. Would you like us to help you get your laptop (9) _____?

Guest: Could you? That would be wonderful great.

Staff: Sure. I can get someone to take it to a computer shop (10) _____ and have them take a look at it. But first, let's get you a computer to use.

Guest: OK.

(Source: Adapted from LiveABC, 2013A: 102)

Task 3.5

Directions: Complete these sentences with words in the box.

for	on	out	of	up	per

1. Take the lift _____ to the 15th floor.
2. I need to print something _____.
3. The business center is _____ the fifth floor.
4. You can use the business center facilities free _____ charge.
5. Our business center has free Internet access _____ guests.
6. Color printouts cost 10 baht _____ page.

Task 3.6

Directions: Suppose you are showing guests how to use a photocopier. Fill in the blanks with the words in the box and put the sentences in order.

press	on	put	close	select

1. Then, _____ the cover.
2. Finally, _____ this button.
3. First, _____ the paper _____ the glass.
4. After that, _____ the number of copies you need.

Task 3.7

Directions: Suppose you are working at the business center. Complete the following dialogue using the cues provided.

You: (1) _____

(Say hello to the guest politely.)

Guest: Good morning. Is this the business center? I need to check my emails.

You: (2) _____

(Answer politely that it is and ask if the guest is staying at the hotel.)

Guest: Yes, I'm in Room 1077.

You: (3) _____

(Explain that the business center is free of charge.)

Guest: Where can I plug in my laptop?

You: (4) _____

(Answer and direct the guest to a work station.)

Guest: Oh! My lead doesn't fit in this socket.

You: (5) _____
(Politely offer to lend guest an adaptor.)

Guest: That would be great. Thanks a lot.

You: (6) _____
(Reply to the guest's thanks.)

Guest: Can I use the printer here too?

You: (7) _____
(Tell the guest yes but there is a charge.)

Guest: How much does it cost?

You: (8) _____
(Tell the guest 10 baht per sheet.)

Guest: Can I charge it to my room?

You: (9) _____
(Tell the guest yes he can.)

Guest: OK. Thank you.

You: (10) _____
(Reply politely and tell the guest to let you know if he needs anything.)

4. Event Planning

Task 4.1

Directions: Discuss these questions.

1. Generally speaking, what types of events are held in a hotel?

2. Have you ever used a hotel business center's facilities?

3. When is the last time you attended a wedding banquet held in a hotel?

Task 4.2

Directions: Read the conversation between a hotel's event planner and a caller, and fill in the missing parts with the words in the boxes. Then listen again to check your answers.

basic package

host a seminar

overnight accommodation

capacity

additional

catered lunch

Event planner: Hello. Event Planning Department. How may I help you?

Caller: Hello. I work at JSL International, and we would like to (1)_____ for about 120 people at your hotel.

Event planner: It would be our honor, madam. May I have your name, please?

Caller: It's Walker. Emily Walker.

Event planner: Yes, Ms. Walker. My name is Frank. Is this going to be a one-day seminar or will it include (2)_____?

Caller: Actually, it'll be for one day.

Event planner: And what date would you like to book?

Caller: February 13th. We'd like to go from 9.00 a.m. to 5.00 p.m. with a (3)_____ at noon.

Event planner: Let me see.....Yes, February 13th is available. I'll pencil you in, Ms. Walker.

Caller: Great.

Event planner: Our (4)_____ for a 120-person seminar is \$2,000. And a catered lunch will cost an (5)_____ \$1,000 to \$1,500.

Caller: A few extra people might show up at the last minute.

Event planner: That's not a problem. Our conference room has a (6)_____ of 150. But it'll affect the fee, Ms. Walker.

Caller: OK. Right now, though, I just want to check the date with you and make a reservation. Can I get back to you tomorrow to discuss the details?

Event planner: Certainly. I'll be in the office until 6.00 p.m., Ms. Walker.

Caller: Thank you. Goodbye.

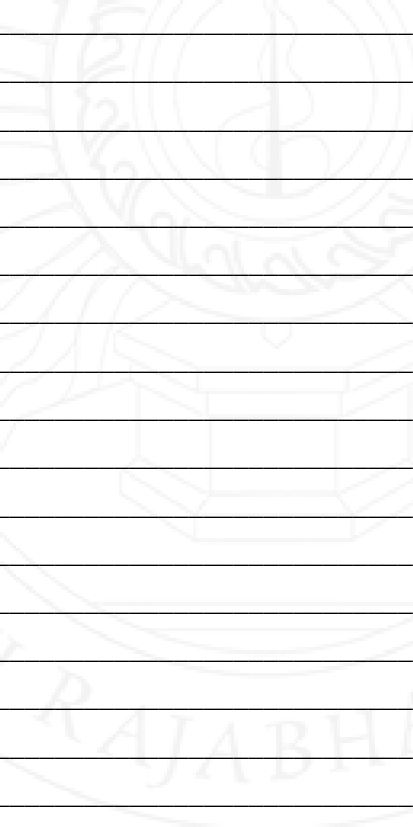
(Source: Adapted from LiveABC, 2013A: 104)

Task 4.3

Directions: Work in pairs. Read the following information and then practice taking and making a reservation. Add necessary information as you wish.

Name of Guest	Mr. Johnson/International Trade Ltd. or Ms. Kidman/IT Smart Ltd.
Room Type	Auditorium
Event	Product launch
Time	Next Monday, 3.00 p.m.-5.00 p.m.
Number of Guests	Approximately 100
Equipment	Laptop, PowerPoint, screen, projector, microphone
Services	Valet parking, catering, videotaping

Figure 4.30 Event planning reservation
(Source: Adapted from LiveABC, 2013A: 105)



Task 4.4

Directions: Listen to the conversation between an event planner and a caller arranging a wedding banquet. Then decide if the following statements are true (T) or false (F).

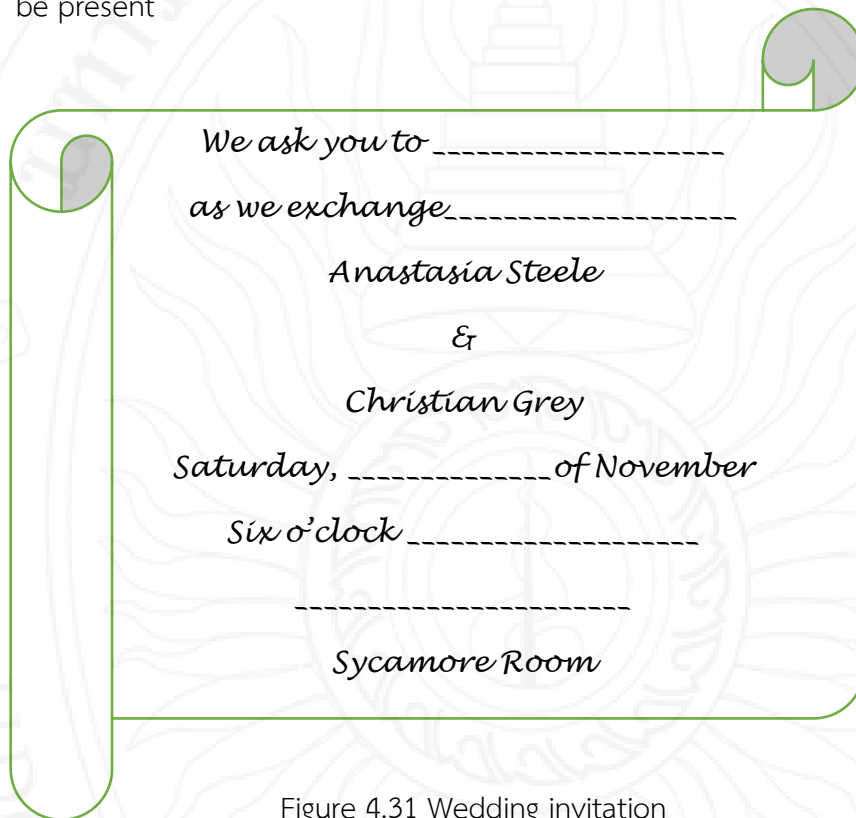
Event planner: Event Planning. This is Ellen speaking.
Caller: Hello. I'd like some information about having a wedding banquet at your hotel.
Event planner: Certainly, madam. May I ask your name, please?
Caller: It's Isabella Swan.
Event planner: What date you like to host the wedding banquet on?
Caller: November 4th.
Event planner: Certainly. How many people do you expect to attend?
Caller: I think there will be 400 guests. So, I'll need 50 tables.
Event planner: We have a room available, Ms. Swan. It fits 45 to 60 tables?
Caller: Great. What are our menu options?
Event planner: We have three menus at \$150, \$200, and \$250 per table.
Caller: OK. One more thing-- and what if some of our guests are vegetarians?
Event planner: That will not be a problem, Ms. Swan. Would you like to come in and work out the details?
Caller: Sure. How about Wednesday afternoon at around 2.00 p.m.?
Event planner: Very well, Ms. Swan. We'll be expecting you this Wednesday at 2.00 p.m.?
Caller: Thank you. See you then.

- _____ 1. The hotel guest has both regular and vegetarian menus.
- _____ 2. 400 people will attend the wedding.
- _____ 3. The hotel has a banquet room that holds 70 tables.
- _____ 4. There are two types of menus.
- _____ 5. Ms. Swan will check out the banquet hall at 2.00 p.m. tomorrow.

Task 4.5

Directions: Suppose you are a wedding planner at the Grand Hyatt Hotel, designing a wedding invitation for your guests. Fill in the blanks with the given information.

- A. Four Seasons Hotel Seattle
- B. the sixth
- C. marriage vow
- D. in the evening
- E. be present



We ask you to _____
as we exchange _____
Anastasia Steele
&
Christian Grey
Saturday, _____ of November
Six o'clock _____

Sycamore Room

Figure 4.31 Wedding invitation
 (Author's writing)

Focus on Language

1. There is/There are/Is there...?/Are there?

1.1 We use **there is** or **there's** to state facts about a person or thing.

There is a guest at the Front Desk.

There's a guest at the Front Desk.

1.2 We use **there are** to talk about people or things.

There are five guests at the gym.

We usually use **there is** or **there are** to tell the location of people or things or the time of events.

There is a business center on the second floor of the hotel.

There are two restaurants in the hotel.

1.3 In the negative, the contractions are usually used **isn't** and **aren't**.

The full forms, is not and are not, are rarely used with *there*.

There aren't any shopping malls near the hotel.

There are Chinese and Japanese restaurants in the hotel, but they aren't open for breakfast.

Note: Be careful. Do not confuse *there aren't* with *they aren't*.

1.4 In the question, *verb to be (is/are)* is placed before *there* we often use **any** with yes/no questions about plural nouns and uncountable noun.

Is there a hair dryer in the bathroom?

Are there any indoor swimming pools in the hotel?

Is there any mineral water in the minibar?

1.5 **Here** and **there** are adverbs of place. *Here* is for something nearby and *there* is for something far.

Last summer we spent our vacation in Phuket. We went there for the first time.

The minibar is down here.

Note: Do not confuse the adverb of place *there* with *there is* or *there are* or with the possessive adjective *their*.

This room is very good. There are two direct dial telephones.

I like to spend my vacation there. Their hotel facilities are really nice.

1.6 We often use *There is* or *There are* the first time we talk about people or things.

There's an electric razor outlet in the bathroom. It's very easy to use.

2. Causatives: Have and Get

2.1 Have/Get something done

Subject + have/get + object + past participle

We usually use ‘*have/get something done*’ when we are talking about getting someone to do something for us. It is often used for services. ‘*Get*’ can be used instead of ‘*Have*’. It has the same meaning but less formal.

*I will **have** my laptop **fixed**.*

*Would you like us to help you **get** your laptop **repaired**?*

*I need to **get** this laptop **fixed**.*

*Mr. Jones needs to **get** these items **faxed** out tonight.*

2.2 Have/Get someone do

Subject + have/get + person + infinitive

We can also use ‘*have/get someone do*’ when we talk about the person who we asked to do the things for us.

*I will **have** someone **bring** you some cloth hangers.*

*I will **get** a business center staff **fax** your documents.*

*I **had** a front desk clerk **confirm** your flight.*

2.3 Have/Get someone to do something

Subject + have/get + person + to + infinitive

We can also use ‘*have/get someone to do something*’ to say that you cause the other person to do the action by asking or paying them to do it.

*I **can get** someone **to take** your laptop to a computer shop nearby.*

*I **have got** someone **to book** the hotel for me.*

*I **will have** the concierge **to check** the information for you.*

*I **get** the bellboy **to take care of** your luggage.*

Useful Expressions**1. Asking questions about general hotel facilities and services**

May I have some information about the hotel?

Can I have some information about hotel facilities?

Can you tell me a little about the hotel facilities?

What facilities do you have in the hotel?

I would like to know what amenities are provided in your hotel?

Does the hotel provide/have.....?

I am wondering if there is/are in the hotel?

Do you have in the hotel?

Is there a/an.....in the hotel?

Are there.....in the hotel?

Have you got.....in the hotel?

Can I use the sauna now?

Can we get a massage at?

2. Introducing hotel facilities

There is a sauna in the fitness center.

We have an indoor swimming pool.

We have a 25-meter indoor swimming pool, with eight lanes.

All of our restaurants offer lunch buffets.

We have a Chinese restaurant, a Japanese restaurant, a seafood restaurant, and a buffet with both Eastern and Western food.

Our Chinese and Japanese restaurants are open for lunch and dinner.

The shuttle bus to the airport runs every 30 minutes.

The tennis courts open at 6.00 a.m. and close at 9.00 p.m.

The hotel offers a variety of conference rooms.

Our conference room seats 120 people.

Our business suite is state-of-the-art.

3. Responding to the guests' inquiry about the hotel facilities

Yes, we do.

No, we don't.

Yes, it has.

No, it hasn't.

Yes, there is.

No, there isn't.

Yes, we have.

No, we haven't.

Yes, you can.

Of course, madam. It is open from.....until.....

Certainly, sir. The massage rooms are available at that time.

No, you can't.

I'm afraid not, it is closed.

I'm very sorry. There's no room available. Would you like to book a massage tomorrow?

I'm afraid there isn't a beauty salon in the hotel, madam. However, there is a beauty salon near the hotel.

4. Talking about room facilities

This room is equipped with high-speed Internet access.

There is an international direct dial telephone in your room.

There is an electric razor outlet in the bathroom.

The room comes with a coffeemaker.

There is extra bedding in the closet.

We provide several movie channels, like HBO, Cinemax, and so on.

An electronic safe is standard in all rooms.

We don't have central air-conditioning. It runs on a remote control.

The bathroom has both separate bathtub and an enclosed shower area.

5. Pointing out room amenities

The room service menu is kept in this folder.

The electronic pump pot is next to the minibar.

The slippers are in the closet.

The air conditioner is in the corner, near the window.

We keep the iron in here.

The safe is in the closet.

The minibar is down here.

The hair dryer is in the drawer.

6. Asking for directions

Would you mind telling me how to get to hotel swimming pool?

How do we get there?

Can you direct me to the gym?

Excuse me, how can I get to the sauna?

Where is the fitness center?

Is there a beauty salon in the hotel?

7. Giving directions

It's on the ground floor.
It's on the top floor.
It's on the second floor.
You'll see it one on your right.
It's on your left.
Go across the lobby and through that door.
Keep on walking along the hall.
Walk past the auditorium.
It's at the end of the hallway.
It's opposite the restaurant.
It's next to the swimming pool.
It's in front of the coffee shop.
It's near the reception.
It's in back of/behind the hotel.
Go upstairs/downstairs.
I'll show you the way myself.

8. Taking the business center services

Our business center has free Internet access/Wi-Fi for guests.
You can use the business center facilities free of charge.
Enter your username.....and this password.....
I can lend you a travel adaptor.
Printouts cost 10 baht per page.
I can help you print out the document if you like.
We can arrange for videoconferencing facilities.
There is a digital video projector over there.
Let me show you how to use the projector.

9. Talking about opening hours

We're open at 8.00 a.m., from Monday to Saturday.
We don't close. We're open around the clock.
We're open year round/365 days a year.
The business center is closed every Sunday.
We're expecting you this Wednesday. We open at 9.00 a.m.

10. Taking conference room reservations

How many people will be attending the conference?
Our auditorium can hold up to 120 people.
The conference room has a capacity of 150.
Our boardroom has room for 50 people.

The banquet hall has space for 50 tables.

In total, we have 5 theater-style rooms.

How many guests are you expecting?

Do your guests need full-board or half-board accommodation?

11. Confirming banquet details with guests

What kind of food would you like at the reception?

How would you like the food served, with waiters or buffet-style?

Do you need a professional photographer?

We can arrange transportation for your guests if you need it.

What kind of music would you prefer, a live band or a DJ?

Have you chosen a wedding song?

12. Asking if the guests have more questions

Do you need any further information?

Do you have further inquiries?

Please let me know if I can be of any further help.

13. Expressing wedding wishes

Congratulations on your wedding/engagement.

Congratulations to both of you on your wedding day.

Congratulations and the best to you always.

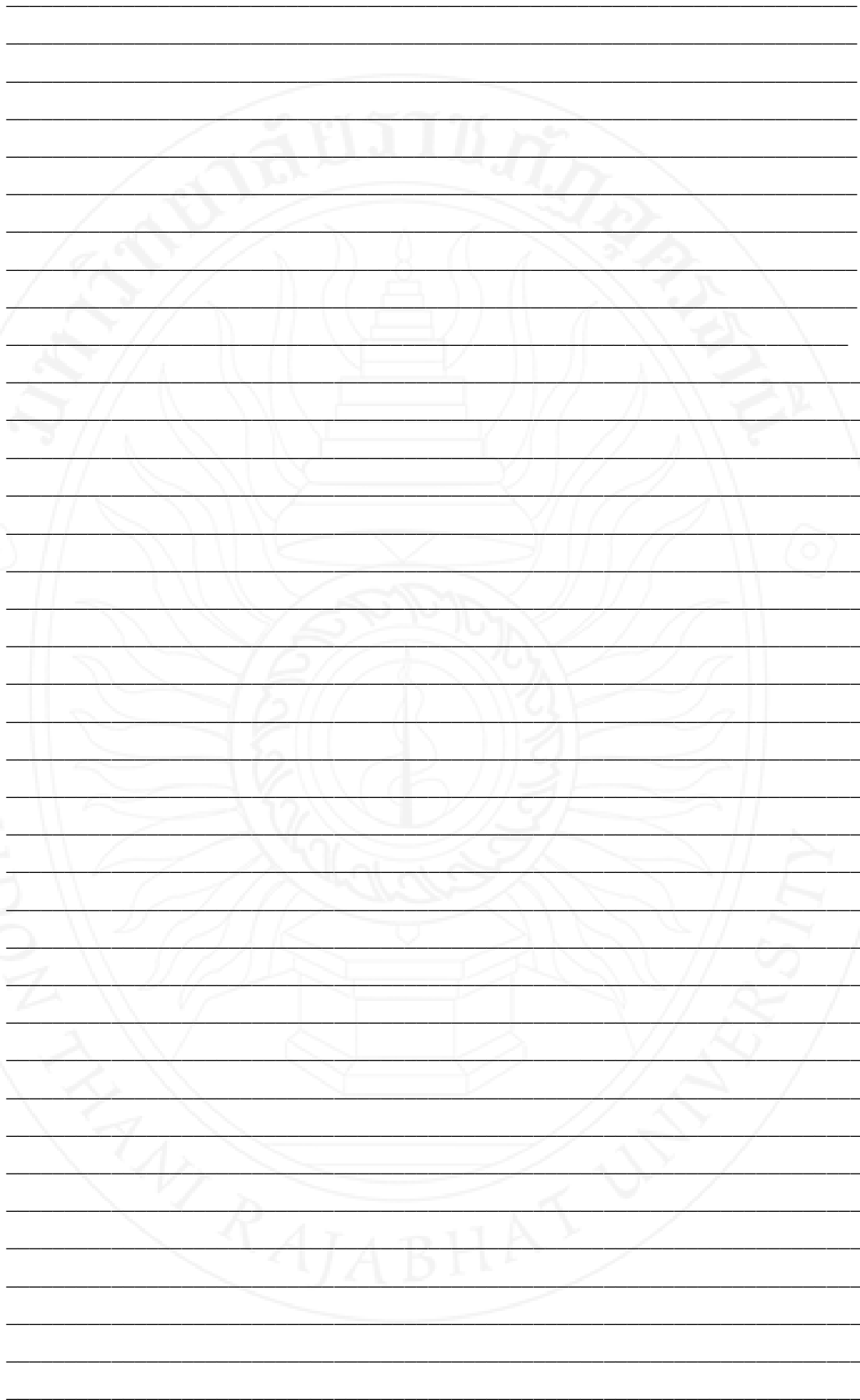
Wishing you a love that grows day after day and year after year.

Wishing you all the happiness in the world.

Love and best wishes on this very special occasion.

Role Play

Work with a partner. Try different roles in situations related to providing hotel facilities and services. Create a conversation between a guest and a hotel staff from expressions you have learnt from this chapter adding any necessary information.

A large, faint watermark of the Rajabhat University logo is centered on the page. The logo is circular, featuring a central emblem with a tiered stupa and a flame-like design. The text "ราชภัฏมหาวิทยาลัยราชภัฏ" is written in Thai script along the top arc, and "RAJABHAT UNIVERSITY" is written in English along the bottom arc. The entire logo is rendered in a light gray color.

Summary

This chapter invites learners to practice how to give information about hotel facilities and services, which are divided into four main parts: general facilities in the hotel, room facilities, business center, and event planning. Model dialogues are presented through reading and listening tasks. Using *there is/there are* and *causatives* are discussed in focus on language section to be used when providing information about hotel facilities and services to the guests. Writing and speaking tasks are also assigned to practice communicative skills. In addition, useful expressions are illustrated to be used as guidelines for learners when they need to response the guests' inquiries in various contextual situations. After completing this chapter, the learners are able to explain the hotel facilities and services that are available for guests, provide equipment for guests, and also provide information about the particular hotel services such as business center and event planning. Last but not least, they learn how to reply and refuse in a polite manner, and practice expressing good wishes.

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Course Syllabus

Chapter 5

Housekeeping Services

Contents

Introduction
Services
Request for Extra items
Request for Extra services
Summary
References

Behavioral Objectives

Students should be able to:

1. answer questions about the reading text material and conversations correctly,
2. identify housekeeping services,
3. identify room amenities,
4. respond to request for extra items,
5. respond to request for extra services,
6. write a dialogue and role play according to the given situation.

Instructional Activities

1. The teacher leads students into the lesson by discussing with the students to see if they know about housekeeping services.
2. The students are asked to read a passage about housekeeping department. Then answer the questions for general understanding.
3. The students are asked to listen to the conversations asking for housekeeping service. Then answer the questions and fill in the missing parts for general understanding.
4. The students are asked to identify bedroom and bathroom amenities by matching the given words with correct pictures.

5. The students are asked to listen to the conversations asking for laundry service. Then answer the questions and fill in the missing parts for general understanding.
6. The students are asked to study a laundry and dry cleaning list.
7. The students are asked to listen for repair services, as well as Lost and Found service. Then fill in the missing parts for general understanding.
8. The students are asked to write a dialogue using the clues provided.
9. The students are asked to complete the conversations making requests for extra items.
10. The students are asked to practice responding to the guests asking for extra items.
11. The students are asked to listen to conversations about requesting for extra services and discuss what happen and how the housekeeping does to help the guests.
12. The teacher and the students discuss grammar points used in responding to guests' requests for housekeeping services, as well as useful expressions.
13. The students are divided into groups of two to construct the dialogues according the given situations and then perform the role-play.

Instructional Materials

1. Textbook (English for Hotel Staff)
2. PowerPoint Presentation
3. Audio
4. Exercises

Measurement and Evaluation

1. Observing students' participation in class discussion.
2. Checking student's accuracy in answering questions.
3. Assessing students' role-play performance.

Chapter 5

Housekeeping Services

Introduction

Housekeeping is an important part of any hotel industry. It can be said that the major parts of the hotel's income come from the rooms, so housekeeping is regarded as a top concern. Generally speaking, cleanliness is an expected standard that guests would like to meet when they spend their money to stay at any hotels. However, housekeeping does not only involve someone coming to change the bedding in the guests' rooms, but a housekeeper's duty is more than that. Therefore, in this chapter main functions of housekeeping department are presented, which can be divided into three parts: housekeeping services, request for extra items, and request for extra services.

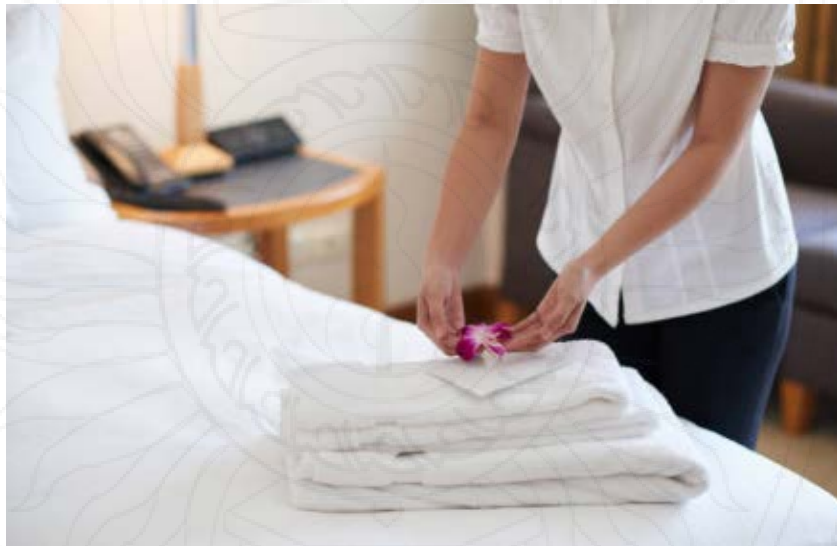


Figure 5.1 Housekeeping services
(Source: Housekeeping services, 2016: 1)

1. Services

Task 1.1

Directions: Read this passage and decide if the following statements are True (T) or False (F).

The Housekeeping Department in a hotel is the department responsible for the cleanliness appearance and condition of the entire hotel. This includes public areas and guest rooms. The Housekeeping Department is generally headed by an executive housekeeper, or head housekeeper. Working under her are assistant housekeepers, supervisors, chambermaids, housemen and many others.

Assistant housekeepers help the executive housekeeper in several areas, and may be in charge of uniforms for the staff, linen supplies, cleaning supplies and the laundry and sewing rooms. Supervisors, on the other hand, check on the work done by chambermaids and housemen. They also inspect rooms that have been cleaned and those that are vacant to make sure that they are ready for new guests.

The actual work of cleaning and caring for the guest rooms is performed by the chambermaids, whose duties include making beds, dusting furniture, cleaning floors and carpets, cleaning bathrooms, replacing towels and washcloths and supplying the rooms with such items as soap, shampoo, toilet paper, etc.

Chambermaids also report to their supervisors any sign of damage or wear and tear in the guest rooms so that repair work can be arranged.

Occasionally, chambermaids have to come into contact with hotel guests. Some guests may ask the chambermaids to make their rooms up at a certain time, or they may indicate they do not want to be disturbed at all. Others may ask chambermaids for such items as pillows, extra beds, shower caps, irons and hair dryers.

In some hotels, the chambermaids also pick up and deliver clothing, check the minibars, clean guests' shoes and turn down the bed in the evening to make the bed look more inviting.

Heavier chores such as cleaning the public areas of the hotel, washing windows and shampooing carpets are generally done by men, called housemen.

In some hotels the Housekeeping Department is also responsible for laundry service, lost and found service and the preparation of gifts, flowers and special services for the hotel's VIPs.

(Source: Chanawangsa, 2001: 744-745)

- _____ 1. The Housekeeping Department is responsible for cleaning the hotel.
- _____ 2. The head of the Housekeeping Department is the supervisor.
- _____ 3. The cleaning work is done by chambermaids and housemen.
- _____ 4. Supervisors check on the work done by assistant housekeepers.
- _____ 5. Sometimes chambermaids have to communicate with guests.

Task 1.2

Directions: Listen to the conversation between Linda, a senior housekeeper and Lisa, a new maid, and then answer the questions.

Linda: Make sure that you replace the hot drinks packets every day: enough for four cups a day –two per person.

Lisa: Where can I find the suppliers?

Linda: There's a supplies cabinet on every floor. The toiletries, soap and toilet paper are also stored there. Every room must have three rolls of toilet paper at all times.

Lisa: Do I have to change the sheet every day?

Linda: No, you don't have to. Only do it if the guest asks you to. But, if a guest is staying for more than three nights, you must change the sheets on the fourth day.

Lisa: What about the pillowcases?

Linda: Change them every day. They're in the linen cabinet with the towels and bathrobes.

Lisa: Do I have to vacuum under the bed every day?

Linda: Yes. Also, dust and polish all the surfaces, and pay special attention to the mirrors and TV screen. But you mustn't clean the TV screen with water.

Lisa: OK.

Linda: And don't forget to replace the TV remote control in the holder.

(Source: Adapted from Seymour, 2011: 70-71)

1. How many hot drinks packets must there be in the room every day?

2. Where are hot drinks packets and supplies stored?

3. How many toilet rolls must there be in the bathroom at all times?

4. Does the maid have to change the sheets every day?

5. Does the maid have to change the pillowcases every day?

Task 1.3

Directions: Identify these bedroom and bathroom amenities, using the given words.

slippers	towels	bed	toilet roll	cups
drinks packets	safe	bathrobe	toiletries	

1. _____



Figure 5.2

2. _____



Figure 5.3

3. _____



Figure 5.4

4. _____



Figure 5.5

5. _____

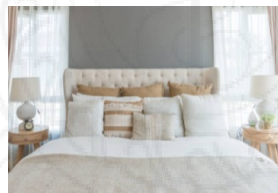


Figure 5.6

6. _____



Figure 5.7

7. _____

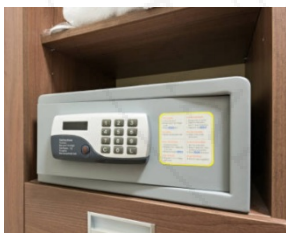


Figure 5.8

8. _____

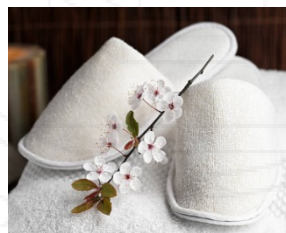


Figure 5.9

9. _____



Figure 5.10

Figure 5.2 Towels

(Source: Towels, 2016: 1)

Figure 5.3 Bathrobe

(Source: Bathrobe, 2016: 1)

Figure 5.4 Toilet roll

(Source: Toilet roll, 2016: 1)

Figure 5.5 Toiletries

(Source: Toiletries, 2016: 1)

Figure 5.6 Bed

(Source: Bed, 2016: 1)

Figure 5.7 Cups

(Source: Cups, 2016: 1)

Figure 5.8 Safe

(Source: Safe, 2016: 1)

Figure 5.9 Slippers

(Source: Slippers, 2016: 1)

Figure 5.10 Drinks packets

(Source: Drinks packets, 2016: 1)

Task 1.4**Directions:** Listen to the three conversations asking for laundry services.

Then write T if the statement is true or F if it is false.

Conversation 1

- _____ 1. If the guest would like to send some clothes to be washed, he can put them in the laundry bag and leave them behind the door.
- _____ 2. The clothes will be collected.

Conversation 2

- _____ 3. The cloths handed at 10 will be returned on the same day with no extra charge.
- _____ 4. Guests will have to take the clothes to the laundry room themselves.

Conversation 3

- _____ 5. When the laundry room is closed, there will still be someone to pick up the clothes to be washed.

Conversation 1

Housekeeper: Housekeeping. May I help you?

Guest: Yes, I have some cloths to be washed.
Where should I leave them?

Housekeeper: There's a laundry list and a laundry bag in the desk drawer.
Just check the list and then put both the clothes and the list in the bag. Leave the bag behind the door before 9.00 in the morning. The clothes will be collected and then returned to you in the evening.

Guest: I see. Thank you.

Housekeeper: You're welcome.

Conversation 2

Housekeeper: Housekeeping. May I help you?

Guest: I'd like to send some clothes to be washed. How soon can I get them back?

Housekeeper: If there're handed in before 9.00 in the morning, you'll get them back at 5.00 p.m.

Guest: Well, it's already 11.00 o'clock and I need them for a party this evening.

Housekeeper: We can arrange that, sir, but there's a 50% surcharge for the express service.

Guest: That's OK. Can you send someone to my room to pick them up?

Housekeeper: Certainly, sir. What's your room number?

Guest: 710.

Housekeeper: I'll send someone up immediately.

Conversation 3

Housekeeper: Housekeeping. May I help you?

Guest: I have some cloths to be washed. Can you send someone up to get them?

Housekeeper: Let me check.....The laundry room is closed now. Would you please put the clothes in the laundry bag that's in the desk drawer, and leave the bag behind the door? It will be picked up early tomorrow morning.

Guest: But I need my laundry back tomorrow morning. I'm leaving for Hong Kong at 10.00 a.m.

Housekeeper: I'm afraid it won't be possible, sir.

Guest: All right. Never mind.

Housekeeper: I'm sorry, sir.

(Source: Chanawangsa, 2001: 772-774)

Task 1.5

Directions: Listen to the conversation a guest and a laundry worker and answer the questions.

Laundry worker: Good morning. You've reached the Laundry Department.
How may I help you?

Guest: Hello. It's Ms. Lucas in Room 915. I have a suit jacket and some slacks that need dry-cleaning as soon as possible. I'd prefer not to leave them in a laundry bag outside my room door.

Laundry worker: I understand, Ms. Lucas. I'll send someone straight over to pick them up.

Guest: That would be great. Do you think they'll be ready by tonight?
I'll be attending an important business meeting first thing tomorrow.

Laundry worker: Yes, I think so. It's still early. If we get things before 10.00 a.m., the guests can have their laundry returned by 8.00 p.m. the same day.

Guest: Wonderful. Thank again.

Laundry worker: It's my pleasure, Ms. Lucas.

(Source: Adapted from LiveABC, 2013(A): 54)

1. What department does Ms. Lucas call?

2. What does Ms. Lucas ask for?

3. What does Ms. Lucas doesn't want to do with her clothes?

4. What is she going to do tomorrow?

5. When will the guests get their laundry back?

Task 1.6

Directions: Study the following laundry and dry cleaning list.

www.setupmyhotel.com

No: _____

LAUNDRY AND DRY CLEANING LIST

Please call Ext. _____ for Collection

APT NO:	GUEST NAME	TOTAL PIECES
	DATE: _____	TIME: AM/PM _____

PLEASE TICK ☒ ☐ REGULAR SERVICE:
All garments collected by 9am will be returned on the evening of the same day.
Garments collected after 9am will be returned by the evening of the following day.

☐ EXPRESS SERVICE:
Garments collected between 9am to 12pm will be returned on the evening of the same day.

☐ Starch ☐ No Starch ☐ Shirt folded ☐ Shirt on hanger ☐ No poly bag cover No

LAUNDRY							
count	GENTLEMEN		amount	count	LADIES		amount
	Shirt folding	12.00			Dress (plain)	18.00	
	Shirt Hanging	11.00			Dress (long)	18.00	
	T-Shirt	09.00			Blouse	13.00	
	Pant (long)	15.00			Skirt (plain)	15.00	
	Pant (short)	10.00			Slacks	15.00	
	Kurta Pyjama	15.00			Morning Gown	13.00	
	Underpants	8.00			Pyjamas (per set)	15.00	
	Under Shirt	8.00			Handkerchief	6.00	
	Socks (per pair)	8.00			Brassiere	7.00	
	Handkerchief	6.00			Underslip	7.00	
	Boiler Suit	17.00			Panties	7.00	
	Gatra	10.00			Stockings	7.00	
	Thobe Cotton Folding	17.00					
	Thobe Cotton Hanging	16.00					

DRY CLEANING & PRESSING									
count	GENTLEMEN	D/C	PRESS	amount	count	LADIES	D/C	PRESS	amount
	Overcoat	28.00	14.00			Dress (plain)	24.00	12.00	
	Suit (2pcs)	28.00	14.00			Dress (long)	28.00	14.00	
	Jacket	20.00	10.00			Skirt (plain)	18.00	9.00	
	Pant (long)	18.00	9.00			Skirt (pleated)	36.00	18.00	
	Pant (short)	16.00	8.00			Suit (2pcs)	28.00	14.00	
	Shirt Hanging	12.00	6.00			Sweater	20.00	10.00	
	Tie	12.00	6.00			Blouse (silk)	20.00	10.00	
	Jersey	20.00	10.00			Blouse (plain)	16.00	8.00	
	Sweater	20.00	10.00			Saree	28.00	14.00	
	Shirt	14.00	7.00			Jacket	20.00	10.00	
	Gatra	12.00	6.00			Abaya	28.00	14.00	
	Kurta Pyjama	20.00	10.00						
	Thobe Wool Hanging	18.00	9.00						

TOTAL: _____

SPECIAL INSTRUCTIONS: _____ REGULAR CHARGES TOTAL QR _____

GUEST SIGNATURE: _____ ADDITIONAL CHARGES (EXPRESS) QR _____

CHECKED BY: _____ GRAND TOTAL QR _____

CONDITIONS OF SERVICE:

- The price mentioned per linen item is for REGULAR SERVICE.
- For Express Laundry (Clothes given below 12.00 noon, will be delivered back by 7.00pm the same day) the charges will be double that of normal.

Figure 5.11 Laundry and dry cleaning list

(Source: Laundry list and price list sample used in hotels, 2016: 1)

Task 1.7

Directions: Listen to the two conversations asking for repair services, and answer the questions.

Conversation 1

Housekeeper: Housekeeping. May I help you?
 Guest: This is Mrs. Smith in room 528.
 Housekeeper: Yes, Mrs. Smith. How can I help you?
 Guest: I was watching TV in my room and all of the sudden the picture disappeared. I don't know what happened to it.
 Housekeeper: I'm terribly sorry, madam. I'll have it fixed immediately.

Conversation 2

Housekeeper: Housekeeping. May I help you?
 Guest: While I was taking a shower, the hot water stopped running. I'm not used to taking cold water showers, you see.
 Housekeeper: I'm sorry, sir. I'll send someone up to look at it immediately. What's your room number, sir?
 Guest: 325. And the plants in my room are dying too.
 Housekeeper: I'll ask the maid to take care of it right away.
 Thank you for letting us know.

(Source: Chanawangsa, 2001: 785)

1. What happened while Mrs. Smith was watching the TV?

2. What happened while the guest in Room 325 was taking a shower?

3. What does the housekeeper do in both cases?

Task 1.8

Directions: Listen to the conversation about Lost and Found service and fill in the missing parts.

- Housekeeper: Housekeeping. May I help you?
- Guest: This is Mrs. Jane Anderson. I just checked out of room 815.
- Housekeeper: Yes, Mrs. Anderson. How are you?
- Guest: I'm fine, thank you. I've lost my (1)_____. I'm not sure if I (2)_____ it in my room or (3)_____ it somewhere in the hotel.
- Housekeeper: Mrs. Anderson, one of our chambermaids (4)_____ a watch in the bathroom and gave it to me a few minutes ago.
- Guest: Oh, good. But how can I get it? I'm at the airport and the plane is about to take off.
- Housekeeper: We have your address, Mrs. Anderson. We'll (5)_____ it to you right away.
- Guest: That's very kind of you. I'm so impressed by your service. Please let me know the (6)_____ charge and I'll pay you immediately.
- Housekeeper: Please don't worry about that, Mrs. Anderson. We're happy to mail it to you free of charge.
- Guest: Thank you very much. Goodbye.
- Housekeeper: Goodbye, Mrs. Anderson. And have a very nice trip home.

(Source: Adapted from Chanawangsa, 2001: 789)

Task 1.9

Directions: Suppose you are at housekeeping. Finish the following dialogue using the cues provided.

- You: (1)_____
- (Answer the phone politely.)
- Guest: This is Mrs. Robinson. I left my ring in my room this morning. I wonder if anybody has seen it.
- You: (2)_____
- (Tell the guest one of your chambermaids found a ring in her room a few minutes ago. And it is now kept at the Lost and Found.)
- Guest: Oh, good! But how can I get it?
- You: (3)_____
- (Tell the guest you have her address and will mail it to her immediately.)

Guest: Thank you very much. And I'll send you a check for the delivery charge.

You: (4) _____
(Tell the guest to not worry. You are happy to send it to her free of charge.)

Guest: That's very kind of you. Goodbye.

You: (5) _____
(politely say goodbye.)

2. Request for Extra Items

Task 2.1

Directions: Complete the conversation between a guest calling Housekeeping to make a request, using words in the boxes. Then listen again to check your answers.

running out	extra	towels
inconvenience	bring up	tube

Housekeeper: Good morning. Housekeeping. Alice speaking.
How may I help you?

Guest: Well, I'd like an (1) _____ pillow. Could you also bring
me a (2) _____ of toothpaste and more clean
(3) _____?

Housekeeper: Of course, sir.

Guest: And the toilet paper is (4) _____.

Housekeeper: I'll have someone (5) _____ those things right away.
What's your room number?

Guest: It's Room 503.

Housekeeper: Is there anything else we can do for you?

Guest: No, that's everything. Sorry if it's an (6) _____.

Housekeeper: It's no inconvenience at all.

Guest: OK, thank you.

Housekeeper: You're welcome. Goodbye.

Task 2.2**Directions:** Listen to the conversations asking for extra items.

Then write T if the statement is true or F if it is false.

Conversation 1

_____ 1. The guest would like to have two more bath towels.

_____ 2. The bath towels are available.

Conversation 2

_____ 3. The guest would like an extra bed.

_____ 4. The extra bed is provided free of charge.

Conversation 3

_____ 5. The guest asks for a shower cap.

_____ 6. The chambermaid has to get the shower cap from a different floor.

Conversation 4

_____ 7. The guests need a portable phone charger.

_____ 8. The chambermaid has to get the guest the electrical appliance asked for.

Conversation 1

Guest: Can I have two more bath towels, please?

Chambermaid: You'd like two more bath towels. Certainly, sir.
I'll go and get them for you right away.
.....

Chambermaid: Here you are, sir. Your towels.

Guest: Thank you.

Conversation 2

Guest: We need an extra bed up here, please.

Chambermaid: You'd like an extra bed. I'm sorry, I'm not sure if we've got
any beds in stock. If you'll excuse me, I'll try to find out.
May I have your room number, please?

Guest: I'm in Room 306.

Chambermaid: Thank you.
.....Chambermaid: *(Knocks on the door.)* Chambermaid.Guest: *(Open the door.)* Yes.Chambermaid: Here's your bed, ma'am. There'll be an excessive charge for
an extra bed, ma'am.

Guest: All right. You can charge that to my account.

Chambermaid: Very good, ma'am. Where would you like me to put your bed?

Guest: Over there.

.....

Chambermaid: It's all set. Have a nice evening, ma'am.

Guest: Thank you. You too. Bye.

Chambermaid: Goodbye, ma'am.

Conversation 3

Guest: Excuse me. Could you get me a shower cap, please?

Chambermaid: I'm sorry, ma'am. Would you kindly repeat that, please?

Guest: Shower cap.

Chambermaid: You'd like a shower cap. Certainly, ma'am. But since we've run out of them on this floor. I'll get one for you from the fifth floor. It'll take a few minutes. May I have your room number, please?

Guest: It's Room 1216.

Chambermaid: Thank you.

.....

Chambermaid: (*Knocks on the door.*) Chambermaid.

Guest: Yes. (*Open the door.*)

Chambermaid: Here's your shower cap, ma'am. I'm sorry to have kept you waiting.

Guest: Thank you.

Chambermaid: My pleasure.

Conversation 4

Guest: Excuse me. What is the electrical voltage here?

Chambermaid: It's 220 volts, sir.

Guest: I see. Then I would need a voltage converter.

Can you get me one?

Chambermaid: I'm sorry, sir. Would you kindly explain that, please?

Guest: A voltage converter is a device that converts one electrical voltage to another. You see, in order to use my 110-volt portable phone charger here. I would need a converter to change the electrical voltage from 220 volts to 110 volts.

Chambermaid: I see. You'd like a voltage converter. I'll go and get one for you right away, sir.

Guest: Thank you.

.....

Chambermaid: (*Knocks on the door.*) Housekeeping.

Guest: Yes.

Chambermaid: I'm extremely sorry, sir. But we haven't got any converters left in our stock.

Guest: That's all right.

(Source: Adapted from Chanawangsa, 2001: 795-797)

Task 2.3

Directions: Work in pairs. Practice responding to the guests asking for extra items.

Then take turns.

If you see a (+) sign say: You'd like..... Certainly, sir/ma'am.

I'll go and get for you right away.

If you see a (?) sign say: You'd like.....

I'm sorry, I'm not sure if we've got any.....in stock.

If you'd excuse me, I'll try to find out.

1. Guest: I'd like another blanket, please. (+)

You: _____

2. Guest: Could you bring me some more tissue paper? (+)

You: _____

3. Guest: I need an electric razor. Do you think you can get me one? (?)

You: _____

4. Guest: Can I have some extra pillows, please? (+)

You: _____

5. Guest: Would you bring me another shower cap, please? (?)

You: _____

6. Guest: Would you get me some more soup, please? (+)

You: _____

7. Guest: Can I borrow an iron and an ironing board, please? (?)

You: _____

8. Guest: I'm going to a party tonight and I need to set my hair.
Do you have a hair dryer? (?)

You: _____

3. Request for Extra Services

Task 3.1

Directions: Listen to the conversations and answer the questions.

Conversation 1

Guest: I've knocked over a glass of wine. Can you send someone to clean up the mess?

Housekeeper: Certainly, sir. May I have your room number, please?

Guest: I'll send someone up immediately.

Housekeeper: Thank you.

(A few minutes later.)

Housekeeper: *(Knocks on the door.)* Housekeeping.

Guest: Yes.

Housekeeper: May I clean the room?

Guest: Yes, go head.

Housekeeper: Thank you.

Conversation 2

Housekeeper: Housekeeping. Sorry for disturbing you.
I've come to clean your room.

Guest: Could you come back later, please? We're not ready.

Housekeeper: Of course, ma'am. Sorry about that.

Please hang the 'Please Tidy My Room' sign on the door when you're ready.

Guest: OK. Thank you.

1. In which conversation does the guest request for cleaning service?

2. Why does the guest request for cleaning service?

3. Why won't the guest in conversation 2 let the housekeeper enter the room?

4. What does the housekeeper ask the guest in conversation 2 to do?

Task 3.2

Directions: Listen to the conversation and discuss what happens and how the Housekeeping do to help the guest.

Housekeeping: Housekeeping. How can I help you?
 Guest: We're having some problems in room 720.
 Can you send someone up right away?
 Housekeeping: Certainly. What seems to be the problem?
 Guest: Well, my sister spilled some juice on the bed sheets.
 Housekeeping: Oh dear! We'll send a maid up with fresh linen as soon as possible.
 Guest: Well, my sister tried to clean the sheets, but the water doesn't stop. Now there's water everywhere.
 Housekeeping: Oh no! We'll send the janitor and the plumber too.
 Guest: And then my sister slipped on the wet tile and hurt her toe.
 Housekeeping: Oh, we'll also send a doctor.
(the guest screams.)
 What's the matter?
 Guest: And send an electrician as well. The lights just went out.

(Source: Adapted from LiveABC, 2013(B): 41)

Task 3.3

Directions: Listen to the conversations requesting for extra services, and then decide if the statement is true (T) or false (F).

Conversation 1

_____ 1. The guest would like the maid to change the sheets.

Conversation 2

_____ 2. The guest would like to have his shoes shined.

_____ 3. The service charge for shining is minimal.

Conversation 3

_____ 4. The guest needs a baby-sitter because she has to attend a business meeting.

_____ 5. The housekeeper can find a reliable baby-sitter for the guest.

Conversation 1

Guest: Excuse me.

Housekeeper: Yes, sir.

Guest: Can you change the pillowcases for me?

Housekeeper: Certainly, sir. I'll do it right away.

Conversation 2

Guest: My shoes are dirty. Is there a shoeshine service here?

Housekeeper: Yes, sir. There's a shoe box on the floor, near the desk. If you put your shoes in the box, the maid will shine them for you free of charge.

Guest: Thank you.

Housekeeper: My pleasure, sir. Have a nice day.

Conversation 3

Housekeeper: Housekeeping. May I help you?

Guest: This is Mrs. Baker in Room 1017. I wonder if you can get me a baby-sitter for Friday evening from 7.00-11.00 p.m. My husband and I are going to a party.

Housekeeper: Certainly, ma'am. I'll try to find one for you right away, Mrs. Baker. And I'll call you back as soon as possible.

Guest: OK. Thank you.

(A few minutes later.)

(The telephone is ringing.)

Guest: Hello.

Housekeeper: Mrs. Baker?

Guest: Yes.

Housekeeper: This is Sally from the Housekeeping. I have good news for you. I've found reliable baby-sitter as you requested. Her name is Mrs. Brown.

Guest: OK. Good. Would you tell her to come on Friday at 7.00 p.m.?

Housekeeper: Certainly, Mrs. Baker.

Guest: Thank you for your help.

Housekeeper: It's my pleasure, Mrs. Baker. Goodbye.

Guest: Goodbye.

(Source: Adapted from Chanawangsa, 2001: 805-806)

Focus on Language

1. Subject + will/is going to + have + something + participle

I'll fix the TV.

I'll have the TV fixed.

The supervisor will have the room cleaned right away.

I'll have your bed sheets changed right away.

The maid will have your bed made up in a couple of minutes.

I'll have your breakfast delivered before 7.30 a.m.

We're having all of the carpets cleaned today.

2. Subject + will/is going to + have + someone + infinitive

I'll have someone bring up some towels.

I'll have Mrs. Jones give you a call when she gets in.

The hotel will have a driver pick you up tomorrow.

3. Some and any

3.1 A/an, some, any

We use **a** or **an** with singular countable nouns. We use **some** and **any** with plural countable nouns and with uncountable nouns.

Single countable: *I've got a pillow for you.*

Plural countable: *I've got some pillows for you.*

Uncountable: *I've got some soup for you.*

3.2 Some and any

We normally use **some** in positive statements; we use **any** in questions and negative statements.

*Are there **any** extra blankets?*

*I'm sorry, there aren't **any** blankets in stock, but I'll try to find **some** for you.*

However, we often use **some** in questions if the question is an offer or request, or if we expect the answer to be 'yes':

*Could you give me **some** more soup, please?*

*Could I take **some** clothes to be washed?*

Useful Expressions

1. Requesting for extra items or services

I need someone to bring my bags to the lobby.

We need an extra bed, here.

Would you have someone check the toilet/air-conditioning?

Could you please change my bed sheets and empty the wastebasket?

Could you send someone to clean up the mess?

Can someone clean it up?

Can you change the pillowcases for me?

Please send someone to vacuum the carpet?

May I have another blanket/an extra pair of slippers?

I wonder if you can get me a baby-sitter.

The room needs cleaning.

The bathroom mirror needs to be wiped.

2. Checking what the guest requests

You'd like

I'm sorry, sir/ma'am.

Would you kindly repeat that, please?

Would you kindly explain that's please?

3. Responding to a request

Certainly, sir/ma'am.

*I'll go and get **some/one/them** for you right away.*

I'll do it right now.

I'll try to find one for you right away.

May I have your room number, please?

I'm sorry, I'm not sure if we've got any.....in stock. If you'd excuse me, I'll try to find out.

I'm sorry, we've run out of on this floor. I'll go and get.....for you from the.....floor. It'll take a few minutes.

I'm sorry, sir/ma'am. I'll have the room cleaned right now.

I'm sorry for disturbing you.

4. Expressing uncertainty

I'm not sure if I left it in my room or dropped it some in the hotel.

I lost my watch somewhere in the hotel. I wonder if anybody has found it.

I'm not sure, I'll have to check with the Lost and Found first.

I'm not sure when the guest will arrive.

5. Asking what happened

Informal

What's wrong?

What's going on?

Is there something wrong?

What's the matter with.....?

Formal

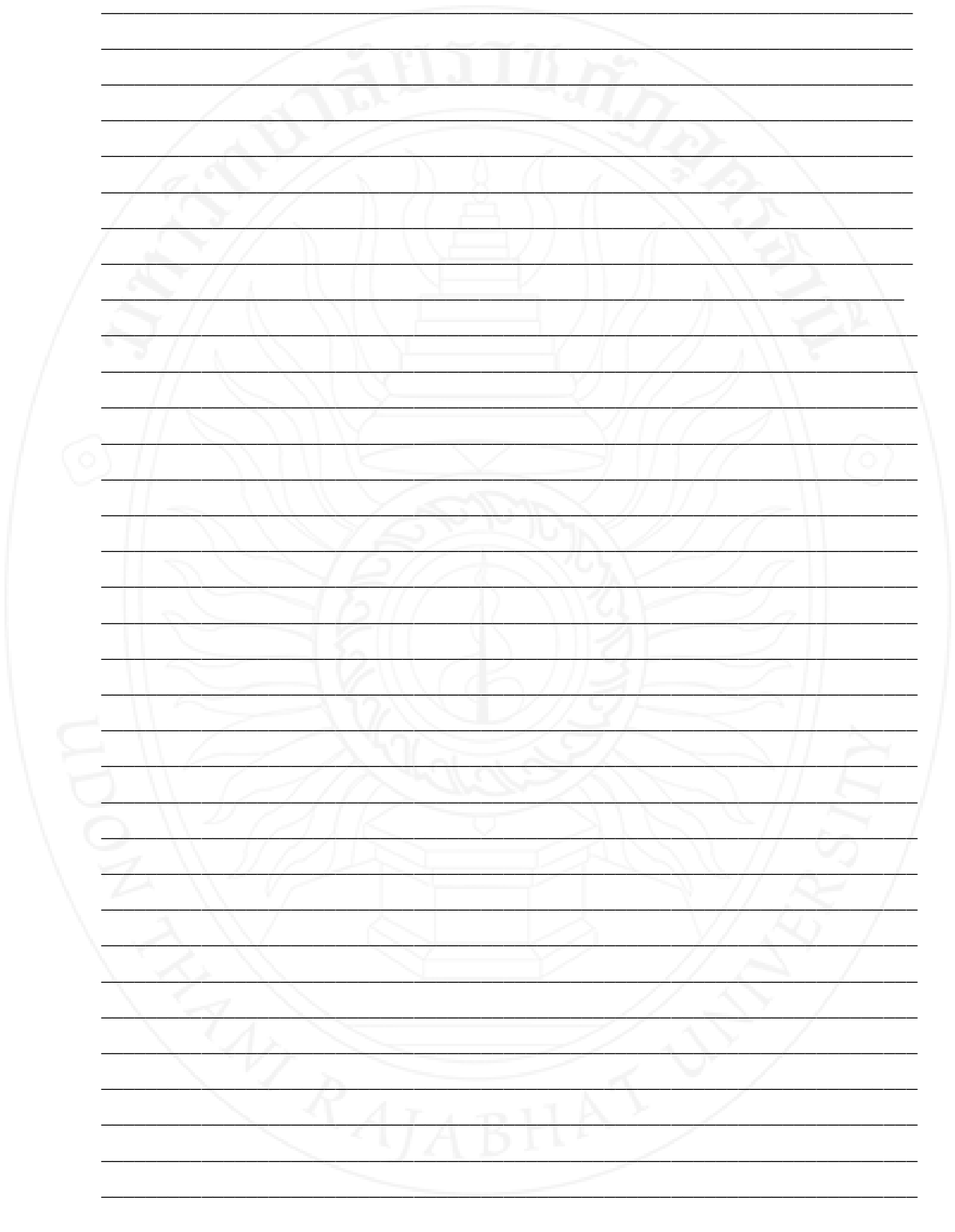
What happened to.....?

What seem to be the problem/ matter?

May I ask what the problem is?

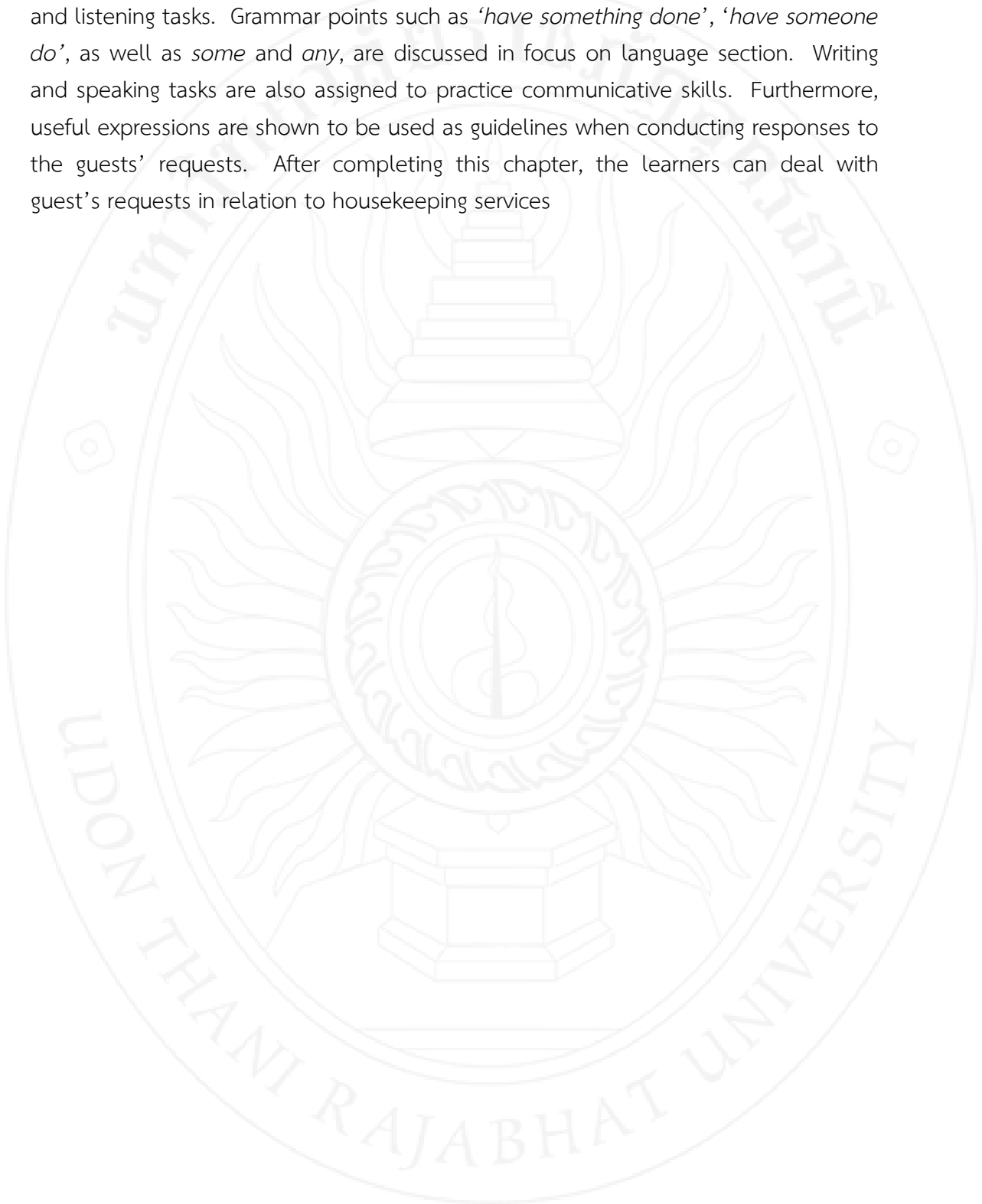
Role Play

Work with a partner. Try different roles in situations related to housekeeping services. Create a conversation between a guest and a housekeeper from expressions you have learnt from this chapter adding any necessary information.



Summary

This chapter takes learners through housekeeping services, request for extra items, and request for extra services. Model dialogues are presented through reading and listening tasks. Grammar points such as *'have something done'*, *'have someone do'*, as well as *some* and *any*, are discussed in focus on language section. Writing and speaking tasks are also assigned to practice communicative skills. Furthermore, useful expressions are shown to be used as guidelines when conducting responses to the guests' requests. After completing this chapter, the learners can deal with guest's requests in relation to housekeeping services



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Course Syllabus

Chapter 6

Restaurant

Contents

Introduction
At Breakfast
Dinner at the Hotel
Attending to Guests
At the Bar
Room Service
Summary
References

Behavioral Objectives

Students should be able to:

1. answer questions about the reading text material and conversations correctly,
2. identify food equipment for table setting,
3. welcome guests,
4. tell guests where things are,
5. offer guests a choice of breakfast,
6. take breakfast orders, dinner orders at a restaurant, and at the bar and room service order.
7. give guests the menu and explain the menu,
8. bring the bill and handle payment,
9. write a dialogue and role play according to the given situation.

Instructional Activities

1. The teacher leads students into the lesson by discussing with the students to see if they know about hotel restaurants.
2. The students are asked to study food equipment, table setting for continental breakfast and American breakfast.

3. The students are asked to listen to the conversations serving breakfast to guests. Then answer the question, fill in the missing parts for general understanding, and complete a breakfast order.
4. The students are asked to put the words in the sentences into the correct order.
5. The students are asked to write a dialogue in serving breakfast using the clues provided.
6. The students are asked to listen to conversations about taking dinner reservations. Then answer the question and fill in the missing parts for general understanding.
7. The students are asked to listen to guests calling to make some reservation changes. Then write down what each guest wants.
8. The students are asked to read a passage and fill in the list of the waiter's procedure in attending to guests.
9. The students are asked to listen to the conversations at restaurants. Then answer the question, fill in the missing parts, and write down what the guests order.
10. The students are asked to match French words used in restaurants with their explanations.
11. The students are asked to write the dish name in the proper category according to the given dishes.
12. The students are asked to match questions with appropriate responses.
13. The students are asked to listen to the conversations about taking order at a restaurant and complete an order list.
14. The students are asked to listen to the conversations at the bar. Then answer the question, fill in the missing parts for general understanding.
15. The students are asked to write a dialogue working at the bar using the given cues.
16. The students are asked to listen to conversations in taking room service order. Then answer the questions and unscramble a conversation into the correct order.
17. The students are asked to write a dialogue taking and delivering the room service orders.
18. The teacher and the students discuss two main types of breakfast and grammar points used in the contextual situations, as well as useful expressions.

19. The students are divided into groups of two or four to construct the dialogues according the given situations and then perform the role-play.

Instructional Materials

1. Textbook (English for Hotel Staff)
2. PowerPoint Presentation
3. Audio
4. Exercises

Measurement and Evaluation

1. Observing students' participation in class discussion.
2. Checking student's accuracy in answering questions.
3. Assessing students' role-play performance.



Chapter 6

Restaurant

Introduction

Restaurant is another major product of the hotel business. When hotel guests stay at any hotels, they expect that food and beverage will be available at the places. Staff positions in the restaurant may vary depending upon the type of hotel. Generally, the restaurant staff can be placed into two main groups: food preparation and service staff, and beverage preparation and service staff. This chapter, however, is intended to focus on service staff whose job is directly dealing with hotel guests. In order to widen the learner's comprehension of the functions of hotel restaurant, this chapter, therefore, aims to familiarize the learners with the following topics: food equipment, breakfast, dinner at the hotel, attending to guests, at the bar and room service.



Figure 6.1 Restaurant staff
(Source: Restaurant staff, 2016: 1)

1. Food Equipment

Task 1.1

Directions: Study the food equipment.

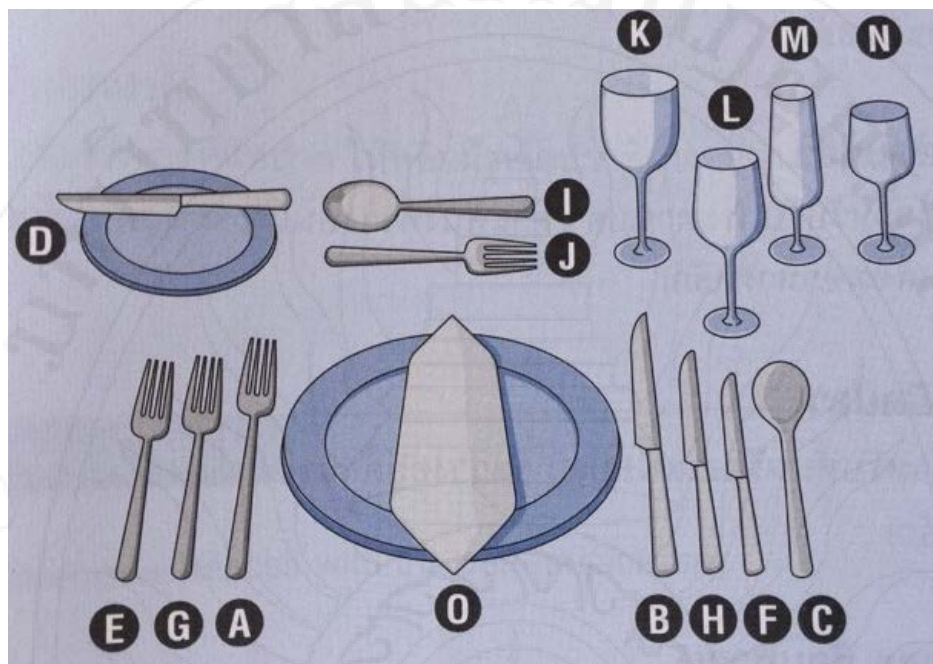


Figure 6.2 Food equipment

(Source: Wiriya, 2017: 159)

A. dinner fork/meat fork	I. dessert spoon
B. dinner knife/meat knife	J. dessert fork
C. soup spoon	K. water goblet
D. butter knife	L. red wine glass
E. salad fork	M. champagne flute
F. salad knife	N. white wine glass
G. fish fork	O. napkin
H. fish knife	

Task 1.2

Directions: Below is the table setting for Continental Breakfast. Fill in the blanks with name of each item.

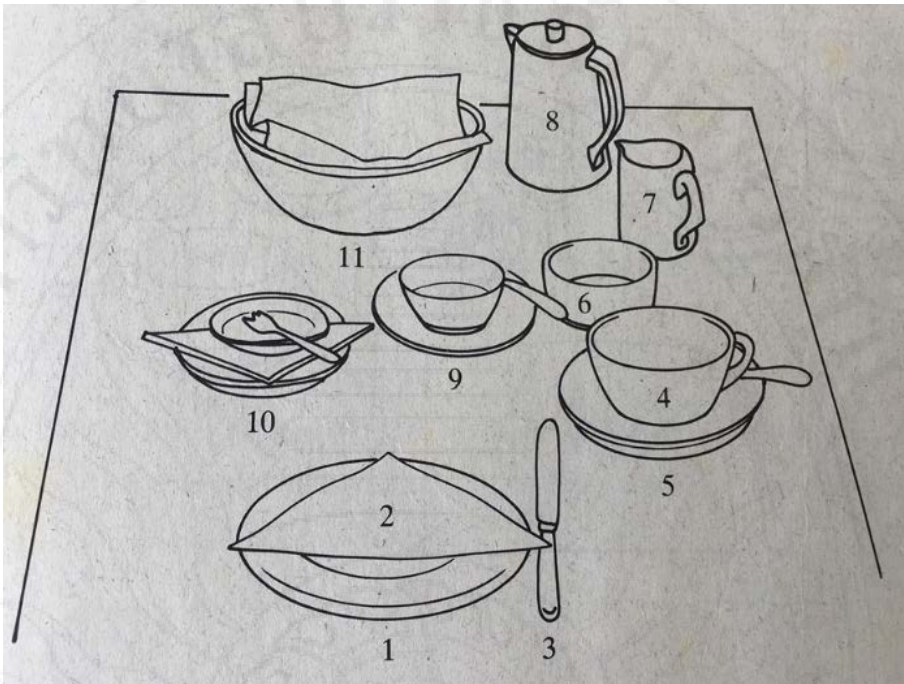


Figure 6.3 Table setting for Continental Breakfast
(Source: Sawatchooto & Price, 2001: 569)

butter dish	milk jug	coffee pot
bread basket	sweet knife	saucer
dessert plate	jam dish	napkin
sugar bowl	coffee cup	

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____
7. _____

8. _____

9. _____

10. _____

11. _____

Task 1.3

Directions: Below is the table setting for American Breakfast. Fill in the blanks with name of each item.

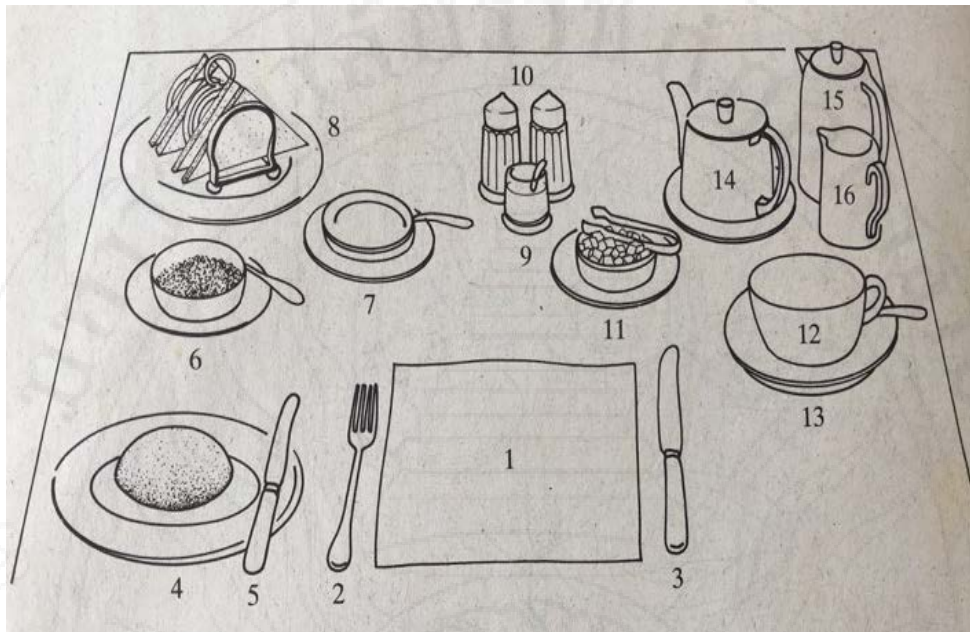


Figure 6.4 Table setting for American Breakfast

(Source: Sawatchooto & Price, 2001: 570)

honey	butter spreader	meat fork	butter dish
sugar bowl	meat knife	toast rack	coffee cup
tea pot	milk jug	jam dish	hot water pitcher
saucer	bread plate	place mat	salt and pepper shakers

1. _____	9. _____
2. _____	10. _____
3. _____	11. _____
4. _____	12. _____
5. _____	13. _____
6. _____	14. _____
7. _____	15. _____
8. _____	16. _____

2. At Breakfast

Task 2.1

Directions: Listen to the conversation. A hotel restaurant staff is serving breakfast to two guests. Then complete the following order.

- Staff: Good morning. Could I have your room number, please?
- Guest 1: Morning. We're in Room 509.
- Staff: Thank you. The continental breakfast is on the buffet over there. Feel free to help yourselves. Here are your menus if you'd like something from the kitchen. I'll come and take your order in a moment. Can I bring you some tea or coffee?
- Guest 1: Coffee for me, please, with hot milk.
- Guest 2: And tea for me.
- Staff: What kind of tea would you like?
- Guest 2: English breakfast, please. With milk. And could we have some toast?
- Staff: Of course. Would you like white, brown, or whole-wheat?
- Guest 2: Whole-wheat, please.
- Staff: Here's your tea and coffee, and your toast. Would you like anything from the menu?
- Guest 1: I'll have the sausages, scrambled eggs, and hash browns.
- Staff: Madam?
- Guest 2: I'd like the blueberry pancakes, please.
- Staff: Thank you. I'll get those for you right now.
.....
- Staff: Here you are. Enjoy your breakfasts. Is there anything else I can get you?
- Guest 2: No, thanks.

_____ x coffee with milk 1 x _____ with milk 1 x whole-wheat _____ 1 x sausages, _____ eggs, And hash _____ 1 x blueberry _____

Figure 6.5 Breakfast order

(Source: Adapted from Seymour, 2011: 47)

Task 2.2

Directions: Put the words in the sentences into the correct order.

1. yourself/free/Feel/help/to
_____.
2. have/please/I/your/Could/ number / room
_____?
3. some/I/coffee/you/bring/Can
_____?
4. like/from/you/the/anything/Would/menu
_____?
5. breakfast/your/Enjoy
_____.

Task 2.3

Directions: Complete the sentences in this conversation. Then listen to the conversation to check your answers.

- Staff: Good morning, sir. Could I have your room (1) _____, please?
- Guest: It's 715.
- Staff: Thank you. The continental breakfast is on the (2) _____.
Feel free to help (3) _____. Here's the (4) _____
if you'd like to order something from the kitchen.
- Guest: Thanks. Could I have some coffee?
- Staff: Of (5) _____. I'll (6) _____ some right (7) _____.
Here's your (8) _____. (9) _____ you like anything from
the menu?
- Guest: No, thanks.
- Staff: Enjoy your (10) _____.

Task 2.4

Directions: Suppose you are serving at breakfast. Complete the following dialogue in using the cues provided.

- You: (1) _____
(Say hello to the guest politely.)
- Guest: Good morning.
- You: (2) _____
(Ask for room number.)
- Guest: I'm staying in Room 732.
- You: (3) _____
(Continental breakfast or something from the menu?)
- Guest: I haven't decided yet.
- You: (4) _____
(Give the guest breakfast menu.)
- Guest: Thank you.
- You: (5) _____
(Ask if he want tea or coffee.)
- Guest: Could I have a pot of Earl Grey tea, please?
- You: (6) _____
(Offer the guest toast.)
- Guest: Yes, please. And I don't think I'll have anything from the menu.
- You: (7) _____
(Invite the guest to go to buffet.)
- Guest: Thank you.
- You: (8) _____
(Give tea to the guest and end conversation politely.)

3. Dinner at the Hotel

Task 3.1

Directions: Complete the conversation with the words in the box. Then listen to the conversation again to check your answers.

get someone	that's fine	all right	book	reservation	passport

Guest: Good afternoon. I have a (1) _____ Just a minute.

Here are the details.

Receptionist: Thank you. Can I see your (2) _____, please?

Guest: Er, yes. Here you are.

Receptionist: Thank you.

Guest: Can I (3) _____ a table for dinner tonight?

Receptionist: Certainly. What time?

Guest: Eight o'clock. For two people, please.

Receptionist: We're very busy this evening. We have a table at 8.15.

Is that (4) _____?

Guest: Yes, (5) _____.

Receptionist: This is your key card. I'll (6) _____ to help you with your bags.

Guest: Thank you.

(Source: Clarke, 2015: 55)

Task 3.2

Directions: Guests call the hotel restaurant to reserve a table. Fill in the missing parts with the words in the box. Then listen to the conversation to check your answers.

near	help	for	that	have	reserve	what

Host: Good afternoon. Sakura Restaurant. May I (1) _____ you?

Guest: Yes, I'd like to (2) _____ a table for three (3) _____ this evening?

Host: Certainly, madam. For (4) _____ time?

Guest: Eight o'clock.

Host: Yes, that's fine. May I (5) _____ your name, please?

Guest: Twigg. T-W-I-G-G. And I'd like a table (6) _____ the window, please.

Host: Yes, that's fine, Ms. Twigg. So (7) _____'s a table for three for eight o'clock this evening. Thank you very much.

Guest: Thank you. Goodbye.

(Source: Barnard & Cady, 2011: 59)

Conversation 2

corner	stand	book	reservation	serving
consideration	intimate	requests	cancellation	dinner

Host: Good afternoon. Andaman Restaurant. How may I help you?

Guest: I'm staying in Room 1307. I'd like to make a (1) _____ for tomorrow.

Host: Of course. What time did you have in mind, Mr. White?

Guest: What time do you serve (2) _____?

Host: Dinner is served from 6.00-10.00 p.m.

Guest: Hmm....Then I'd like to (3) _____ a table for two at seven o'clock.

Host: Certainly, Mr. White. You have a table for two booked for seven o'clock tomorrow. Are there any special (4) _____?

Guest: Yes, my wife can't (5) _____ the smell of cigarette smoke. And we'd prefer to have a quiet (6) _____ table in the (7) _____.

Host: Certainly, Mr. White. We'll take those things into (8) _____ in arranging your seats. Thank you for calling. We look forward to (9) _____ you.

Guest: Goodbye.

(Mr. and Mrs. White arrive at the Andaman Restaurant.)

Host: Good evening. Do you have a reservation?

Guest: Yes, for seven o'clock. The reservation is made under the name White.

Host: Yes, Mr. White.....Didn't you make a (10) _____?

Oh no, that was Mr. Whitney. I'm so sorry.

Guest: That's alright. I hope my table's ready.

Host: Don't worry. Everything is in order, Mr. White.

(Source: Adapted from LiveABC, 2013(A): 92)

Task 3.3

Directions: A guest is calling a restaurant. Listen and complete the conversation.

Host: Four Seasons restaurant. How may I help you?
 Guest: Hello. My name is Ogawa. I have a reservation (1)_____ this evening.
 Host: Just one moment, Mr. Ogawa. May I have your first name, please?
 Guest: Nobuo.
 Host: Ah yes, that's a (2)_____ for three for eight o'clock.
 Guest: That's right. I'd like to (3)_____ it to 8.30, if possible.
 Host: Let me see. Yes, that's fine. (4)_____ that's a table for three for 8.30.
 Guest: That's it. Thank you. Goodbye.
 Host: Goodbye.

(Source: Barnard & Cady, 2011: 63)

Task 3.4

Directions: Listen to the conversation. A guest calls the hotel restaurant to change his reservation. Fill in the blanks with appropriate words or expressions.

Host: Good afternoon. Sunshine Restaurant.
 Guest: Good afternoon. I called this morning to reserve a table for tomorrow at lunchtime, but my wife and I'd like to come for dinner instead.
 Host: I'm sorry I didn't hear what you said. Could you speak a little louder, please?
 Guest: Yes, we reserved a table for tomorrow at 12.00, but now I'd rather come for dinner.
 Host: Could I have your name, please?
 Guest: It's Simpson. S-I-M-P-S-O-N.
 Host: Just a moment while I check, Mr. Simpson.....
 So, you want to change your reservation from lunch to dinner?
 Guest: Yes, at 7.00.
 Host: All right, Mr. Simpson. Thank you for calling. Goodbye.
 Guest: Goodbye.

(Source: Adapted from Sawatchooto & Price, 2001: 621)

1. This morning, Mr. Simpson reserved a table for _____.
2. Now, he calls the restaurant to _____.
3. He and his wife want to come for _____ instead.
4. The host asked Mr. Simpson to _____.
5. The Simpsons are supposed to come to the restaurant at _____.

Task 3.5

Directions: You will hear five guests calling to make some changes in their reservations. Write down what each guest wants.

Change of Day	Change of Time	Change of Number of People
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____

4. Attending to Guests

Task 4.1

Directions: Read the passage and fill in the missing words in the list of the waiter's procedure in attending to the guest.

At the Restaurant

At the restaurant, there are many who work in order to run a smooth operation. Everyone plays an important role, starting from the head waiter who supervises schedules and checks the attendance of all the service staff. When the dining room is ready for service, he will hold staff briefings and tell them about the special items each day and any changes on the menu.

When the restaurant opens, the hostess will receive and greet guests at the entrance of the restaurant then direct them to their tables.

After the guests are seated, the waiter will come to greet them and ask them for their drink orders then give them the menu and tell them the special of the day. He will let the guests go through the menu while he goes to get their drinks from the bartender at the bar. When he comes back with drinks, the guests should be ready to order. The waiter must repeat the guests' orders to make sure of no misunderstandings. Then he will give the food order to the cashier and the duplicate order to the chef in the kitchen. He will be responsible for taking the food to the guests when it is ready.

The waiters and waitresses will have the bus person to assist them in setting up the table and the service station, to make sure that there is a sufficient supply

of chinaware, glassware and silverware ready for the next customer. At the beginning of the meal, the bus person should fill and refill the water glasses and bring bread and butter to the guest. During the meal it is his duty to remove the finished dishes and silverware and also empty the ashtray.

When the guest has asked for the bill, the waiter will get it from the cashier and present it to the guest in a folder and after receiving the money or a credit card, takes it back to the cashier and gets the change or fills out the credit form and returns it to the guest for a signature.

(Source: Sawatchooto & Price, 2001: 542-543)

1. _____ the guest.
2. Take _____ orders.
3. Give the _____ and _____ the food.
4. _____ drinks.
5. Take food _____.
6. _____ the order.
7. Give the _____ to the cashier and the _____.
8. _____ the food.
9. Present the _____.
10. Get the _____ and _____ the guest.

Task 4.2

Directions: Listen to the conversation in welcoming diners to the restaurant, and then answer the question.

- Host: Good evening, sir, madam. Welcome to the Metro restaurant.
May I take your coats?
- Diner 1: Good evening. Thanks.
- Host: Would you like an aperitif before you order?
- Diner 2: Yes, please. Could we have two glasses of prosecco?
- Host: Certainly. Let me give you some menus. I'll come back to take your order in a few moments.
- Diner 1: That's wonderful, thank you.
- Host: Of course. We also have some specials on the board.
- Diner 2: What are the specials?
- Host: The specials today are rack of lamb, lemon sole and a vegetarian pasta dish.

(Later)

Host: Here you are. Two glasses of prosecco. Are you having wine this evening?

Diner 1: Thank you. Yes, we are.

Host: Here's the wine list. We have four excellent red and white house wines and on the last pages you'll find the full wine list.

Diner 1: Thank you.

Host: Let me know when you're ready to order.

(Source: Adapted from Seymour, 2011: 58-59)

1. What two things does the host offer to do when the diners arrive?

2. What do the diners order as an aperitif?

3. Does the host take their order immediately?

4. Name two dishes that are on the specials board.

5. How many house wines are on the wine list?

Task 4.3

Directions: Complete the conversation with the given words in the box.

come	aperitif	reserved	menu	welcome

Hostess: Good evening. (1) _____ to Sunflower Restaurant.
Do you have a reservation?

Guest: Yes, I've (2) _____ a table for two at 7.00 p.m. under the name of Carson.

Hostess: Yes, Mr. Carson. Would you (3) _____ this way, please?
(They follow the hostess to the reserved table in the corner.)

Hostess: Here is your table. Would you like an (4) _____ before you order?

Guest: Yes, we would like a bottle of vermouth, please.

Hostess: Yes, Mr. Carson. I'll bring you the (5) _____.

Task 4.4

Directions: Listen to the conversation and pay attention to the things the guests order. Write down their order

	Mr. Carson	Mrs. Carson
Soup:	_____	_____
Main course:	_____	_____
Salad:	_____	_____
Dessert:	_____	_____
Waiter:	Are you ready to order, ma'am?	
Mrs. Carson:	I think I'll have the French onion soup.	
Mr. Carson:	I'd like a beef consommé.	
Waiter:	And what would you like for the main course?	
Mrs. Carson:	Is there anything you recommend?	
Waiter:	Of course, madam. Why don't you try our veggie steak?	
	It's very good.	
Mrs. Carson:	What is veggie steak?	
Waiter:	It's a vegetarian steak. Tofu is prepared as a steak and seasoned with salt, pepper, and garlic. We cook until it's crispy on the outside and hot in the middle. It's one of the chef's specials.	
Mrs. Carson:	That sounds so nice. I'll have that.	
Waiter:	And you, sir?	
Mr. Carson:	I'll have fillet mignon.	
Waiter:	How would like it, sir?	
Mr. Carson:	Medium, please.	
Waiter:	Would you like a salad, ma'am?	
Mrs. Carson:	I'll have a mixed salad.	
Waiter:	And for you, sir?	
Mr. Carson:	A Caesar salad, please.	
Waiter:	Would you like anything to drink with your meal?	
Mr. Carson:	We'll have two glasses of white wine, please.	
Waiter:	All right, so that's the French onion soup, beef consommé, veggie steak, fillet mignon—medium, mixed salad, Caesar salad, and two glasses of white wine. Your order will be served shortly.	

.....

(The diners have finished their main courses.)

Waiter: Sorry to interrupt. May I clear away your plates?

Mr. Carson: Yes, please do. We've finished.

Waiter: How were your main courses? Was everything satisfactory?

Mr. Carson: Yes, thank you. It was all excellent.

Waiter: Would you like to see the dessert menu?

Mrs. Carson: Yes, please. (*Looks at the menu.*)

I don't know what to have.

What would you recommend for the dessert?

Waiter: I can recommend caramel custard, or you might like blueberry pie.

Mrs. Carson: I'd like caramel custard. How about you, Chris?

Mr. Carson: No, thank you. I think I'll skip dessert.

Waiter: Can I bring you anything else? A coffee or a digestif, perhaps?

Mr. Carson: Could I just have an espresso?

Waiter: Of course.

Mr. Carson: And then could I have the bill, please?

Waiter: Of course, sir. I'll be back right away with your caramel custard and coffee.

Mr. Carson: Can I pay by credit card?

Waiter: Yes, sir.....Oh, I'm afraid we don't accept that kind of credit card, sir. Only VISA and MasterCard.

Mr. Carson: OK. Then I'll use my VISA card.

Waiter: Here's your bill, sir. Please put your card in the terminal, enter your PIN, and then press the green OK button.

Mr. Carson: All right.

Waiter: Thank you, sir. I hope you enjoyed your dinner.

Task 4.5

Directions: A guest arrives for dinner at a restaurant. Fill in the missing parts with the words in the box. Then listen to the conversation to check your answers.

dressing	cooked	entrée	expecting
repeat	check	comes with	momentarily

Host: Your table is ready, Mr. Douglas. It's right over here.

Guest: Sounds good. I'm really hungry.

Host: (*Waits for Mr. Douglas to sit down*) Here's a menu. Your server will be with you (1) _____.

Guest: Thanks. Oh, could you give me two menus? I'm (2) _____ a friend.

Host: I'll just put the other one here.

(The server comes over.)

Server: Are you ready to order, Mr. Douglas?

Guest: Well, I guess my friend won't be joining me after all.

So, I'd like the garden salad to start.

Server: What kind of salad (3) _____ would you like?

We have Italian or Thousand Island.

Guest: Italian. And I'm going to go with the sirloin steak for an (4) _____.

Server: And how would you like your steak (5) _____?

Guest: Rare.

Server: The steak (6) _____ your choice of a baked potato or
mashed potatoes.

Guest: I'll take mashed potatoes, please.

Server: Certainly. Let me (7) _____ your order, Mr. Douglas. You would
like a garden salad with Italian and a rare steak with mashed potatoes.

Guest: Yeah, that's right.

(The server checks up on her guest.)

Server: Is there anything else I can get for you, Mr. Douglas?

Some dessert, perhaps?

Guest: No, thanks—just the (8) _____, please.

(Source: Adapted from LiveABC, 2013(A): 96)

Task 4.6

Directions: A lot of French words are used in restaurants. Can you match these French restaurant terms to their explanation?

1. aperitif	A. An alcoholic drink that people drink after a meal
2. table d hôte	B. An alcoholic drink that people drink before a meal
3. à la carte	C. The person in charge of a restaurant who welcomes diners and gives orders to the waiters
4. maître d	D. A style of menu in a restaurant when each dish has a separate price
5. digestif	E. A meal served in a restaurant at a fixed price, with a limited number of dishes to choose from

Task 4.7

Directions: Write the dish names in the proper category.

Caesar salad	ice cream	baked salmon	lemonade
fish and chips	cheesecake	BBQ ribs	Buffalo wings
latte	spaghetti	French onion	clam chowder

Appetizers	Soups	Salads
Entrees	Dessert	Drinks

Task 4.8

Directions: Match the question with the appropriate response.

1. What do you recommend for dessert?	A. Today, we've got some clam chowder. How does that sound?
2. How large are the portions?	B. OK. Bring us some iced tea, please.
3. Could you tell me what the soup of the day is?	C. You might like the mousse. It's delicious.
4. What kind of salad do you have?	D. I don't think they're big enough to share.
5. Would you like something to drink before your meal?	E. We've got Caesar, garden, and spinach.

Task 4.9

Directions: Listen to the conversation between a guest and a waiter taking order and complete the following order list.

Order List	
Entrees	☐ chicken ☐ fish ☐ steak _____ medium-rare _____ medium _____ medium-well _____ well-done
Side Dishes	☐ baked potato ☐ green salad
Dressing	☐ Thousand salad ☐ Italian ☐ French
Special Request (s)	

Figure 6.6 Order list

(Source: Adapted from LiveABC, 2013B: 60)

5. At the Bar

Task 5.1

Directions: Listen to the conversation and complete the missing parts.

Host: How are you (1) _____, sir? Do you have a reservation?
 Guest: No. Do you have a table for one available?
 Host: Not right now. If you'd like a seat (2) _____ while you wait, I'll let you know when your table is ready.
 Guest: How long do I have to wait?
 Host: There should be a table available in (3) _____, sir.
 Guest: That would be fine. The name is Diep.
 Host: Alright, Mr. Diep. (4) _____, please.
(Mr. Diep sits down at the bar.)

Bartender: Long day at the office, sir?

Guest: Yes. I'd like a scotch (5)_____.

Bartender: Coming right up.

Guest: Do you have popcorn or peanuts—something I could (6)_____ on?

Bartender: *(Handing Mr. Diep some peanuts.)* You can order (7)_____ the menu as well, sir.

Guest: Alright, do you have (8)_____ on the menu?

Bartender: Yes, we do.

Guest: Then I'll have a (9)_____ of six.

Bartender: Of course.

(After a few minutes)

Bartender: Are you in the mood for another drink, sir?

Guest: What do you have on tap?

Bartender: Guinness and Carisberg.

Guest: Then I'll take a (10)_____ Carisberg, please.

(Source: Adapted from LiveABC, 2013(A): 94)

Task 5.2

Directions: Listen to the conversations at the hotel bar. Then decide if the following is True (T) or False (F).

Conversation 1

Bartender: Good evening, sir. How are you this evening?

Guest: Fine, thanks.

Bartender: What can I get you?

Guest: I'll have a beer, please.

Bartender: Of course, sir. Would you like draught or bottled beer?

Guest: I'd like to try a draught beer. What would you recommend?

Bartender: Well, the German and Czech pilsner on draught are very popular.

Guest: Right. I'll have a Czech pilsner, please.

Bartender: There you are, sir. That'll be £3.90, please.

Guest: Thank you.

Conversation 2

Bartender: Good evening, ladies. What would you like this evening?

Guest: Two gin and tonics, please. And could we have long drinks with lots of ice please?

Bartender: Of course. Would you like a slice of lemon?

Guest: Yes, please.

Bartender: Here you are. Would you like to pay for them now or shall I start a tab for you?

Guest: I think we'll start a tab. We might have another drink later on.

Bartender: Of course. Could you give me your room number, please?

Guest: I'm in 469.

Bartender: Could you sign here, please?

Guest: Thank you.

(Source: Adapted from Seymour, 2011: 50-51)

- _____ 1. The man chooses a bottled beer.
- _____ 2. The bartender recommends beers from Germany and the Czech Republic.
- _____ 3. The ladies don't want ice and lemon in their drinks.
- _____ 4. The ladies are not staying in the hotel.
- _____ 5. The ladies want to pay for their drinks later in the evening.

Task 5.3

Directions: Put the dialogue between a bartender and a guest into the correct order.

_____ Bartender: Would you like ice?

_____ Bartender: Good evening, sir. How are you this evening?

_____ Guest: I'm fine, thank you.

_____ Guest: Can you charge it to my room?

_____ Guest: Scotch and soda, please.

_____ Guest: No, thank you.

_____ Guest: It's 1204.

_____ Bartender: That'll be £6.00, please.

_____ Bartender: What can I get you?

_____ Bartender: Of course, sir. Can you give me your room number?

Task 5.4

Directions: Suppose you are working at the bar. Read the cues and take the guest's order.

You: (1) _____
(Say hello to the guest politely.)

Guest: Good evening. How are you?

You: (2) _____
(Answer politely and ask the guest what he would like to drink.)

Guest: I think I'll have a beer. What bottled beer do you have?

- You: (3) _____
(Tell the guest Grolsch, Heineken and Budweiser.)
- Guest: What would you recommend?
- You: (4) _____
(Choose one of the two beers yourself and recommend it.)
- Guest: Fine. Then I'll have one of those.
- You: (5) _____
(Give beer to the guest.)
- Guest: How much do I owe you?
- You: (6) _____
(Tell the guest \$5.00.)
- Guest: Can I put it on a tab?
- You: (7) _____
(Tell the guest yes and ask for his room number.)
- Guest: I'm staying in Room 607.
- You: (8) _____
(Thank him and ask the guest for signature.)

6. Room Service

Task 6.1

Directions: Listen to the conversation in taking room service order, and then answer the question.

- Room service: Room service, can I help you?
- Guest: Good morning. Can I order some room service?
- Room service: Of course, madam. What would you like?
- Guest: I'd like a continental breakfast.
- Room service: Very good, madam. Would you like tea or coffee?
- Guest: Coffee. Could I have a cappuccino?
- Room service: Certainly, madam.
- Guest: How long will that be? I'm in a hurry this morning.
- Room service: It'll be with you in ten minutes.
- Guest: Good.
- Room service: Could I have your room number, please?
- Guest: It's 1002. Mrs. Hepworth.
- Room service: Thank you, Mrs. Hepworth. Goodbye.

Guest: Thank you. Goodbye.

(About ten minutes later.)

Room service: (Knocks the door.)

Guest: One moment. Just coming!

Room service: Good morning, madam. Room service.

Guest: That was quick.

Room service: One continental breakfast with a cappuccino.

Could you sign here please, madam? Thank you.

Enjoy your breakfast.

Guest: Thanks.

(Source: Adapted from Seymour, 2011: 78-79)

1. What kind of breakfast does the guest order?

2. What kind of coffee does the guest order?

3. How quickly will the guest get her breakfast?

4. Why does the guest want her breakfast quickly?

Task 6.2

Directions: Put the conversation between room service and a guest into the correct order.

_____ Room service: Very good, madam. Would you like tea or coffee?

_____ Room service: Room Service, can I help you?

_____ Room service: Of course, madam. What would you like?

_____ Room service: Thank you.

_____ Guest: Good morning. Can I order breakfast?

_____ Guest: I'd like a boiled egg with whole-wheat toast and fresh fruit.

_____ Guest: How long will that be? I have a meeting in an hour.

_____ Guest: Tea, please. English breakfast with milk.

_____ Room service: Certainly, madam.

_____ Guest: Good.

_____ Room service: Could I have your room number?

_____ Guest: It's 1025.

_____ Room service: It'll be with you in 15 minutes.

Task 6.3

Directions: Suppose you have to take and deliver the room service orders. Read the cues given and take the guest's order.

You: (1) _____

(Answer phone by saying department and your name and asking what the caller wants)

Guest: Good evening. Is it too late to order some room service?

You: (2) _____

(Tell the guest it's not too late and ask what he wants.)

Guest: Could I have a fish burger with fries and a beer?

You: (3) _____

(Reply politely and ask the guest what kind of beer.)

Guest: I'll have a Budweiser, please.

You: (4) _____

(Ask the guest if he wants ketchup with his burger.)

Guest: Ye, please. How long will that be?

You: (5) _____

(Tell the guest about 15 minutes and end call politely.)

(Fifteen minutes later.)

Guest: Yes. What is it?

You: (6) _____

(Tell the guest who you are and why you are knocking.)

Guest: Oh, right. One moment, please.

You: (7) _____

(Confirm to the guest what you have brought.)

Guest: Just put it down on the table, please.

You: (8) _____

(Do as the guest asks and ask him for a signature.)

Guest: Sure. Here you are.

You: (8) _____

(Thank the guest, end conversation politely and say good night.)

Focus on Language

1. Breakfast

Breakfast is normally placed into two types:

1.1 Continental Breakfast is the most common style hotels offer their guests. It is quick and easy to prepare and offer light options for guests. It simply consists of juice, tea, coffee, toast, rolls, croissant, jam, marmalade, and honey, etc.

1.2 American Breakfast includes more selections. It is typically provided with choices of eggs, cereals, or pancakes with side dishes such as bacon or breakfast sausages, hash browns, or home fried and toast. At breakfast there are several ways to cook eggs: soft/hard boiled, scrambled, fried, poached and omelette.

Note: In the US, there are many different ways to ask for fried eggs to be cooked, for example, *over easy*, which means cooked on both sides, and *sunny side up*, which means cooked on one side.

2. Someone can't stand someone/something

Subject + can't/couldn't + stand + N./V.ing.

She can't stand the smell of cigarette.

I can't stand taking a bus.

I can't stand seafood.

The guests next door are noisy. We can't stand it.

2.1 Can't stand doing something

I can't stand waiting for trains.

2.2 Can't stand someone doing something

She couldn't stand anyone smoking in the restaurant.

2.3. Can't stand the sight of someone/something

Mary couldn't stand the sight of blood.

3. Be in the mood for something/doing something

We can use '*be in the mood for something/doing something*' when we want to say we feel like doing or having something.

I'm in the mood for a massage.

They're in the mood for Japanese food.

Melisa is not in the mood to go out tonight.

I'm not really in the mood for shopping.

We're in the mood to exercise today.

Useful Expressions

1. Breakfast orders

Could I have your room number, please?

The continental breakfast is on the buffet.

Feel free to help yourselves/yourself to the buffet.

Here is your menu.

Here are your menus.

I'll come and take your order in a moment.

Can I bring you.....?

What kind of tea/bread would you like?

Would you like anything from the menu?

Here you are.

Enjoy your breakfast.

Is there anything else I can get you?

2. Making reservations

I'd like to reserve a table for two, please.

I'd like to make a reservation for this evening at 6.30.

I'd like to reserve a table near the window for two at lunchtime.

Do you have a table for two this evening?

Do you have a private room for ten for lunch today?

3. Finding out what the caller wants

When would that be for?

For what time?

What time will you be arriving?

Is that today, sir?

For how many?

How many would that be for?

Who's the reservation for?

Who's the booking for?

May I ask you name and room/phone number?

4. Giving information about restaurant hours

We open at 6.00 p.m.

We close at 12.00 p.m.

We're open until midnight.

I'm afraid we only serve lunch until 2.30 p.m.

I'm sorry, we're not open on Wednesdays.

5. Taking restaurant reservations

Would you like a table near.....?

Would you like a private room?

Under whose name should I make a reservation?

We have a table for two on the 2nd of July.

A table for two for this evening for Mr. Simpson.

A table near the window for two at 6.30 for Mr. Jones.

That'll be fine, sir.

Yes, thank you, Mr. Smith.

Certainly, sir. Thank you.

We look forward to serving you.

We look forward to seeing you tonight.

6. Refusing a reservation

I'm sorry, there aren't any tables left for 7.00, but I can give you a table at 8.00. Would that be all right?

I'm sorry. We're fully booked for this evening.

7. Receiving guests at a restaurant

Do you have a reservation?

What time is your reservation for?

Your table will be ready shortly, Mr. White.

This way, please. I'll take you to your table.

Here's your seat, sir/ma'am. Your waiter will take your food order in a minute.

Do you need me to take your coat?

8. Changing reservations

I have a reservation for this evening. But I want to put it off.

We're going to have to postpone our reservation for tomorrow to Friday.

We've reserved a table for tomorrow at 12.00, but I'd rather come for dinner.

We're booked for 7.00. Can I come at 6.00 instead?

There will be eight of us instead of six.

I made a reservation for five persons this evening, but there will be ten instead.

9. Asking for repetition

I'm sorry, I didn't hear what you said.

Could you speak a little louder, please?

I'm sorry, I didn't understand what you said.

I'm sorry, I didn't quite catch your words.

Could/Would you repeat that, please?

Could/Would you say that again, please?

Would you mind repeating that?

10. Greeting guests

A waiter might say...

Welcome to the restaurant.

Have you made a reservation?

Do you have a reservation?

Did you make a reservation with us?

Did you book a table?

A guest might say...

Yes, we have a reservation for a party of five under the name of Robinson.

Yes, the name's Robinson.

Yes, it's under Robinson.

11. Receiving guests

Would you prefer a seat in the smoking or nonsmoking section?

Do you want a seat by the window?

Is a table in the bar area OK with you, ma'am?

We could move you to a private room if you like.

I'll show/take you to your table now.

This way, please.

Follow me, please.

Here's your seat, sir/ma'am.

Your waiter will take your order in a minute.

Do you need to take a coat?

May I take your coat?

12. Attending to guests

Would you like an aperitif before you order?

Let me give you some menus.

I'll come back to take your order in a few moments.

The specials today are.....

Are you having wine this evening?

Here's the wine list.

Let me know when you're ready to order.

Are you ready to order?

Take your time.

What are you going to have?

Have you chosen some wine?

13. Finishing the meal

May I clear away your plates?

How were your main courses?

How was your meal?

Was everything OK?

Was everything satisfactory?

Can I bring you anything else?

We accept.....I'm afraid we don't accept.....

Could you sign here, please?

Put your card in the terminal. Enter your PIN number.

Press the green OK button.

14. Serving guests at the bar

What can I get you tonight?

Would you like lemon or lime in your gin and tonic?

Do you prefer draft/draught or bottled beer?

Would you like a large or small beer?

Would you like ice/a slice of lemon?

Here is your scotch on the rocks.

Enjoy your drink.

That'll be (price), please.

Would you like to pay for them now?

Shall I charge this to your room?

Shall I start a tab for you?

Could you sign here, please?

15. Room service

What would you like?

Would you like tea or coffee?

It'll be with you in (about).....minutes.

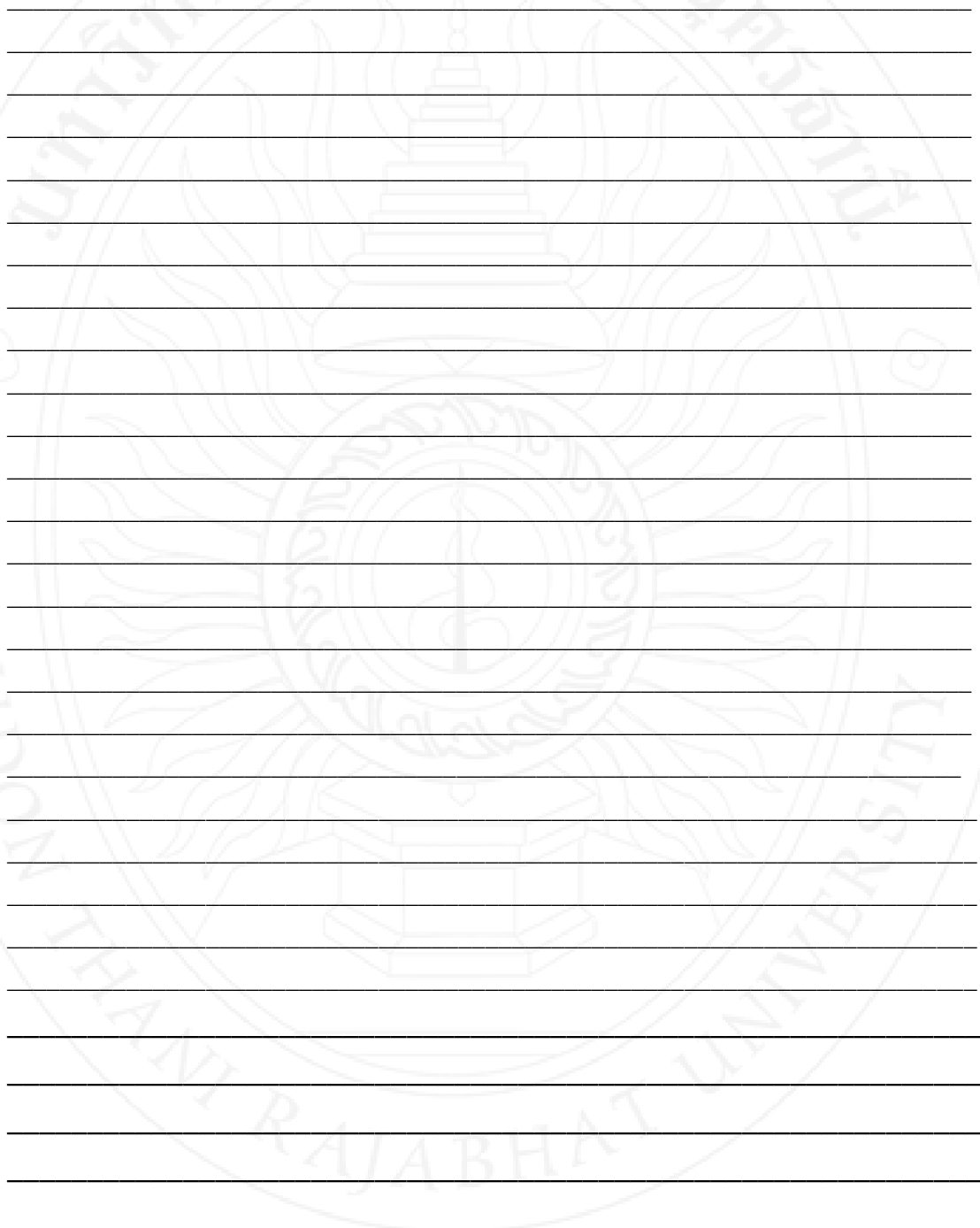
Could I have your room number, please?

Could you sign here, please?

Enjoy your breakfast.

Role Play

Work in pairs or in group of four people. Try different roles in situations related to restaurant services. Create a conversation between a guest and a host, a waiter, a bartender, or a room service staff from expressions you have learnt from this chapter adding any necessary information.



Summary

This chapter familiarizes learners with various topics related to restaurant services: food equipment, breakfast, dinner at the hotel, attending to guests, at the bar, and room service. Model dialogues are presented through reading and listening tasks. Focus on language mentions two main types of breakfast typically served in hotels. Using *'Someone can't stand someone/something'* and *'Be in the mood for something/doing something'* is also discussed in this part. Writing and speaking tasks are also assigned to practice communicative skills. Besides, useful expressions are stated to be used as guidelines when responding to the guests in relation to restaurant services situational context. After completing this chapter, the learners know food equipment for table setting. At breakfast, they know how to tell guests where things are, offer guests a choice of breakfasts, and take guests' breakfast orders. According to dinner at the restaurant, they know how to welcome guests, give guests the menu, serve their drinks, take food orders, explain the menu, help diners make a choice, offer dessert and coffee, bring the bill at the end of a meal, and handle payment. Regarding the bar, they can take drinks order, recommend different drinks, and take payment. Finally, in terms of room service, they are able to take room service orders and deliver the orders to the guest's room.

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Biscuit.



Course Syllabus

Chapter 7

Dealing with Complaints

Contents

Introduction
Room Condition Problems
Food and Drink Problems
Tableware and Dining Condition Problems
Payment Problems
Summary
References

Behavioral Objectives

Students should be able to:

1. answer questions about the reading text material and conversations correctly,
2. respond to guests' complaints in each situation,
3. explain situations,
4. apologize for the mistakes politely,
5. write a dialogue and role play according to the given situation.

Instructional Activities

1. The teacher leads students into the lesson by discussing with the students to see if they know about complaints made by hotel guests.
2. The students are asked to match common complaints with the relevant topics.
3. The students are asked to listen to complaints about food and drink problems, as well as tableware and dining condition. Then write down the details of each guest's complaint.
4. The students are asked to match complaints with appropriate responses.
5. The students are asked to complete the conversation about payment problems.

6. The students are asked to write a dialogue responding to guests' complaints using the clues provided.
7. The teacher and the students discuss grammar points used in the contextual situations, as well as useful expressions.
8. The students are divided into groups of two to construct the dialogues according to the given situations and then perform the role-play.

Instructional Materials

1. Textbook (English for Hotel Staff)
2. PowerPoint Presentation
3. Audio
4. Exercises

Measurement and Evaluation

1. Observing students' participation in class discussion.
2. Checking student's accuracy in answering questions.
3. Assessing students' role-play performance.

Chapter 7

Dealing with Complaints

Introduction

In hotel business, providing clients with satisfactory service is regarded as the main aim. However, clients sometimes complain about services during their stay at hotels. Some complaints may be unreasonable or unjustified, or may not be hotel staff's faults. It is, thus, usually best to apologize and offer to take action. In the service industry 'The client is always right.', even if he or she is wrong. An apology costs nothing and can help the clients to feel better, and complaints can help professionals to improve his or her service in future. (Jones, 2011: 91). Therefore, it is essential for those working in hotels to be aware of the most common complaints made by dissatisfied clients and also know how to handle them in a professional and satisfactory manner. This chapter, consequently, focuses on the most common complaints the hotel staff are likely to encounter during the clients' stay as follows: room condition problems, food and drink problems, tableware and dining condition problems, and payment problems.



Figure 7.1 Customer complaints
(Source: Oxbridge Academy, 2015: 1)

1. Room Condition Problems

Task 1.1

Directions: Discuss the following questions.

1. What are some common complaints guests might make in a hotel?

2. Do you know how to handle guest complaints in a professional way?

3. Would you feel upset after hearing lots of complaints?

4. What kinds of characteristics would help when dealing with guest complaints?

5. Would you like to be a hotel clerk responsible for handling complaints?
Why or why not?

Task 1.2

Directions: Match these common complaints with the relevant topics.

Complaint

1. The people in the room next door are too noisy.
2. The remote control doesn't work.
3. I reserved a nonsmoking room, not a smoking one.
4. I'm not able to use the phone in my room.
5. The sheets on my bed don't seem clean.
6. The air conditioner is leaking water all over the floor.
7. I specified ordered a room with a view.

Topic

- A. Booking problems
- B. Maintenance issues
- C. Late-night complaints

Task 1.3

Directions: Listen to the conversations and decide if the following statements are True (T) or False (F). (F = Front desk clerk)

Conversation 1

F: Good afternoon, Reception, Susan speaking. How can I help you?

Guest: Hello. I have a complaint. I've just checked into Room 745 and it smells of smoke.

F: I'm very sorry to hear that, sir. Please accept my apologies.

Guest: It's horrible.

F: Yes, some guests unfortunately ignore the *No Smoking* signs.

Guest: Well, what are you going to do about it?

F: Don't worry. I'll find you another room immediately. Please wait in your room. I'll send someone up to collect your bags and move you to another room.

Guest: Thank you.

F: I can offer you a superior room on a higher floor with a view over the city. Would that be acceptable?

Guest: That sounds fine. Thank you very much.

Conversation 2

Sam: Good afternoon, Guest Services. Sam speaking.

Susan: Sam, this is Susan. Please go up to Room 745 ASAP, collect the guest's luggage and move him to Room 1203. He says the room smells of smoke. And tell him we will send up a bottle of wine on the house. Thanks.

Sam: OK, Susan.

(Source: Adapted from Seymour, 2011: 42-43)

- _____ 1. The guest says that Room 1203 smells of smoke.
- _____ 2. Susan will move the unhappy guest to a better room.
- _____ 3. Susan tells the unhappy guest to come back down to Reception.
- _____ 4. Susan plans to give the unhappy guest a free bottle of wine.
- _____ 5. The guest is happy with Susan's solution to the problem.

Task 1.4

Directions: Put the word in the sentences into the correct order.

1. can/ I/ you/ superior/ room/ a/ offer
_____.
2. Would/ acceptable/ that/ be
_____?
3. somebody/ bags/ collect/ to / send/ your/ I'll/ up
_____.
4. Please/ apologies/ my/ accept
_____.

Task 1.5

Directions: The unhappy guest receives a note from the hotel manager with the bottle of wine. Complete the note with words in the box.

accept	superior	apologies	room	Thank you	can	smoke

Dear Mr. Silvia,

Please (1) _____ my (2) _____ for the smell of (3) _____
in your (4) _____. (5) _____ for bringing it to our attention.
I hope that your (6) _____ room is to your satisfaction.

Please accept this bottle of wine with the compliments of the hotel. I hope you
enjoy the rest of your stay. If there is anything else I (7) _____ do for you,
Please don't hesitate to contact me or my staff.

Yours sincerely,

J Edwards

John Edwards

General Manager

Task 1.6

Directions: Complete the missing parts in the conversations guests complaining about their rooms, using given words in the box. Then listen to check your answers.

Conversation 1

immediately as nice as very sorry as for first-rate

Housekeeper: Good morning. Housekeeping. What can I do for you?

Guest: I've heard that the facilities of your hotel are (1) _____, but my room is not (2) _____ I expected.

Housekeeper: What seem to be the problems, sir?

Guest: Well, the desk lamp is broken. And it's so hot in here. Doesn't this room have climate control.

Housekeeper: I'm (3) _____, sir. What is your room number?

Guest: I'm in Room 621.

Housekeeper: Certainly, sir. I'll send someone up (4) _____ to fix the desk lamp. (5) _____ the room temperature, it's usually set at 24 degrees Celsius.

If you feel hot, you can use the control panel to reset it. The control panel is next to the bathroom light switch.

Guest: Oh, alright.

Conversation 2

right away shut-eye inconvenient terribly maintenance

Housekeeper: Good evening. Housekeeping. How may I help you today?

Guest: Can you do something about the air conditioner? It's making a strange noise.

Housekeeper: I'm so sorry, ma'am. I'll ask a (6) _____ worker to check it (7) _____. Is your room number 1126?

Guest: Yes, it's 1126.

(Hours later)

Guest: The air conditioner is making a funny noise again, so I can't fall asleep. Please do something. I really need to get some(8) _____.

Housekeeper: I'm (9) _____ sorry, ma'am. If you'd like, we can move you to Room 1128. It's the room right next to yours.

Guest: Well, it's a bit (10) _____. But as long as there's nothing wrong with that air conditioner, I'll move.

(Source: Adapted from LiveABC, 2013(A): 82)

Task 1.7

Directions: A guest calls Housekeeping. There are some problems with his bathroom. Listen to the conversation and complete the missing parts.

Housekeeper: Good evening. Is there anything I can do for you?

Guest: The (1) _____ in my bathroom is (2) _____, and I can't (3) _____ the toilet.

Housekeeper: I'm very sorry about that, sir. We'll send a plumber up (4) _____ possible. What's your room number, sir?

Guest: 1320. Please make it quick. And while you're at it, could you have someone bring me some clean towels and more soap?

Housekeeper: No, problem, sir. We'll send (5) _____ to your room in a minute.

(Source: Adapted from LiveABC, 2013(A): 84)

Task 1.8

Directions: Complete the conversation with words in the box. Then listen again to check your answer.

vacuum	make sure	afraid	apologize	them	send

Staff: Reception. How can I help you?

Guest: Yes. I'm (1) _____ the maid didn't change the bath towels in my room.

Staff: I am terribly sorry, ma'am. I will send a maid to change (2) _____ right away.

Guest: And there's another problem. The floor is very dirty. Can you (3) _____ someone to clean it?

Staff: Please let me (4) _____ for this. I will report this matter to the Housekeeping and send a maid to (5) _____ the floor. We will (6) _____ this does not happen again.

Guest: That's very kind of you.

Staff: Are there any other problem, ma'am.

Guest: No, thank you.

Staff: Thank you for calling, ma'am.

(Source: Adapted from Wiriya, 2017: 131-132)

Task 1.9

Directions: Put these sentences in the conversation in the correct order.

- _____ Reception: Right, I see. I'll ask someone to come up straight away.
- _____ Guest: Yes. I'm in room 206. I'm afraid I have a small problem.
- _____ Reception: Oh, dear. I'm sorry to hear that. What's the matter?
- _____ Reception: It won't be long. I'm really sorry about that.
- _____ Reception: Goodbye.
- _____ Guest: That's OK. Goodbye.
- _____ Guest: Thank you. How long will it take?
- _____ Guest: It's my television. It doesn't work.
- _____ Reception: Reception. Can I help you?

(Source: Clarke, 2015: 55)

2. Food and Drink Problems

Task 2.1

Directions: Listen to the diners complaining to the waiter in the hotel restaurant. Then answer the questions.

Conversation 1

Diner: Waiter!

Waiter: Yes, ma'am.

Diner: I think this fish is not fresh. It smells.

Waiter: I'm terribly sorry, ma'am. I can give you something else if you'd like.

Diner: I'd like some fresh fish. Anything that is fresh.

Waiter: I'll speak to the chef and see what he can offer you.

Diner: All right.

.....

Waiter: Is everything all right, ma'am?

Diner: Not really. This Thai dessert you recommend is much too sweet for me.

Waiter: I'm afraid most Thai dessert are rather sweet. In that case, you could try the fruit.

Diner: No, that's OK. I think I'll have the coffee instead.

Waiter: Very well, ma'am. I'll be right back.

Diner: Waiter!

Waiter: Yes, ma'am.

Diner: This coffee is too strong for me.

Waiter: I'm sorry, ma'am. I'll get you another one.

(Source: Tirat, 2001: 901)

Conversation 2

Waiter: Here you go. Is there anything else I can get for you?

Diner: Uh....I'm sorry, but I didn't order this. I ordered the steak.

Waiter: This is the steak.

Diner: But there is sauce all over it! I didn't order it like this.

Waiter: This is how our chef cooks steak. It's our most popular dish.

Diner: But this steak is.....undercooked! I can see....blood!

Waiter: Well, didn't you order your steak rare?

Diner: No, I ordered it well-done. I can't eat this. I'm sorry.

Waiter: I'll take it back to the kitchen and bring you another one. I'm sorry about the mistake.

Diner: That's OK. And could you ask the chef not to put sauce on it, please?

Waiter: Sure. I'll be right back.

(Source: Adapted from LiveABC, 2013(B): 61)

1. Why is the diner in conversation 1 unhappy with her order?

2. What's wrong with her coffee?

3. What's the complaint in conversation 2?

4. How does the waiter handle the complaint in conversation 2?

Task 2.2

Directions: Listen to the conversation in which the diner is making complaints to the Food and Beverage Manager, and complete the following details.

Name of diner	Tone of voice friendly/unfriendly	Details of Complaints	Action taken

Manager: How can I help you, Mr. Whitney? I've been told that you asked to see me.

Mr. Whitney: That's right. I'm not at all satisfied.

Manager: If you could tell me what the problem is exactly, I'm sure it could be taken care of.

Mr. Whitney: At first, the waiter came to me with the fillet of sole, not the steak I ordered. But that was all right because he finally brought me the steak. And how the steak....

Manager: What's wrong with it, sir?

Mr. Whitney: It's still raw. When I ordered, I emphasized I wanted it medium. When I complained to your waiter, he didn't seem to take any action.

Manager: I'm extremely sorry, sir. I'm sure the waiter didn't mean to be rude. He should have changed it. But we're terribly busy today and perhaps he didn't understand you correctly. I'll have the steak changed immediately.

Mr. Whitney: That's better. At least someone cares. And another thing, I think the wine is corked.

Manager: Are you sure, sir? That Chablis has been very good. We've got so many orders tonight.

Mr. Whitney: Go ahead. Taste it yourself.

Manager: *(After tasting)*.....Well, there doesn't seem to be anything wrong with it. Perhaps it's a little dry for your taste. I would recommend you try Beaujolais next time.

Mr. Whitney: Maybe I will.

(Source: Tirrat, 2001: 901-902)

Task 2.3

Directions: Listen to the guests complaining about the food and drink. Then write down the details of each guest's complaint.

Guest	Kind of food/drink	Details of complaint
Guest 1		
Guest 2		
Guest 3		
Guest 4		
Guest 5		
Guest 6		
Guest 7		
Guest 8		
Guest 9		
Guest 10		

3. Tableware and Dining Condition Problems

Task 3.1

Directions: Listen to the conversation in dealing with an unhappy customer. Then answer the questions.

1. What drink has the guest ordered from the bar?

2. What is the problem with her glass?

3. Why is she unhappy with her drink?

Waiter: Here's your mineral water with ice and lemon, madam.

Guest: I'm sorry, I can't drink out of that. The glass is dirty and there's lipstick around the edge. Please take it away and bring me another one.

Waiter: I'm very sorry, madam. I'll replace it right away.

Guest: Thank you.

.....

Waiter: Here you are, madam. I hope this glass is better for you.

Guest: Yes, it looks a lot better, thank you.

Waiter: My pleasure.

Guest: Excuse me?

Waiter: I asked for still mineral water, not sparkling.

Guest: Oh, sorry. I do apologize. I'll exchange it at once.

Task 3.2

Directions: Listen to the conversation in which a guest complaining about tableware. Then answer the questions.

1. What is the guest's name?

2. Has the guest been to this hotel before?

3. What does the guest feel about the dining room?

4. What else does he complain?

5. Who has to look into the matter as soon as possible?

Receptionist: Good afternoon, Mr. Whyte.

How was your trip you to the Grand Palace?

Mr. Whyte: Very nice, thank you. By the way, just one thing before I leave. Frankly, I think you've got to do something with the food and beverage service here, especially the tableware and the dining conditions. I'm sorry to say this but otherwise I'm sure you'll lose a lot of guests.

Receptionist: May I ask what the problem is, sir?

Mr. Whyte: I had my dinner at the hotel restaurant last night. I was annoyed because the room was too crowded and stuffy. The way you arrange the tables is absolutely unrealistic. How can you fit that many in there like that? I could hardly move around or breathe.

Receptionist: I'm extremely sorry to hear that, Mr. Whyte. I'll talk to the Food and Beverage Manager so he can look into the matter.

Mr. Whyte: And he should take action very soon too. Oh, please also tell him to check all the tableware more often and in particular before it is served to the guests. Some of the glasses and plates are nicked, some are cracked and some are filthy. It's not up to standard at all. I'm very disappointed.

Receptionist: I do apologize again, sir. I'm sure he'll take action as soon as he gets your complaints.

Mr. Whyte: That's good to hear. I've stayed here many times and I don't want to see you lower your own standard.

Receptionist: Thank you very much indeed for your concern, sir.

(Source: Adapted from Trirat, 2001: 903)

Task 3.3

Directions: Match each statement/question in column A with an appropriate response in column B.

A

1. I'm not happy at all. It looks like this table hasn't been cleaned.
2. It's stuffy in here. I can't breathe properly.
3. My fork is filthy. Look! You can still see the dirt and the lipstick mark.
4. I thought that this was a non-smoking area. Aren't you going to do anything about that man? He's been smoking all evening.
5. How do you expect me to stir my coffee without a teaspoon?

6. It just isn't good enough. I don't understand how you can give me a glass which is cracked.
7. It's terrible hot in here. I'm sweating. Could you turn up the A/C, please?
8. The waiter and waitresses don't seem to pay any attention to the guests.
9. We've been kept waiting now for our meal for half an hour.
10. Waiter! This cup isn't cleaned.

B

- A. I'll have someone change this table cloth for you.
- B. I'll talk to their manager, sir.
- C. I'm terribly sorry, sir. It's terribly crowded today.
- D. I've already turned it up, ma'am. It will take a while before it gets cooler.
- E. I'll ask him to stop it.
- F. Please let me take it away. It can be very dangerous. I'll have the waiter bring you a new one.
- G. I'll have it changed for you right away.
- H. I'll get you one straight away.
- I. I'll get a clean cup right away.
- J. I'm sorry, sir. We're terribly busy this evening.

4. Payment Problems

Task 4.1

Directions: Complete the conversations with the words in the box.

cashier	item	pay	sushi	sign	salmon	wrong bill

Guest: I'd like to have the bill, please.

Waiter: Yes, ma'am.

(After the waiter has presented the bill to her.)

Guest: I'm afraid you've given me the (1) _____. The details which are shown here are different from what I ordered.

Waiter: I'm sorry, ma'am. May I see your bill?

Guest: Could you tell me what this (2) _____ is?

Waiter: That's for the (3) _____ you ordered, ma'am.

Guest: But I didn't order any salmon. I only had (4) _____ and it is already shown on

the bill here.

Waiter: If you wait a moment, I'll check with the (5) _____, ma'am.
I think I might be mixing your bill up with another table's.

.....

Waiter: I'm terribly sorry for the confusion, ma'am. There's been a (6) _____.

Guest: That's OK as long as I get the right bill.

Waiter: How would you like to (7) _____, ma'am?

Guest: By credit card. Do you accept VISA?

Waiter: Yes, we do. Just a moment, please.

.....

Waiter: Could you (8) _____ here, please?

Guest: Sure. Here you are.

Waiter: Thank you, ma'am.

Task 4.2

Directions: Suppose you are a waiter. Read the cues and respond to the guests' complaints.

Guest: Waiter! Isn't anyone going to bring me the bill/the change?

You: (1) _____
(Say you're sorry and tell the guest the restaurant is terribly busy this evening.)

Guest: I don't think this is my bill.

You: (2) _____
(Say you're sorry. Tell the guest if he can wait a moment and you will check with cashier.)

Guest: I don't understand this item. Could you tell me what it is for?

You: (3) _____
(Tell the guest that's for the steak he orderd.)

Guest: This charge's not right. You're supposed to give me the change of 150 baht. You only give me 100 baht.

You: (4) _____
(Say you're sorry and tell the guest you will ask the cashier.)

Focus on Language

1. ASAP

When we use the abbreviation **ASAP**, which stands for *as soon as possible*, we usually say the letters separately, like this A-S-A-P. This is quite informal.

2. Making comparison with **not as.....as**

We use 'not as.....as' when we say that two parts of a comparison are not equal or not the same in some way.

Subject + is **not as** + adjective + **as**

*The hotel **isn't as** beautiful **as** I expected.*

*The bed **is not as** soft **as** I thought.*

*The room **is not as** big **as** I expected.*

*My room **is not** nice **as** I expected.*

*The restaurant **isn't as** expensive **as** I imagined.*

3. As.....as + possibility

We often used expressions of possibility or ability after **as.....as**.

Subject + verb + adverb + **as possible/as one can**

*We'll have someone come up **as soon as possible**.*

*Your meal will be delivered to your room **as quickly as possible**.*

*We've discounted the room **as much as possible**.*

*Arrive at the airport **as early as you can**.*

*Please talk **as quickly as you can**.*

4. Using '**adjectives**' in complaining about food and drink

We can use these forms when complaining about food and drink.

Subject + is + too + adjective (+ for + person)

Subject + is not + adjective (+ for + person)

*The coffee is **too strong** (for me).*

*This curry is **not spicy enough** (for me).*

*This tea is **not sweet enough** (for me.)*

*This Thai dessert is **much too sweet** (for me.)*

Subject + is + *adjective*

Subject + verb + *adjective*

*This soup **is cold**.*

*This lamb **is tough**.*

*This steak **is overcooked**.*

*This Thai dish **look unappetizing** to me.*

Note: Other verbs such as *appear, taste, seem*, etc. can be used.

These are adjectives which can be used when talking about food and drink.

Tastes of food

sweet	sour
salty	bitter
hot	spicy
strong	mild
bland	tasteless
peppery	

Characteristics of food (especially steaks)

underdone	well done
undercooked	well cooked
raw/rare	tough
medium rare	burnt
medium	overcooked

Freshness of food

fresh	rancid
not fresh	stale
smelly	

Tastes of drink

strong	weak
sweet	bitter
salty	dry
sour	corked

5. Causatives for dealing with complaints

We can use causatives when responding to guests' complaints.

To have/get something done
To have/get someone do

*I'll **have** the steak **changed** immediately.*

*I'll **get** the chef **look** what he can do for you.*

6. Verb to 'do'

We add '**do**' to make a statement sound stronger.

*I **do** apologize.*

Useful Expressions

1. Asking what happened

May I ask what the problem is?

What seem to be the problem/matter?

What happened to.....?

What's the matter with.....?

Is something wrong?

What's going on?

What's wrong?

2. Handling room condition problems

I'm (very) sorry to hear that.

Please accept my apologies.

I'll send somebody up to.....

I can offer you a superior room.

Would that be acceptable?

I'm sorry. I'll ask Housekeeping to clean it up immediately.

Don't worry. Maintenance will check it right away.

Your room will be ready soon. Please be patient.

This will not happen again. We promise.

We'll have this sorted out by the time you're ready to check out.

3. Dealing with complaints

I'm very/really/extremely sorry.

I'll replace it right away.

I hope this one is better for you.

Is there another problem?

I do apologize.

That's for your food and two drinks.

4. Complaints about payment

This bill isn't correct. I didn't order any salad at all.

I'm sure you've made a mistake with the bill. The details are different from what I ordered.

I don't think this is my bill.

I'm afraid this is the wrong bill.

I'm afraid you've given me the wrong bill.

I'm afraid you've given me the wrong change.

There is something wrong with my bill.

I don't understand this item. Could you tell me what it is for?

What is this item for? I'm not sure I ordered it.

There seems to be an error.

I don't think I ordered that.

How much longer do I have to wait for the bill/the change?

I've been waiting for my bill/my change for quite some time.

Isn't anyone going to bring me the bill/the change?

5. Responding to the payment problems

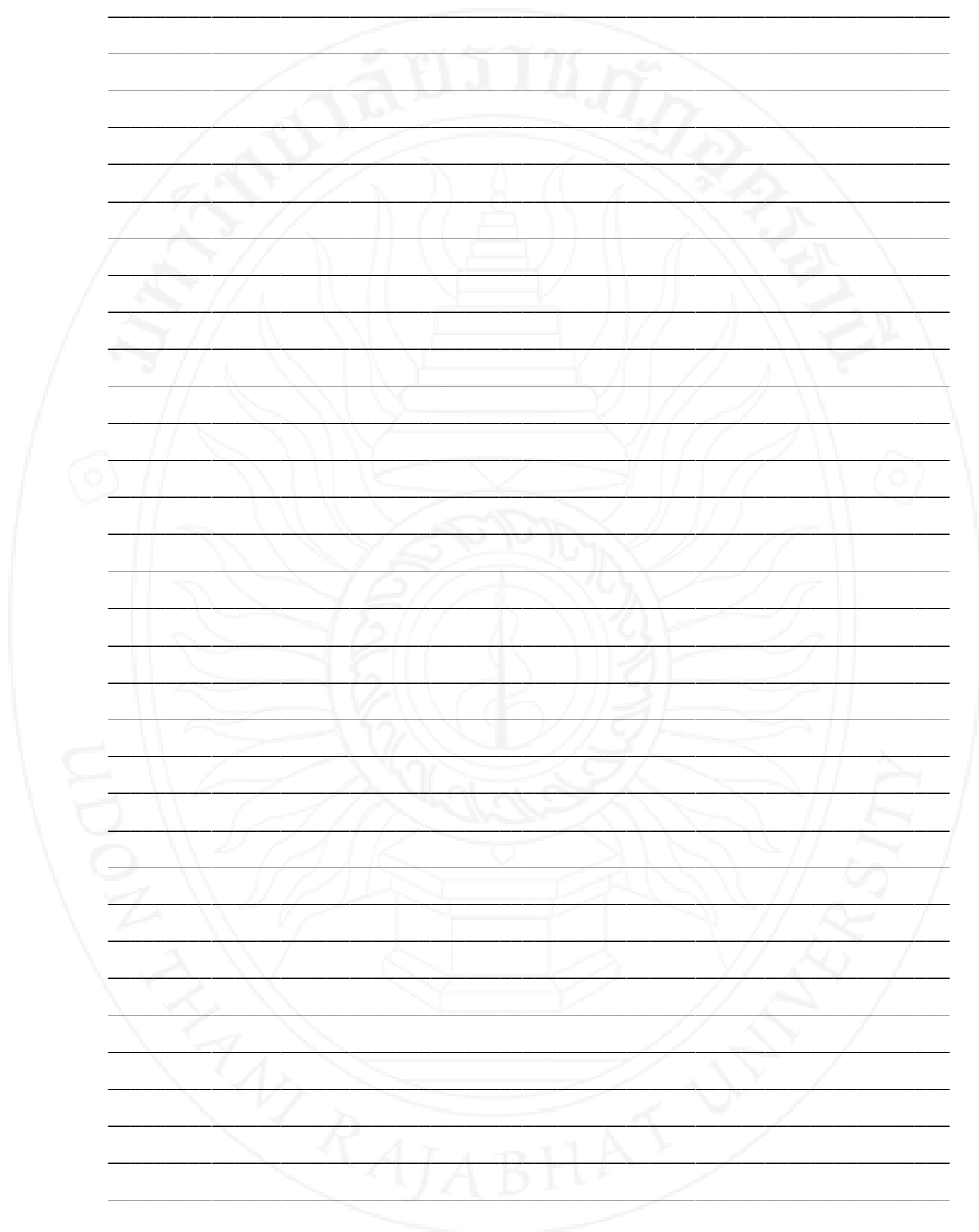
I'm terribly sorry, ma'am. There's been a mix-up.

If you wait a moment, I'll check with the cashier.

The bill has already been corrected, ma'am.

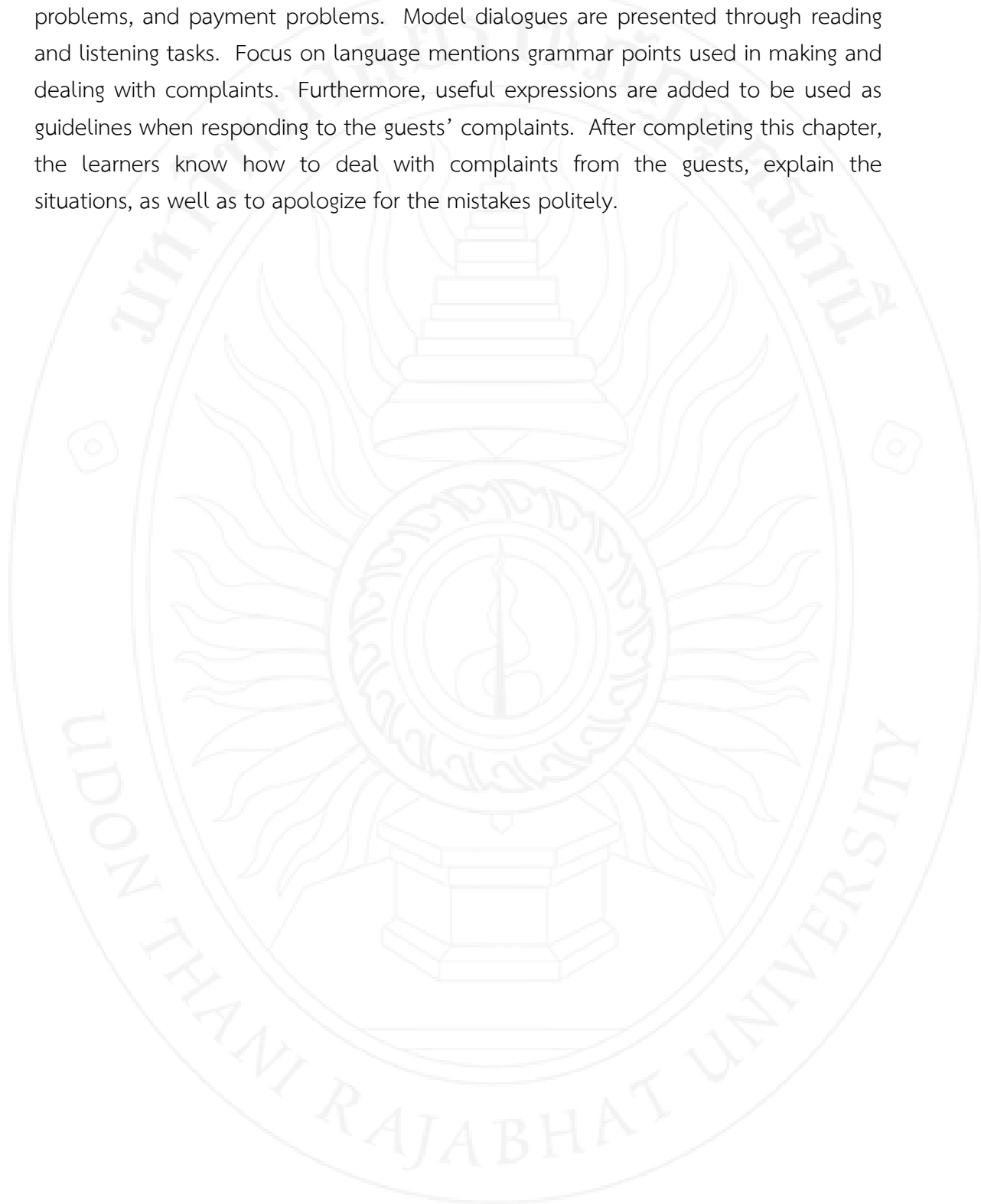
Role Play

Work in pairs. Try different roles in situations related to dealing with complaints. Create a conversation between a guest and a hotel staff from expressions you have learnt from this chapter adding any necessary information. Then take it in turns.



Summary

This chapter provides the most common complaints by hotel guests: room condition problems, food and drink problems, tableware and dining condition problems, and payment problems. Model dialogues are presented through reading and listening tasks. Focus on language mentions grammar points used in making and dealing with complaints. Furthermore, useful expressions are added to be used as guidelines when responding to the guests' complaints. After completing this chapter, the learners know how to deal with complaints from the guests, explain the situations, as well as to apologize for the mistakes politely.



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Course Syllabus

Chapter 8 Checking Out

Contents

Introduction
Dealing with Guest's Checking Out
Dealing with Guest's Request for Delayed Checking Out
Dealing with Money Matters
Summary
References

Behavioral Objectives

Students should be able to:

1. answer questions about the reading text material and conversations correctly,
2. check guests out,
3. present the bill for a guest,
4. reject a guest politely,
5. deal with payment,
6. say goodbye to guests,
7. write a dialogue and role play according to the given situation.

Instructional Activities

1. The teacher leads students into the lesson by discussing with the students to see if they know about procedure during checking out process.
2. The students are asked to listen to conversations in checking out, dealing with guest's requesting for delayed checking out, and dealing with money matter. Then answer the questions and fill in the missing parts for general understanding.
3. The students are asked to match currencies to their countries.

4. The students are asked to listen to conversations about changing money, paying in cash, paying with traveler's checks, and paying with a credit card.
5. The teacher and the students discuss grammar points used in the contextual situations, as well as useful expressions.
6. The students are divided into groups of two to construct the dialogues according the given situations and then perform the role-play.

Instructional Materials

1. Textbook (English for Hotel Staff)
2. PowerPoint Presentation
3. Audio
4. Exercises

Measurement and Evaluation

1. Observing students' participation in class discussion.
2. Checking student's accuracy in answering questions.
3. Assessing students' role-play performance.

Chapter 8

Checking out

Introduction

Checking out of a hotel seems to be the last activity the hotel staff interacts with guests. However, it is not only the guest departure stage. During the check-out process, it involves several procedures. Therefore, this chapter concentrates on the procedures commonly included in checking out: dealing with guest's checking out, dealing with guest's requesting for delayed checking out, and dealing with money matter.



Figure 8.1 Hotel checking out
(Source: Hotel checking out, 2016: 1)

1. Dealing with Guest's Checking Out

Task 1.1

Directions: Read the conversation between a Front Desk clerk and a guest in checking out. Then decide if the following statements are True (T) or False (F).

Clerk: Good morning. What can I do for you?

Guest: I'd like to check out of my room. Here is the key. It's room number 405.

Clark: Did you take anything from the minibar?

Guest: Yes, I had two bottles of mineral water. I also ordered room service once.

Clerk: Your three-night total comes to \$400.

Are you paying by cash or credit card?

Guest: Credit card, please. Here you are. By the way, can you call a taxi to the airport for me?

Clark: Of course. I'll do that straight away.

.....

Clerk: Please sign on the dotted line.

Guest: Alright.....Is it OK?

Clerk: That's all right, sir. Have a nice trip.

Guest: Thank you.

(Source: Adapted from LiveABC, 2013(B): 44)

- _____ 1. The guest wants to check out from room 405.
- _____ 2. He calls the front desk to check out.
- _____ 3. He doesn't take anything from the minibar.
- _____ 4. The room costs \$400 per night.
- _____ 5. The hotel driver will take him to the airport.

Task 1.2

Directions: Complete the conversations with words in the box. Then listen again to check your answers.

Conversation 1

double-check	settle	total
itemized	bill	room service

Guest: We'd like to check out. Could we have the (1) _____, please?

Clerk: Yes, sir. May I have your room number?

Guest: Room 1025.

Clerk: Mr. Williams?

Guest: Yes. What is the (2) _____?

Clerk: It comes to \$450. Here's an (3) _____ list: your (4) _____ and the minibar. Please (5) _____ to see if there are any errors.

Guest: It looks OK to me.

Clerk: Very good, Mr. Williams. How are you going to (6) _____ your bill, cash or credit card?

Guest: I'm paying in cash. Here you are.

Clerk: Thank you, Mr. Williams.

Guest: Thank you.

Conversation 2

put service charge sign added altogether

Guest: I asked earlier for my bill to be prepared. How much will it be?

Clerk: Yes, Mr. Baker. It's \$520 (1) _____.

Guest: I thought it was less than that.

Clerk: Well, Mr. Baker, we (2) _____ a seven-percent room tax and a ten-percent (3) _____.

Guest: Oh, I see. Could I (4) _____ it on my credit card?

Clerk: Certainly. Could you (5) _____ here, please?

Guest: Sure. Here it is.

Clerk: Thank you, Mr. Baker. See you next time. Goodbye.

(Source: Adapted from LiveABC, 2013(A): 122)

Task 1.3

Directions: Listen to the conversation in which a receptionist is checking out a guest. Then decide if the following statements are True (T) or False (F).

Guest: Good morning. I'd like to check out, please.

Clerk: Good morning, sir. What's your room number?

Guest: It's Room 724.

Clerk: 724....Mr. Wood. How was your stay, Mr. Wood?

Guest: It was good, thank you.

Clerk: Are you using the same credit card you gave me when you checked in?

Guest: Yes, that's right.

Clerk: Alright, Mr. Wood. Please have a look at this bill: three nights' accommodation, room service breakfast, bar drink on Saturday night, one outside phone call and a newspaper.

Guest: OK. That's all correct.

Clerk: Did you have anything from the minibar last night?

Guest: Oh, yes, almost forgot. I had two colas last night.

Clerk: OK. I'll add those to your bill. May I have your signature here, please?

Guest: Is that all right? And here is my key card.

Clerk: Thank you. We hope to see you again soon.

Have a safe trip home. Goodbye.

(Source: Adapted from Seymour, 2011: 94-95)

- _____ 1. Mr. Wood is paying with a different credit card.
- _____ 2. Mr. Wood stayed for three nights.
- _____ 3. Mr. Wood didn't have anything from the minibar.
- _____ 4. Mr. Wood didn't make a phone call from his room.
- _____ 5. Mr. Wood ordered a newspaper every day.

2. Dealing with Guest's Requesting for Delayed Checking Out

Task 2.1

Directions: A guest requests for delayed check-out. Complete the conversation and then listen again to check your answers.

accommodate delay possible extra charge welcome by

Receptionist: Front Desk. Good morning.

Guest: Hi, I'm in Room 901. We are checking out today.
But do I have to check out (1) _____ noon?

Receptionist: Yes, sir.

Guest: Well, our flight is at 10.00 p.m. and I'd like to (2) _____ checking out until 8.00 p.m. Is that (3) _____?

Receptionist: Could you wait for a moment?
I'll check to see if we can (4) _____ you.

.....

Receptionist: Mr. Johnson?

Guest: Yes?

Receptionist: I'm pleased to tell you that it's possible for you to check out at eight o'clock this evening without (5) _____.

Guest: Oh, that's very kind of you.

Receptionist: You're very (6) _____, Mr. Johnson. Have a nice day.

(Source: Adapted from Chotchoei, 2000: 1048)

Task 2.2

Directions: Listen to the conversation and decide if the following statements are True (T) or False (F).

Receptionist: Good morning. Front Desk. May I help you?

Guest: Hello. I'm Amelia Jensen in Room 1025.

I'm supposed to check out today. But I'd like to delay checking out until 4.00 p.m.

Receptionist: I understand, Ms. Jensen. Please hold on while I check to see if that's possible.

.....

Receptionist: Ms. Jensen?

Guest: Yes?

Receptionist: I'm sorry. The hotel is fully booked for this evening and we are expecting guests for your room.

Guest: Oh....Can't you put the new guests in another room?

Receptionist: I'm sorry, Ms. Jensen. All the other rooms are taken. If you really need to stay on, we'll have to charge a 50 percent surcharge.

Guest: Well, I guess I'll check out at noon. Is it possible for me to leave my bags here and come back for them later?

Receptionist: Yes, of course. When you check out, you can leave them with Concierge.

Guest: OK, thanks. I'll do that.

(Source: Adapted from Chotchoei, 2000: 1051)

- _____ 1. Ms. Jensen is going to check out tomorrow.
- _____ 2. She wants to check out at noon.
- _____ 3. Ms. Jensen can't delay her check-out.
- _____ 4. Ms. Jensen will leave her bags with Front Desk.
- _____ 5. Ms. Jensen will come back for her back at 4.00 p.m.

3. Dealing with Money Matter

Task 3.1

Directions: Read this passage and fill in the blank with missing words.

In most first class hotels, guests commonly pay their hotel bill by an internationally accepted credit card such as Visa, JCB or Diner's Club. Some guests will pay by traveler's check, which is often used by travelers in place of cash. Most hotels do not accept personal checks. Still, many guests pay in cash either in foreign currency or in baht. Guests who have bought a package tour may pay with a voucher issued by the tour company. Finally, a company may have informed the hotel that they will pay for the guest's bill. In this case, the guest will simply check out and the bill will be sent to the company for payment.

When accepting credit cards, the hotel cashier has to make sure that the card has not expired. Also she has to check the signature on the card. The next thing the cashier has to do is to call the credit card company to ask for approval of the amount the hotel expects the guest to pay.

(Source: Chotchoei, 2000: 1070)

1. Most hotel guests pay for their bill by _____.
2. Examples of credit cards are _____ and _____.
3. Guests may also pay by _____.
4. Guests with a package tour may pay with a _____.
5. When a guest pays by credit card, the cashier should check the expiration date and the _____ of the guest on the card.

Task 3.2

Directions: Match the currencies to the countries.

yen	rupees	roubles	ringgits	rands
pesos	frances	forints	dollars	baht

1. Thailand _____
2. Switzerland _____
3. South Africa _____
4. Russia _____

5. Mexico _____
6. Malaysia _____
7. Japan _____
8. India _____
9. Hungary _____
10. Canada _____

(Source: Jones, 2005: 70)

Task 3.3

Directions: Listen to the conversation about changing money and fill in the missing parts.

Cashier: Good morning, sir. May I help you?

Guest: I'd like to (1) _____ a traveler's check.

Cashier: Yes, sir. And for how much?

Guest: Fifty dollars.

Cashier: May I see your passport, please?

Guest: Here it is.

Cashier: Could you sign here, please?

Guest: Of course. What's (2) _____ are you giving?

Cashier: Thirty-eight (3) _____ the dollar.

Guest: I see, that will be (4) _____ baht, sir.

.....

Cashier: Here you are.

Guest: Thank you. But could I have some more change?

Cashier: Shall I (5) _____ this 500 baht into tens twenties and fifties?

Guest: Yes, that will be nice.

Cashier: Thank you, sir.

(Source: Adapted from Utawanit, 2013: 49)

Task 3.4

Directions: Listen to the conversation about paying in cash and fill in the missing parts.

Cashier: Good morning, ma'am. What can I do for you?
 Guest: I'd like to (1) _____ now.
 Cashier: What's your room number, please?
 Guest: (2) _____.
 Cashier: Please wait for a moment. Ms. Megan?
 Guest: Yes.
 Cashier: Did you have (3) _____ this morning?
 Guest: Yes, but I paid (4) _____ for it.
 Cashier: That'll be 4,750 baht, then.
 Guest: Here you are.

 Cashier: Here's your (5) _____. I'll have the porter get your luggage.
 Guest: Thank you.
 Cashier: Thank you. Goodbye. Have a safe trip home.

Task 3.5

Directions: Listen to the conversation about paying with traveler's checks fill in the missing parts.

Cashier: Good morning, sir. What I can do for you?
 Guest: I'd like to settle my (1) _____.
 Cashier: Certainly, sir. May I have your room number, please?
 Guest: It's Room 316.
 Cashier: Just a moment, please.....Yes, Mr. Brown.?
 Guest: Yes. I'm (2) _____ today, so I'd like to have my bill.
 Cashier: All right, Mr. Brown. Let me check.
Here we are. Three nights at 12,000 baht, and here are the meals that you had at the hotel. That makes a (3) _____ of 14,500 baht.
 Guest: Umm...What is this item for?
 Cashier: That's the ten-percent (4) _____.
 Guest: OK, I see. Now can I (5) _____ with traveler's checks?
 Cashier: Certainly, sir.
 Guest: What is the exchange for pounds?

Cashier: Seventy baht for a pound.

Guest: Here you are.

.....

Cashier: Here's your receipt. Thank you.

Guest: Thank you. Goodbye.

Cashier: Goodbye.

(Source: Adapted from Utawanit, 2013: 52)

Task 3.6

Directions: Listen to the conversation about paying with a credit card and fill in the missing parts.

Cashier: Good morning, ma'am. May I help you?

Guest: I'd like to check out now. My name is Steven and I was in Room 221.

Cashier: Just a moment, please.

.....

Cashier: Did you make any (1) _____ from your room?

Guest: Yes, two times.

Cashier: Here's your bill, sir. Would you like to check it?

Guest: I don't understand. What is this (2) _____ for?

Cashier: That's for the (3) _____ you ordered from your room.

Guest: Alright. Do you (4) _____ credit cards?

Cashier: What kind have you got?

Guest: American Express.

Cashier: Yes, we do. May I have your card, please?

Guest: Here it is.

Cashier: Just a moment, please.

.....

Cashier: Could you sign here, please?

Guest: Is everything all right?

Cashier: Yes, sir. Thank you. Goodbye. Have a safe trip and we're
(5) _____ to seeing you again.

Guest: Goodbye.

(Source: Adapted from Utawanit, 2013: 55)

Focus on Language

1. Past simple

We use **the past simple** to talk about completed actions in the past.

*Did you **have** breakfast this morning?*

*Did you **make** any phone calls from your room?*

*Did you **have** anything from the minibar last night?*

*Did you **sign** the bills in our hotels?*

*I **paid** cash for it.*

*I **made** two calls overseas last night.*

*Here are the meals that you **had** at the hotel.*

That's for the drinks you ordered from your room.

*I **didn't take** anything from the minibar during my stay here.*

Useful Expressions

1. Setting the bill

A front desk clerk might ask....

How would you like to pay/settle your bill?

How are you going to pay?

How are you paying?

How will you be paying?

Are you paying by cash or credit card?

Are you paying in/with dollars or euros?

We accept credit cards and traveler's checks.

Are you using the same credit card you gave me when you checked in?

A guest might say.....

I'd like to pay in cash.

I'd like to pay by credit card/traveler's check.

I'm going to put it on my credit card.

I want to pay my bill with.....

2. Checking out

How was your stay?

Please have a look at this bill.

Did you have anything from the minibar?

I'll add that/those to your bill.

3. Presenting the bill and saying how much the bill is

Here's your bill, sir.

It comes to.....

It's altogether.

The total is.....

The sum is.....

The amount is.....

The total includes.....

4. Asking for a guest's signature

Could I have your signature here, please?

May I have your signature here, please?

Please sign here.

Please sign on the dotted line.

Sign here, please.

I need your signature here, sir.

5. Responding to requests

I'll see what I can do.

I'll check to see if we can accommodate you.

I'll check to see if the room is available.

6. Rejecting a guest's request

I'm sorry. The hotel is fully booked today.

I'm sorry. The hotel is heavily booked today.

I'm sorry. We're expecting guests for your room.

I'm sorry. We're expecting a big group to check in this evening.

7. Method of payment

A guest might say.....

I'll pay by credit card/travel's check/voucher.

I'll pay in cash.

I'll pay in/with American dollars.

8. Exchange rate

A guest might ask.....

What's the exchange rate?

What rate do you give?

How much do you give for a dollar?

A front desk clerk/a cashier might say....

*It's thirty-five **for** a dollar.*

*It's thirty-five **to the** dollar.*

*We give thirty-five **for** a dollar.*

We give thirty-five **to the** dollar.

You get thirty-five **for** a dollar.

You get thirty-five **to the** dollar.

9. Leave-taking

Have a safe trip home.

Have a nice day.

Have a wonderful trip and we're looking forward to seeing you again.

Role Play

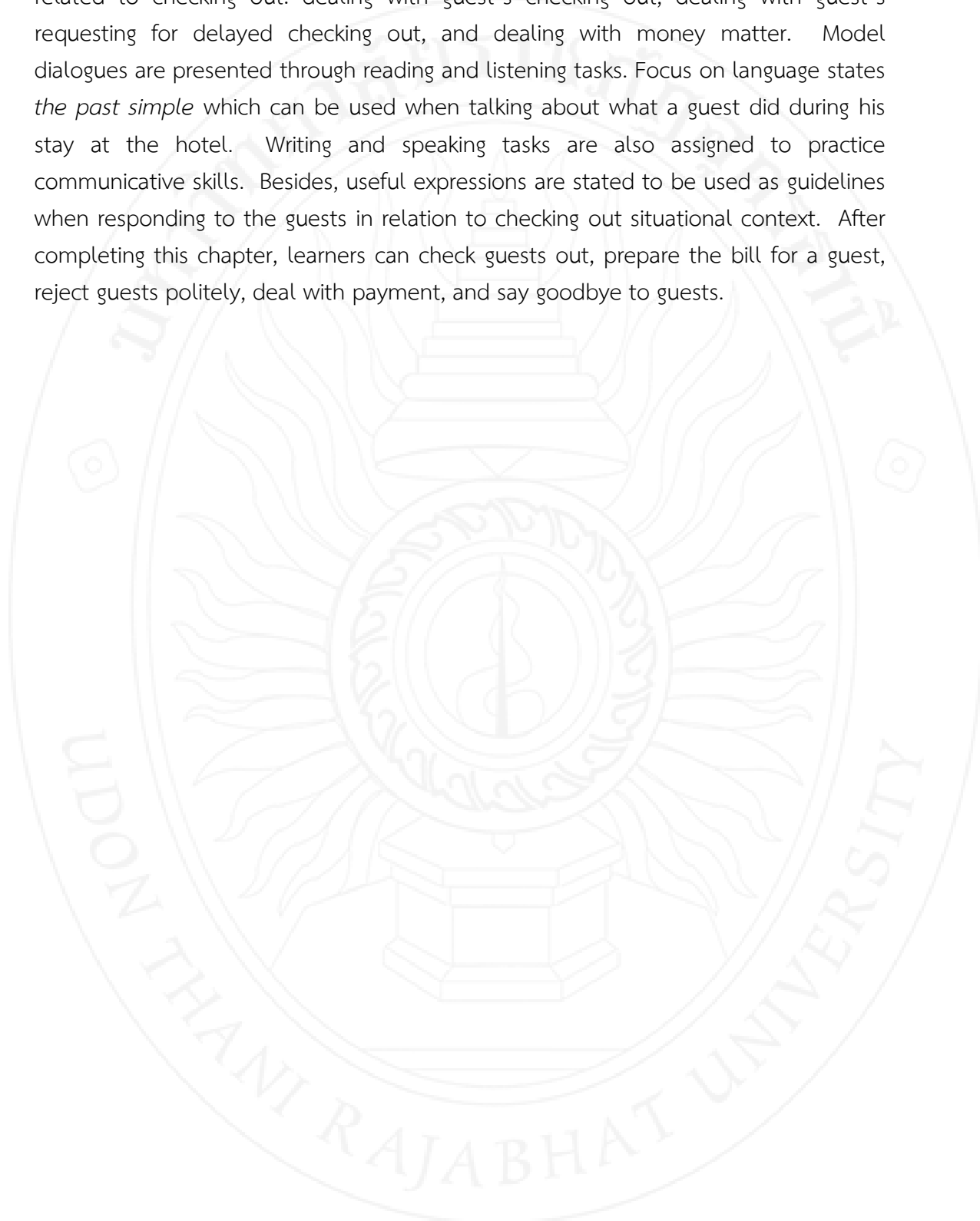
Work in pairs. Try different roles in situations related to checking out. Create a conversation between a guest and hotel staff from expressions you have learnt from this chapter adding any necessary information. Then take it in turns.





Summary

This chapter focuses on how to deal with hotel clients in common situations related to checking out: dealing with guest's checking out, dealing with guest's requesting for delayed checking out, and dealing with money matter. Model dialogues are presented through reading and listening tasks. Focus on language states *the past simple* which can be used when talking about what a guest did during his stay at the hotel. Writing and speaking tasks are also assigned to practice communicative skills. Besides, useful expressions are stated to be used as guidelines when responding to the guests in relation to checking out situational context. After completing this chapter, learners can check guests out, prepare the bill for a guest, reject guests politely, deal with payment, and say goodbye to guests.



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Appendices



Appendix A

Answer key

Chapter 1 Introduction to Hotels

Task 1.2

1. complicated	5. functions
2. assistant	6. policy
3. professionalism	7. budgets
4. different	8. Staff

Task 1.3

1. international	6. headquarters
2. control	7. members
3. policies	8. throughout
4. inspection	9. efficiency
5. standards	10. reservation

Task 2.1

1. A	8. C
2. D	9. B
3. D	10. E
4. B	11. E
5. E	12. C
6. A	13. D
7. E	14. C

Task 3.1

The answers will vary. These are only suggested answers.
There is more than one word that can be used.

1. reservation clerk
2. housekeeper
3. cashier
4. chef
5. waiter/waitress
6. concierge

Task 3.2

The answers will vary.

Task 3.3

1. concierge	2. waiter	3. bellboy	4. cashier	5. driver

Task 3.4

1. responsible	5. after
2. under	6. under
3. to	7. supervises
4. charge	8. Under

Task 3.5

1. work for	5. work as
2. responsibilities	6. approving
3. responsible for	7. your job
4. in case of	8. I am

Chapter 2 Reservations**Task 1.1**

1. The caller wants to stay in the hotel on November 22nd for two nights.
2. The room costs \$130 per night.
3. The price is for bed and breakfast.
4. To guarantee the reservation.
5. The caller's credit card expires in October 2018.

Task 1.2

1. T
2. T
3. F
4. F
5. F

Task 1.3

1. On September 3rd.
2. Mr. George Taylor.
3. There's an IT conference taking place in Singapore.
4. The customer has to change rooms for the last night.
5. Because the code will make the spelling clearer on the phone.

Task 1.4

Guest Name: Jane Brown

Contact Number: 081-975-8823

Email Address: janebrown@gmail.com

Number of Guests: 2

Number of Room: 1

Room Types: Twin room

Arrival Date: 1st of January

Departure Date: 4th of January

Method of Payment: cash

Task 1.5

1. a single room
2. a king room
3. an executive suite
4. a queen room
5. a twin rom

Task 1.6

The answers will vary. These are only suggested answers.

1. Good morning. Reservations.
2. How many people is the reservation for?
3. Would you like a room with a double bed or two single beds.
4. Let me check. Yes, we have availability for February 6th.
5. I can offer you our best rate of 3,500 baht per night.
6. Yes, the buffet breakfast is included in the room rate.
7. Could you please give me your name and credit card details?
8. Thank you, Ms. Smith. We look forward to welcoming you on February 6th. Goodbye.

Task 1.7

The answers will vary.

Task 2.1

1. two weeks ago
2. a family room
3. December 25th-28th
4. a room near the swimming pool
5. to be picked up at the airport around 3.00 p.m.

Task 2.2

1. T 2. F 3. T 4. F 5. T

Task 3.1

1. Mr. Alfred Kim
2. the arrival date
3. on May 22nd
4. for three nights
5. He doesn't think he can finish his errands before 21st.

Task 3.2

1. one double room for two nights
2. a change from one room for two nights to two rooms for two nights.
3. Yes, she can.
4. It is easier to find out the guest's information in the computer system.

Task 3.3

1. Friday 20th of June/Friday 27th
2. two double rooms/a family room
3. two double rooms and a single room/a double room and a single room
4. two suites from 10th-13th of June/two suites from 10th-15th of July
5. a presidential suite with ABF from 1st-5th of January/a presidential suite from 1st-3rd of January and a presidential suite with ABF from 4th-6th of January

Task 4.1

1. Mr. Robert Lee
2. She wanted to cancel the reservation.
3. Her husband has to have an operation in a few days.

Task 4.2

1. No, he doesn't.
2. 48 hours.
3. By email.

Task 4.3

1. confirmation	4. there
2. cancelled	5. charge
3. reservation	6. forward

Task 4.4

The answers will vary. These are only suggested answers.

1. Good morning. Sheraton Hotel.
2. Could you tell me your reservation number, please?
3. Mrs. Howard on March 25th.
4. That's OK. I've cancelled your reservation.
5. No, there is no charge.
6. Of course. Thank you for your call. Goodbye.

Chapter 3 Checking In**Task 1.1**

1. Yes, he does.
2. He asks for a single room on a lower floor.
3. Because he doesn't like to use the lift.
4. He asks for a wake-up call at 7.00.
5. The hotel serves breakfast between 7.00-10.30.

Task 1.2

SURNAME: PARKER

FIRST NAME: JESSICA AMELIA

NO. OF PERSONS: 1

ADDRESS: 1709 SYLVAN AVENUE, ENGLEWOOD CLIFFS

CITY: NEW JERSEY

COUNTRY: USA

POSTAL: 07632

NATIONALITY: AMERICAN

FROM: USA

ARRIVAL DATE: OCTOBER 2

DEPARTURE DATE: 8

ROOM NO.: 1706

PAYMENT: VISA

Task 1.3

1. expecting	6. spell
2. was	7. postal
3. register	8. signature
4. first name	9. guest relations officer
5. address	10. Thank you

Task 1.4

1. T	2. T	3. F	4. F	5. F

Task 1.5

1. Welcome	4. delivered
2. check in	5. guest card
3. suite	6. concierge

Task 1.6**Conversation 1**

1. registration form	5. Do you need
2. a wake-up call	6. served
3. double	7. a good stay
4. floor	8. Good night.

Conversation 2

1. three nights	5. doesn't say
2. credit card	6. check
3. breakfast	7. key
4. booked and paid	8. your stay

Task 2.1

1. tonight
2. a double room
3. The room type is changed from a double room to a family room.
4. Yes, she can.
5. £200

Task 2.2

1. T 2. T 3. T 4. F 5. F

Task 2.3

1. a booking 4. the 12th until the 14th
2. shorten 5. a limo
3. 15th of September 6. Sign

Task 3.1

1. F (It has been delayed.) 2. T 3. F 4. T 5. T

Task 3.2

1. No, he doesn't.
2. Because there is a large convention group this afternoon.
3. She suggests the guest to stand by until 6.00 p.m.
4. The guest leaves his luggage at the concierge.
5. The hotel might be able to accommodate him if there are any cancellations.

Task 3.3

1. two nights 5. stand by
2. Do you have 6. wait
3. I'm sorry 7. recommend
4. no rooms 8. any rooms

Task 3.4

The answers will vary. These are only suggested answers.

1. Do you have a reservation?
2. I'm sorry, madam. We have no rooms available but would you like to stand by until 6.00 p.m.?
3. I'm sorry, sir. We really don't have a room now. But I'd like to recommend another hotel nearby. I'll be happy to call them for you.

Chapter 4 Hotel Facilities and Services

Task 1.2

1. The Hotel Newton
2. YOTEL
3. The Plaza Hotel
4. Casablanca Hotel
5. The Hotel Newton

Task 1.3

1. restaurants	5. a business lounge
2. a complimentary breakfast	6. a swimming pool
3. a wake-up call	7. Jacuzzi
4. gym	8. sauna

Task 1.4

1. C 2. D 3. E 4. A 5. B

Task 1.5

1. Gift shop	4. Restaurant
2. Swimming pool	5. Business center
3. Spa	6. Gym

Task 1.6

1. single	6. Lanes
2. range	7. health center
3. include	8. buffet
4. special offers	9. shuttle bus
5. facilities	10. Limousine

Task 1.7

1. amenities	6. professional
2. equipped	7. shuttle bus
3. indoor	8. Dropped off
4. squash court	9. Domestic
5. massage	10. excessive

Task 1.8

1. jewelry	4. valuables
2. secure	5. assure
3. in-room safe	6. itemized

Task 1.9

1. It is in the basement.
2. No, he doesn't.
3. He suggests the guest to take a towel and wear the appropriate exercise clothes.
4. No, it's out of order.
5. He wants to lift weights.

Task 1.10

The answers will vary.

Task 2.1

1. J	6. A	11. C
2. B	7. N	12. G
3. M	8. K	13. E
4. F	9. L	14. D
5. I	10. O	15. H

Task 2.2

1. David, a bellboy
2. David puts the guest's baggage on the bed.
3. Minibar, TV, bedside console, and electric razor outlet.
4. Mr. Cooper wants some more hangers.
5. Dial for Housekeeping or get the list of services and phone numbers in a hotel brochure on the dresser.

Task 2.3

1. high-speed Internet	5. cigarette-detecting device
2. control system	6. sprinkle
3. direct dial service	7. mattresses
4. international	8. comforters

Task 2.4

1. state-of-the-art	5. separate
2. videoconference	6. Enclosed
3. projector	7. wet bar
4. audiovisual	8. sofa sleeper

Task 2.5

1. B 2. D 3. C 4. C 5. D

Task 3.3

1. On the second floor.
2. No, he doesn't because he is a guest.
3. Because his plug won't fit in the socket.
4. 10 Baht per page.
5. Yes, he can print in color.

Task 3.4

1. open	6. spreadsheet
2. located	7. functions
3. rooftop	8. crashed
4. send	9. Repaired
5. print it out	10. Nearby

Task 3.5

1. up
2. out
3. on
4. of
5. for
6. per

Task 3.6

1. First, put the paper on the glass.
2. Then, close the cover.
3. After that, select the number of copies you need.
4. Finally, press the button.

Task 3.7

The answers will vary. These are only suggested answers.

1. Good morning. Can I help you?
2. Yes, it is. Are you staying at the hotel?
3. The business center is free of charge.
4. You can plug in your laptop in that socket over there.
5. Would you like an adaptor?
6. You're welcome.
7. Yes, you can, but there is a charge.
8. It costs 10 baht per sheet.
9. Yes, of course.
10. My pleasure. And let me know if you need anything.

Task 4.1

The answers will vary.

Task 4.2

1. host a seminar	4. basic package
2. overnight accommodation	5. additional
3. catered lunch	6. Capacity

Task 4.3

The answers will vary.

Task 4.4

1. T 2. T 3. F 4. T 5. F

Task 4.5

1. be present
2. marriage vow
3. the sixth
4. in the evening
5. Four Seasons Hotel Seattle

Chapter 5 Housekeeping Services**Task 1.1**

1. T 2. F 3. T 4. F 5. T

Task 1.2

1. There should be four hot drinks packets in the room every day.
2. Hot drinks packets are stored in the supplies cabinet on each floor.
3. There should be three toilet rolls in the bathroom at all times.
4. No. Sheets are only changed on the fourth day.
5. Yes. Pillowcases should be changed every day.

Task 1.3

1. towels	4. toiletries	7. safe
2. bathrobe	5. bed	8. slippers
3. toilet roll	6. cups	9. drinks packets

Task 1.4

1. T 2. T 3. F 4. F 5. F

Task 1.5

1. Laundry Department.
2. Dry-cleaning service.
3. She doesn't prefer to leave them in a laundry bag outside her room.
4. She'll be attending an important business meeting.
5. By 8.00 p.m. within the same day.

Task 1.7

1. The picture disappeared.
2. The hot water stopped running.
3. She will have the TV fixed and send someone to take care of the shower immediately.

Task 1.8

1. gold watch	4. found
2. left	5. mail
3. dropped	6. delivery

Task 1.9

The answers will vary. These are only suggested answers.

1. Housekeeping. May I help you?
2. One of our chambermaids found a ring in your room a few minutes ago and it is now kept at the Lost and Found.
3. We have your address, Mrs. Robinson. We'll mail it you immediately.
4. Please don't worry. We're happy to send it to you free of charge.
5. Goodbye.

Task 2.1

1. extra	4. running out
2. tube	5. bring up
3. towels	6. inconvenience

Task 2.2

1. T 2. T 3. T 4. F 5. T 6. T 7. F 8. F

Task 2.3

1. You'd like *a blanket*. Certainly, sir/ma'am.
I'll go and get *it* for you right away.
2. You'd like *some more tissue paper*. Certainly, sir/ma'am.
I'll go and get *some/one* for you right away.
3. You'd like *an electric razor*. I'm sorry, I'm not sure if we've got *any electric razors* in stock. If you'd excuse me, I'll try to find out.
4. You'd like *extra pillows*. Certainly, sir/ma'am.
I'll go and get *them* for you right away.
5. You'd like *a shower cap*. I'm sorry, I'm not sure if we've got *any shower caps* in stock. If you'd excuse me, I'll try to find out.
6. You'd like *some more soup*. Certainly, sir/ma'am.
I'll go and get *some* for you right away.
7. You'd like *an iron and an ironing board*. I'm sorry, I'm not sure if we've got *any irons and ironing boards* in stock. If you'd excuse me, I'll try to find out.
8. You'd like *a hair dryer*. I'm sorry, I'm not sure if we've got any *hair dryers* in stock. If you'd excuse me, I'll try to find out.

Task 3.1

1. Conversation 1.
2. The guest's knocked over a glass of wine.
3. They aren't ready.
4. She asks the guest to hang the sign on the door when the guest is ready.

Task 3.2

The answers will vary. These are only suggested answers.

1. The guest's sister spilled some juice on the bed sheets. / They send a maid to clean up the mess.
2. The guest's sister tried to clean the sheets, but the water wouldn't stop. There's water everywhere. / They send the janitor and the plumber to the room.
3. The guest's sister slipped on the wet tile and hurt her toe. / They send a doctor to the room.
4. The lights went out. / They send an electrician to the room.

Task 3.3

1. F 2. T 3. F 4. F 5. T

Chapter 6 Restaurant**Task 1.2**

1. dessert plate	7. milk jug
2. napkin	8. coffee pot
3. sweet knife	9. jam dish
4. coffee cup	10. butter dish
5. saucer	11. bread basket
6. sugar bowl	

Task 1.3

1. place mat	9. honey
2. meat fork	10. salt and pepper shakers
3. meat knife	11. sugar bowl
4. bread plate	12. coffee cup
5. butter spreader	13. saucer
6. jam dish	14. tea pot
7. butter dish	15. hot water pitcher
8. toast rack	16. milk jug

Task 2.1

- 1 x coffee with milk
- 1 x tea with milk
- 1 x whole-wheat toast
- 1 x sausages, scrambled eggs, hash browns
- 1 x blueberry pancakes

Task 2.2

1. Feel free to help yourself.
2. Could I have your room number, please?
3. Can I bring you some coffee?
4. Would you like anything from the menu?
5. Enjoy your breakfast.

Task 2.3

1. number	6. bring
2. buffet	7. away
3. yourself	8. menu
4. menu	9. Would
5. course	10. breakfast

Task 2.4

The answers will vary. These are only suggested answers.

1. Good morning, sir.
2. Could I have your room number, please?
3. Are you going to have the continental breakfast or something from the menu?
4. Here's the menu if you'd like to order something from the kitchen.
5. Would you like tea or coffee?
6. And can I bring you some toast?
7. Of course, sir. Feel free to help yourself to the buffet.
8. Here's your tea, sir. Enjoy your breakfast.

Task 3.1

1. reservation	4. all right
2. passport	5. that's fine
3. book	6. get someone

Task 3.2**Conversation 1**

1. help	5. have
2. reserve	6. near
3. for	7. that
4. what	

Conversation 2

1. reservation	6. intimate
2. dinner	7. corner
3. book	8. consideration
4. requests	9. serving
5. stand	10. cancellation

Task 3.3

1. for	2. table	3. change	4. So

Task 3.4

1. tomorrow at lunch time/two
2. change his reservation
3. dinner
4. speak a little louder
5. 7.00

Task 3.5

Change of Day	Change of Time	Change of Number of People
1. -	-	6
2. Saturday	-	-
3. Tomorrow	7.00 p.m.	-
4. -	11.30 a.m.	8
5. -	dinner at 6.30	-

Task 4.1

1. Greet	6. Repeat
2. beverage	7. order/chef
3. menu/recommend	8. Serve
4. Get	9. bill
5. orders	10. change/thank

Task 4.2

1. The host offers to take their coats and bring them an aperitif.
2. They order prosecco.
3. No, she says that will come back in a few minutes.
4. The specials are rack of lamb, lemon sole or a vegetarian pasta dish.
5. Four house wines are on the wine list.

Task 4.3

1. Welcome
2. reserved
3. come
4. aperitif
5. menu

Task 4.4

	Mr. Carson	Mrs. Carson
Soup:	beef consommé	French onion soup
Main course:	fillet mignon	veggie steak
Salad:	Caesar salad	mixed salad
Dessert:	no dessert but espresso	caramel custard

Task 4.5

1. momentarily	5. cooked
2. expecting	6. comes with
3. dressing	7. repeat
4. entrée	8. check

Task 4.6

1. B 2. E 3. D 4. C 5. A

Task 4.7

Appetizers: Buffalo wings
 Soups: French onion, clam chowder
 Salads: Caesar salad
 Entrees: spaghetti, BBQ ribs, fish and chips, baked salmon
 Desserts: cheesecake, ice cream
 Drinks: latte, lemonade

Task 4.8

1. C 2. D 3. A 4. E 5. B

Task 4.9

Order List	
Entrees	☐ chicken ☐ fish ☒ steak _____ medium-rare ☒ _____ medium _____ medium-well _____ well-done
Side Dishes	☐ baked potato ☒ green salad
Dressing	☐ Thousand salad ☐ Italian ☐ French
Special Request (s)	Put the salad dressing on the side.

Task 5.1

1. this evening
2. at the bar
3. half an hour
4. This way
5. on the rocks
6. snack
7. off
8. Buffalo wings
9. basket
10. large

Task 5.2

1. F
2. T
3. F
4. F
5. T

Task 5.3

1. Bartender: Good evening, sir. How are you this evening?
2. Guest: I'm fine, thank you.
3. Bartender: What can I get you?
4. Guest: Scotch and soda, please.
5. Bartender: Would you like ice?
6. Guest: No, thank you.
7. Bartender: That'll be £6.00, please.
8. Guest: Can you charge it to my room?
9. Bartender: Of course, sir. Can you give me your room number?
10. Guest: It's 1204.

Task 5.4

The answers will vary. These are only suggested answers.

1. Good evening, sir.
2. I'm fine, thank you. What can I get you?
3. We have Heineken and Budweiser.
4. Well, Grolsch is very popular.
5. Here you are, sir.
6. That'll be five dollars.
7. Of course, sir. Could you give me your room number?
8. Thank you, sir. Could you sign here, please?

Task 6.1

1. She orders a continental breakfast.
2. She orders a cappuccino.
3. Her breakfast will be delivered in ten minutes.
4. She is in a hurry.

Task 6.2

1. Room service: Room Service, can I help you?
2. Guest: Good morning. Can I order breakfast?
3. Room service: Of course, madam. What would you like?
4. Guest: I'd like a boiled egg with whole-wheat toast and fresh fruit.
5. Room service: Very good, madam. Would you like tea or coffee?
6. Guest: Tea, please. English breakfast with milk.
7. Room service: Certainly, madam.
8. Guest: How long will that be? I have a meeting in an hour.
9. Room service: It'll be with you in 15 minutes.
10. Guest: Good.
11. Room service: Could I have your room number?
12. Guest: It's 1025.
13. Room service: Thank you.

Task 6.3

The answers will vary. These are only suggested answers.

1. Good evening. Room Service. Robert speaking. How can I help you?
2. No, it isn't too late. What would you like?
3. Of course. What kind of beer would you like?
4. Would you like ketchup with your burger?
5. It'll be with you in 15 minutes.
6. It's Room Service, sir. I've brought your order.
7. Here's your burger, fries and beer, sir.

8. Of course, sir. Could you sign here, please?
9. Thank you, sir. Enjoy your food. Good night.

Chapter 7 Dealing with Complaints

Task 1.1

The answers will vary.

Task 1.2

1. C 2. B 3. A 4. B 5. C 6. B 7. A

Task 1.3

1. F 2. T 3. F 4. T 5. T

Task 1.4

1. I can offer you a superior room.
2. Would that be acceptable?
3. I'll send someone up to collect your bags.
4. Please accept my apologies.

Task 1.5

1. accept	5. Thank you
2. apologies	6. superior
3. smoke	7. can
4. room	

Task 1.6

1. first-rate	6. maintenance
2. as nice as	7. Right way
3. very sorry	8. shut-eye
4. immediately	9. terribly
5. as for	10. Inconvenient

Task 1.7

1. sink
2. clogged
3. flush
4. as soon as
5. them

Task 1.8

1. afraid	4. apologize
2. them	5. vacuum
3. send	6. make sure

Task 1.9

1. Reception: Reception. Can I help you?
2. Guest: Yes. I'm in room 206. I'm afraid I have a small problem.
3. Reception: Oh, dear. I'm sorry to hear that. What's the matter?
4. Guest: It's my television. It doesn't work.
5. Reception: Right, I see. I'll ask someone to come up straight away.
6. Guest: Thank you. How long will it take?
7. Reception: It won't be long. I'm really sorry about that.
8. Guest: That's OK. Goodbye.
9. Reception: Goodbye.

Task 2.1

1. The fish is not fresh. It smells.
2. It is too strong for the diner.
3. The steak is not the style ordered.
4. He explains to the diner and bring the diner another one.

Task 2.2

Name of diner	Tone of voice friendly/unfriendly	Details of Complaints	Action taken
Mr. Whitney	unfriendly	- wrong order - steak still raw - wine corked	- bring right order - have it changed - explanation

Task 2.3

Guest	Kind of food/drink	Details of complaint
Guest 1	soup	incredibly cold
Guest 2	fried egg	not the style ordered
Guest 3	cocktail	much too strong
Guest 4	spaghetti	undercooked
Guest 5	cake	doesn't taste right, stale
Guest 6	soup	tasteless
Guest 7	curry	too cold
Guest 8	dish of fried vegetables	too salty
Guest 9	fish	not fresh
Guest 10	coffee	not strong enough

Task 3.1

1. A mineral water with ice and lemon.
2. It is dirty and has lipstick around the edge.
3. It is the wrong kind of mineral water. She ordered still and has been given sparkling.

Task 3.2

1. Mr. Whyte.
2. Yes, he has been to this hotel many times before.
3. The room is too crowded and stuffy.
4. Some plates and glasses that are served to the guests are nicked, cracked, and filthy.
5. F & B manager

Task 3.3

1. A
2. C
3. G
4. E
5. H
6. F
7. D
8. B
9. J
10. I

Task 4.1

1. wrong bill	5. cashier
2. item	6. mix-up
3. salmon	7. pay
4. sushi	8. Sign

Task 4.2

The answers will vary. These are only suggested answers.

1. I'm sorry, sir. We're terribly busy this evening.
2. I'm so sorry, ma'am. If you wait a moment, I'll check with the cashier.
3. That's for the steak you ordered, sir.
4. I'm sorry, sir. I'll ask the cashier.

Chapter 8 Checking Out**Task 1.1**

1. T
2. F
3. F
4. F
5. F

Task 1.2**Conversation 1**

1. bill	4. room service
2. total	5. double-check
3. itemized	6. settle

Conversation 2

1. altogether	4. put
2. added	5. sign
3. service charge	

Task 1.3

1. F 2. T 3. F 4. F 5. F

Task 2.1

1. by 4. accommodate
2. delay 5. extra charge
3. possible 6. welcome

Task 2.2

1. T 2. F 3. T 4. F 5. F

Task 3.1

1. an internationally accepted card
2. VISA, JCB, and Diner's Club
3. cash or traveler's check
4. voucher
5. signature

Task 3.2

1. baht 6. ringgits
2. francs 7. yen
3. rands 8. rupees
4. roubles 9. forints
5. pesos 10. Dollars

Task 3.3

1. change
2. the exchange rate
3. to
4. 1,900
5. Split

Task 3.4

1. check out
2. Room 720
3. breakfast
4. cash
5. receipt

Task 3.5

1. bill
2. checking out
3. total
4. service charge
5. pay

Task 3.6

1. phone calls
2. item
3. drinks
4. accept
5. looking forward



Appendix B

Audio Scripts

Chapter 1 Introduction to Hotels

Track 1 (Task 3.4)

- Student: So you are the person who's in overall charge of the hotel?
- Manager: That's right. But in fact the **Assistant Manager** is responsible for the day-to-day running of the hotel. You see, most of my time is taken up with negotiation with agencies, planning, meetings, that kind of thing.
- Student: I see. And then, under the Assistant Manager there are all the departments of the hotel.
- Manager: Yes. You will find much the same departments in every hotel, but the actual details of organization always differ somewhat. In our case we have three main divisions—the **restaurant staff**, the **housekeeping staff** and the **reception staff**. Reception is what the public see. And in our case we have three **receptionists** who work under the **Head Receptionist**.
- Student: And do the porters come under reception too?
- Manager: In this hotel, yes. Here, the **Head Porter** reports to the Head Receptionist. And the Head Porter in turn has two **porters** under him.
- Student: And housekeeping is a separate department?
- Manager: That's right. The **Head Housekeeper** is in charge of the **chambermaids** and the **cleaners**.
- Student: What about the bars? Where do they fit in?
- Manager: Well, we have four **bar operatives** looking after the bars in the hotel. But the bars and the restaurant all come under the responsibility of the **Restaurant Manager**. The restaurant section includes both restaurant and bar service.
- Student: I see. And under the Restaurant Manager you also have the waiters and the kitchen staff?
- Manager: Yes. As regards the waiters, the **Head Waiter** supervises three **station waiters** and a **part-time waiter**. And then there are the chefs. Under the **Head Chef** we have the **Second Chef** and two **trainee chefs**. And there are several **part-time kitchen assistants** –the number varies.
- Student: Thank you very much for the information.

Track 2 (Task 3.5)**Conversation 1**

Interviewer: Today I'm with Richard Wilson. Richard, what do you do?

Richard: I'm a front office manager. I work for Marina Hotel in Alabama.

Interviewer: What are your responsibilities?

Richard: I am responsible for supervising staff in the Front Office Department and making sure that everything is ready for guests to check in.

Interviewer: What are your average working hours?

Richard: My average working hours are six days a week, 8-10 hours a day. As you know, hotels are open 24 hours a day, 365 days a year. So, I'm always on call in case of an emergency.

Interviewer: What's the most enjoyable part of the job?

Richard: I learn new things every day. It's really impossible to be bored and I'm not forced to stay in an office all day.

Conversation 2

Interviewer: What do you do?

Mark: I work as an executive chef.

Interviewer: What is your routine work?

Mark: My main responsibilities are supervising all kitchen workers and approving all prepared food dishes that leave my kitchen.

Conversation 3

Interviewer: What's your job?

Natalie: I am a guest relations officer.

Interviewer: What are your job responsibilities?

Natalie: I am responsible for providing hotel guests with best service to ensure their experience will be worth remembering.

Chapter 2 Reservations**Track 3 (Task 1.1)**

HR: Good morning, Grand Royal Hotel.

Caller: Hello, Could I speak to somebody in in Reservations, please?

HR: Speaking. How can I help you?

Caller: I would like to check availability. I need three rooms for two nights on November 22nd.

HR: Let me check, madam. Yes, we still availability.

Caller: What's the best rate you can offer?

HR: I can offer you our promotional weekend rate of \$130 per room per night, bed and breakfast.

Caller: That sounds great. Please reserve three twin rooms for me.

HR: Of course, madam. Could you give me your name, please?

Caller: It's White. Emma White.

HR: Is that W-H-I-T-E.

Caller: Yes, that's right.

HR: Ms. White, could you give me a credit card number? I need it to guarantee the reservation.

Caller: Yes. It's a Master card and the number is 7081 4101 5121 8854.

HR: I'll just repeat that: 7081 4101 5121 8854.

Caller: That's correct.

HR: Could you tell me the expiry date, please?

Caller: October 2018.

HR: Thank you, Ms. White. Your reservation number is GR263NY. We look forward to seeing you in November. Goodbye.

Caller: Goodbye.

Track 4 (Task 1.2)

Clerk: Novotel Cannes. May I help you?

Caller: I want to book a double room. We'll be in Cannes on February 18th, but I'm not sure how long we'll stay.

Clerk: Alright. But we can only confirm a room for you from the 18th to the 24th. After that we'll be fully booked.

Caller: Fully booked? Why's that?

Clerk: The Cannes International Film Festival will be getting under way.

Caller: What if we want to stay past the 24th?

Clerk: I'm afraid we'll be full. But we can always try to find another hotel for you.

Caller: Thanks. And could you tell me how much you charge per night?

Clerk: 250 euros for a double.

Caller: Does the room come with a complimentary breakfast?

Clerk: Yes, a free buffet breakfast is included in the room rate.

Caller: Alright. I want to make a reservation.

Clerk: May I ask who the booking is for, please?

Caller: Mr. and Mrs. Walker.

Clerk: And how can we contact you?

Caller: You can reach me at 0952-750-542.

Clerk: Very good, sir. We're looking forward to your visit on February 18th, Mr. Walker.

Track 5 (Task 1.3)

Clerk: Singapore Grand Sheraton. How may I help you?

Caller: I want to book a suite from September 3rd to 7th.

Clerk: We have one available, but the last night, you'll have to change rooms.

Caller: The room is not for me. It's for my boss, Mr. Wright.

Clerk: I see. But there's going to be an IT conference in Singapore at that time.

Caller: What if Mr. Wright stays longer then?

Clerk: I'm afraid we're full for the rest of the month. But we can always find another hotel for him.

Caller: Thank you. How much is this going to cost?

Clerk: SG\$ 1,000 a night.

Caller: Wow! That's a lot of money.

Clerk: Your boss will be well taken care of, sir.

Caller: Alright. I'll take it.

Clerk: Could you please spell your boss's last name?

Caller: Wright. W for Whiskey, R for Romeo, I for India, G for Golf, H for Hotel, and T for Tango.

Clerk: Very good, sir. And how can we contact you?

Caller: You can reach me at 0921-377-564. The name is Taylor—George Taylor.

Clerk: Thank you very much, Mr. Taylor. We're looking forward to Mr. Wright's visit.

Track 6 (Task 2.1)

HR: Andaman Resort Hotel. Reservations. May I help you?

Caller: I phoned to reserve a room two weeks ago. Now, I'm calling to make sure that the room has been reserved for me.

HR: May I know your name, please?

Caller: Thompson. Stephen Thompson.

HR: One moment, please, Mr. Thompson. Yes, we've reserved a family room for you from the 25th to the 28th of December.

Caller: Is the room near the swimming pool? My kids love swimming, so I hope you didn't forget what I requested.

HR: We didn't, sir. Your room is a cabana room adjoining to the swimming pool.

Caller: Great. By the way, I think I'll be arriving at the airport around 3.00 p.m. Could you send someone to meet me there?

HR: Certainly, sir. What's your flight number in case the plane's late?

Caller: It's TG 541, from Australia.

HR: All right, Mr. Thompson. We look forward to your visit on December 25th.

Caller: Thank you. Goodbye.

HR: Goodbye.

Track 7 (Task 3.1)

HR: Reservations. Grand Royal Hotel. What can I do for you?

Lisa: Well, I called to book a suite room for Mr. Kim last Monday, but now he has to change something.

HR: Who made the reservation, please?

Lisa: Lisa Megan, his secretary.

HR: Just the moment please. Let me check.....Mr. Alfred Kim, a suite room for three nights. That's the 20th -22nd of May.

Lisa: That's right. But now he doesn't think he can finish his errands before 21st, so he would like to change the arrival date to the 22nd and will leave on the 24th instead.

HR: Well, we have some suite rooms available for the rest of the month. I'm sure we can give him the same room as requested.

Lisa: Oh, that's great. Thank you very much. Goodbye.

HR: My pleasure. Goodbye.

Track 8 (Task 3.2)

HR: Good morning. Grand Hyatt Hotel. Can I be any of assistance?

Richard: Hi, my name is Richard Turner. I'd like to change a reservation, please.

HR: Certainly, Mr. Turner. Do you have the reservation number?

Richard: Yes, it's GH485HK.

HR: One moment, please. Your reservation is for one double room for two nights, arriving on April 11th.

Richard: Yes, that's correct. Now we need two rooms for two nights.

HR: Yes, Mr. Turner. I've changed that for you. Your reservation number is the same.

Richard: Thank you.

HR: Goodbye.

Richard: Bye.

Track 9 (Task 3.3)**Guest 1:**

I called to book a room for Friday the 20th of June. But I can't come as planned. I'd like to change the date to Friday 27th. Would that be all right?

The name's Wood. James Wood.

Guest 2:

Can I change two double rooms to a family room? My husband and I need to stay with our kids.

Guest 3:

I have reserved two double rooms and a single room from the 5th till the 7th of March. Now, I think I need only a double room and a single room for the same date.

Guest 4:

My company has booked two suites from the 10th to the 13th of June. I want to change it to the 10th to the 15th of July instead.

Guest 5:

It's Mr. Gray's secretary calling. He has booked a presidential suite with American breakfast at this hotel from the 1st to the 5th of January. Now he has decided he needs the room only from the 1st to the 3rd and the same room with breakfast from the 4th to the 6th of January. That means he's extending his stay one more night. Will that be possible?

Track 10 (Task 4.1)

HR: Reservations. May I help you?

Emily: I am Susan Lee. My husband, Mr. Robert Lee called to reserve a double room at your hotel for next weekend. Do you have a record of that.

HR: Just a moment, please....That's right. Mr. and Mrs. Lee, a double room from the 14th to the 16th of May.

Emily: Well, I'm afraid we have to cancel it because my husband has to have an operation in a few days. The doctor said he shouldn't travel for months.

HR: I'm sorry to hear that. I'll cancel his booking as requested. I hope he gets better soon.

Emily: Thank you. Goodbye.

HR: Goodbye.

Chapter 3 Checking In**Track 11 (Task 1.1)**

Receptionist: Good afternoon, sir. Welcome to the Grand Royal Hotel.

Guest: Good afternoon. My name's Richard Gere. I have a reservation.

Receptionist: Certainly, Mr. Gere. One moment, please. Yes, here it is.
One single room for two nights.

Guest: That's right. Could I have a room on a lower floor, please?
I don't like to use the lift.

Receptionist: Are you OK with the second floor?
 Guest: Yes, that's wonderful. Thank you.
 Receptionist: Could I have your credit card, please?
 Guest: Yes, here's my VISA card.
 Receptionist: Thank you. This will just take a minute. Here's your credit card. You're in Room 205. Please sign here. And would you like a wake-up call?
 Guest: Oh, yes. Could I have a wake-up call at 7.00 tomorrow, please?
 Receptionist: Of course. Would you like a newspaper?
 Guest: Yes, I'd like *The Nations* every morning, please. And what time's breakfast?
 Receptionist: Breakfast is between 7.00-10.30.
 Guest: Thank you.
 Receptionist: Enjoy your stay, Mr. Gere.

Track 12 (Task 1.2)

Receptionist: Good afternoon. Can I help you?
 Jessica: Yes, I have a reservation. My name is Parker.
 Receptionist: Yes, Ms. Parker. We are expecting you. One double room from October 2nd-8th. Would you like to register now?
 Jessica: Sure.
 Receptionist: May I have your passport, please?
 Jessica: OK. Here it is.
 Receptionist: Do you have a middle name?
 Jessica: Yes, Amelia.
 Receptionist: You're an American, right?
 Jessica: Yes.
 Receptionist: What's your address, please?
 Jessica: 1709 Sylvan Avenue, Englewood Cliffs, New Jersey.
 Receptionist: What's the zip code?
 Jessica: 07632.
 Receptionist: Are you going back to USA. or are you going to visit another country?
 Jessica: I'm going to Hong Kong first.
 Receptionist: Would you like us to confirm the flight for you?
 Jessica: Yes, please.
 Receptionist: And how are you going to pay, ma'am? Cash or credit card?
 Jessica: Credit card.
 Receptionist: May I have your credit card, please?

Jessica: Here is my VISA.

Receptionist: Thank you. Just a moment, please.....Here's your passport and your credit card. Could you sign here, please?

Jessica: Thank you. Is everything all right now?

Receptionist: Yes, you are in Room 1706. Our guest relations officer will escort you to your room. Have a nice stay, Ms. Parker.

Track 13 (Task 1.3)

Receptionist: Good morning, sir.

Charles: Good morning. I have a reservation. The name is Howard.

Receptionist: We're expecting you and your friend, Mr. Howard.
How was your flight?

Charles: It was fine.

Receptionist: Would you like to register now?

Charles: Sure.

Receptionist: May I have your passport, please?

Charles: Here you are.

Receptionist: Your first name is Charles. Do you have a middle name?

Charles: No.

Receptionist: What is your address, sir?

Charles: 4301 Nouakchott Place, Washington, DC.

Receptionist: How do you spell Nouakchott?

Charles: N-O-U-A-K-C-H-O-T-T.

Receptionist: Thank you. And what's the postal code?

Charles: 20521.

Receptionist: May I have your signature?

Charles: OK.

Receptionist: Thank you. A guest relations officer will escort you to your room.
Have a nice stay, Mr. Howard.

Charles: Thank you.

Track 14 (Task 1.4)

Receptionist: Good afternoon, ma'am. Checking in?

Anastasia: Yes. Am I too early?

Receptionist: No, not at all. Do you have a reservation?

Anastasia: Of course. It's under the name of Anastasia Steele.

Receptionist: Ms. Steele. Let me see. Here it is. You booked a room
and you are going to stay for three nights, aren't you?

Anastasia: Yes, that's right, from February 3rd to 5th.

Receptionist: Would you please fill out this registration card?

Anastasia: Of course. Here you are.

Receptionist: Thank you for your patience. Your room number is 705.
Here's your key card. The bellhop will help you with your luggage.

Anastasia: Thank you. By the way, my company plans to send people down here on business in the future. I'd like to know if we could get a discount.

Receptionist: Long-staying or frequent guests can get a special rate.
It can range from ten percent to 30 percent, depending on terms.

Anastasia: I see.

Receptionist: I'll get our manager to call you. She'll probably want to set up a time to explain the details.

Anastasia: OK. Thanks a lot.

Receptionist: No problem. Enjoy your stay, Ms. Anastasia.

Track 15 (Task 1.5)

Lisa: Wow! I've never stayed in a place this fancy before.

Front desk clerk: Welcome to the Hula-Hula Hotel. How can I help you?

Lisa: We'd like to check in. Our names are Lisa and Mary Lee.
We have a reservation for a room.

Front desk clerk: Let's see.....Yes, we have a suite for you on the fifth floor,
room 508, for four nights.

Lisa: Awesome! Oh, and my sister's luggage was lost at the airport.
Please tell us if it's delivered to the hotel.

Front desk clerk: Certainly. I'll need your passport, and please sign this guest card.

Lisa: OK. Here you are. Oh, and what is the checkout time?

Front desk clerk: 11 a.m. And if you need any assistance, please see our concierge
or call the front desk. Here are your keys. Enjoy your stay.

Track 16 (Task 1.6)

Conversation 1

Receptionist: Good evening.

Guest: Hello. My name is Schmidt. I have a reservation.

Receptionist: Certainly, Mr. Schmidt. Can I ask you to fill in the registration form?

Guest: Sure.

Receptionist: Thank you. Do you need a wake-up call tomorrow?

Guest: No, thanks.

Receptionist: Right. It's a double room on the fourth floor. Here's the key.

Guest: Thanks.

Receptionist: The lifts are just behind you. Do you need any help with your luggage?

Guest: No, that's OK.

Receptionist: Breakfast is served in the restaurant from 7.00 until 10.00.
Have a good stay.

Guest: Thanks. Good night.

Conversation 2

Receptionist: May I have your name, madam?

Guest: Brook.

Receptionist: Yes, here it is. For three nights.

Guest: Yes, that's right. Thank you.

Receptionist: Can I have your credit card, please?

Guest: Yes, here you are.

Receptionist: Thank you. The room is £160 a night, including breakfast.

Guest: Fine. I think my company booked and paid for the room.

Receptionist: Well, I'll just confirm that. No, the system doesn't say that the room has been paid for.

Guest: OK. Not to worry. I'll check it with head office when I get home.

Receptionist: Here's your key. It's room 401, on the fourth floor. Enjoy your stay.

Guest: Thank you.

Track 17 (Task 2.1)

Receptionist: Good afternoon. What can I do for you?

Harry: Yes, I have a reservation for a double room for tonight.
The name is Potter.

Receptionist: One moment, please. Yes, Mr. Potter. We have a double room overlooking the sea for you for three nights.

Harry: Is it possible to change to a family room? You see, my wife and kids are here with me.

Receptionist: Oh, good afternoon, Mrs. Potter. Just a moment, please.
I'll see what I can do for you. Yes, we have a family room on the fifth floor, but it's facing the garden. Is it OK for you?

Harry: Do we have it for three nights.

Receptionist: Yes, of course.

Harry: How much is a quad room?

Receptionist: It's £200, sir.

Harry: OK. We'll take it.

Receptionist: Would you please fill out this form?

Track 18 (Task 2.2)

Receptionist: Good afternoon. May I help you?

Sara: Yes, I have a reservation from April 1st to 3rd.

The name is Jones. Sara Jones.

Receptionist: Let me check.....Yes, we've reserved a single room as you requested.

Sara: Is it possible for me to have my room for five days, until the 5th.

Receptionist: I'll see what I can do. Let's see.....Yes, Ms. Jones.

We're not fully booked for the next few days.

Sara: That's great! Thank you.

Receptionist: You're welcome, Ms. Jones.

Would you please fill out the guest card?

Track 19 (Task 2.3)

Receptionist: Good evening. Welcome to Bangkok.

Mr. Chan: Hello, I'm Jacky Chan. I have a booking for tonight.

Receptionist: Just a moment, please.....Yes, we've booked a suite for you three nights.

Mr. Chan: That's right....but I have a bit of a problem. I have to shorten my stay. I have important business to deal with in Hong Kong on the 15th of September.

Receptionist: That's fine, sir. So you're checking out on the 15th?

Mr. Chan: No, on the 14th. I'll be here for only two nights.

Receptionist: That's OK. I'll change your booking to the 12th until the 14th.

Would you like us to confirm your flight to Hong Kong?

Mr. Chan: Yes, please.

Receptionist: Would you like a limo as well?

Mr. Chan: I think so.

Receptionist: All right. That's taken care of.

Mr. Chan: Do I have to sign anything?

Receptionist: Please sign the registration form, sir.

Track 20 (Task 3.1)

Receptionist: Good afternoon, ma'am. How can I help you?

Guest: Hello, I need a room for this evening.

Receptionist: Do you have a reservation?

Guest: No, I don't. My flight's been delayed until tomorrow evening and I need to stay in the city overnight.

Receptionist: I can offer you our walk-up rate which is \$170 per night for a double room including breakfast.

Guest: That's very expensive. Is that the cheapest rate you have?

Receptionist: I'm afraid so. We're very busy this evening.

Guest: OK. I'll take it.

Receptionist: Could you fill in the guest registration card for me, please?

Guest: Can I pay by check?

Receptionist: I'm afraid not. Cash or credit card only, I'm afraid. It's hotel policy.

Guest: What time do I have to check out tomorrow?

Receptionist: Our usual check-out time is 11 o'clock, sir, but with this rate you can have a late check-out until 2 p.m.

Guest: That's great, thanks.

Track 21 (Task 3.2)

Receptionist: Good morning, sir. What can I do for you?

Guest: Yes, I'd like a room for two nights.

Receptionist: Do you have a reservation?

Guest: No, I don't.

Receptionist: I'm sorry, sir. We're fully booked since we are expecting a large convention group this afternoon.

Guest: Is that so? That's why all the hotels around here are full.

Receptionist: I'm sorry, but if you're willing to stand by until 6 p.m., we might be able to accommodate you if there are any cancellations.

Guest: Hmm.....I guess I don't have any choice. Can I leave my bags here while I go out?

Receptionist: Yes, sir. You can leave them at the Concierge.
May I have your name?

Guest: It's Thompson. Robert Thompson.

Track 22 (Task 3.3)

Guest: I'd like a room for two nights, please.

Receptionist: Do you have a reservation?

Guest: Sorry, I don't.

Receptionist: I'm sorry, madam. We have no rooms available but would you like to stand by until 6.00 p.m.?

Guest: No, I don't want to wait.

Receptionist: I'm sorry, sir. We really don't have a room now. But I'd like to recommend another hotel nearby. I'll be happy to call them and check if they have any rooms available for you.

Guest: Thank you. That'd be nice.

Chapter 4 Hotel Facilities and Services**Track 23 (Task 1.3)**

Clerk: Good afternoon. What can I do for you?

Guest: We just arrived at the hotel. Can you tell us what restaurants you have?

Clerk: The Sunshine Restaurant is open now. There's also a complimentary breakfast buffet each morning.

Guest: Great! Can we get a wake-up call at seven tomorrow?

Clerk: No problem. What's your room number?

Guest: We're in room 709.

Clerk: All right. Don't forget to try our gym on the third floor. There is also a business lounge on the fifth floor, with computers, copiers, and fax machines.

Guest: How about a nice place to relax here?

Clerk: The beach is just down the street. And out in back, we have a swimming pool, Jacuzzi, and sauna.

Guest: Great. Now we have an excuse to shop—to buy swimming suits.

Track 24 (Task 1.6)

Clerk: Hello. Best Western Hotel, Hong Kong. May I help you?

Caller: Yes, I'd like some information about your hotel?

Clerk: What would you like to know?

Caller: First, how much are your single rooms?

Clerk: The rates vary depending on the season and type of single. We have single rooms with queen-sized beds and king-sized beds. They can range from HK\$1,000 to HK\$2,500.

Caller: I see. Does the price include breakfast?

Clerk: Usually. There are some special offers that don't though.

Caller: Could you tell me about your facilities?

Clerk: We have a 25-meter pool, with eight lanes. We also have a health center and spa.

Caller: That's great. And what kinds of restaurants do you have?

Clerk: We have Chinese restaurant, a Japanese restaurant, and a buffet with both Eastern and Western food.

Caller: When are they open?

Clerk: The Chinese and Japanese restaurants are open for lunch and dinner. The buffet serves three meals a day.

Caller: One more thing. Is there a shuttle bus to the airport?

Clerk: Yes. It runs every hour from 6 a.m. to 10 p.m. And we also have limousine service, if you like.

Caller: OK. Thank you.

Clerk: You're welcome. If you need more information, please visit our website at www.bestwesternhotel.com. It's very comprehensive.

Caller: I've got it. Goodbye.

Clerk: Goodbye.

Track 25 (Task 1.7)

Hotel Staff: The Victoria Hotel, can I help you?

Caller: Yes, I'm thinking of bringing a group to your hotel. I'd like to know that what amenities about health and fitness are provided in your hotel.

Hotel Staff: There's a fully equipped fitness club here with an indoor swimming pool and a squash court. You'll find high performance exercise equipment as well as a wonderful sauna.

Caller: Is there a spa?

Hotel Staff: Yes, there is. We offer relaxing massage and a variety of facial treatments with our highly-trained, experienced and professional staff.

Caller: I'm wondering if there is any available shuttle bus to the airport....or should I take a taxi instead?

Hotel Staff: Our hotel provided free airport transfer service, so you don't have to worry about not being picked up or dropped off for a flight.

Caller: That sounds interesting. I'll think about it and call you later.

Hotel Staff: Do you need further information?

Caller: Ah, yes. Are pets allowed in your hotel?

Hotel Staff: Yes, we are delighted to welcome pets to our hotel, but only domestic pets, like cats and dogs, are allowed to stay.

Caller: I'd like to know if your hotel charges extra for pets?
 Hotel Staff: No, there is no fee for pets. However, guests are responsible for any excessive damage or cleaning that is required.
 Caller: That's great. Thank you for all information.
 Hotel Staff: You're welcome. Thank you for calling the Victoria Hotel.

Track 26 (Task 1.8)

Receptionist: Front Desk. What can I do for you today, Mr. Stamps?
 Guest: Well, my wife is traveling with a lot of jewelry.
 And to tell you the truth, we don't feel secure leaving it in the room because there isn't an in-room safe.
 Receptionist: I can understand that. Would you like to use the hotel safe?
 Guest: That would probably be a good idea.
 Receptionist: Then could you please bring your valuables to the Front Desk?
 Guest: The Front Desk? Doesn't your hotel have a safe we could use by request?
 Receptionist: I'm sorry, but we don't sir. However, let me assure you that there's nothing to worry about. Our safe is not only fireproof, but also guarded 24 hours a day.
 Guest: OK, that sounds fine. Do I have to prepare anything?
 Receptionist: No, you don't. But we'll need you to fill out some forms, including an itemized list of your valuables.
 Guest: All right. That seems pretty easy. I'll be right down.
 Receptionist: I'll see you in a few you in a few minutes. I hope this can help to put your mind at ease, Mr. Stamps.
 Guest: Oh, it helps a lot. Thank you.

Track 27 (Task 1.9)

Guest: Excuse me. How can I get to the fitness center?
 Clerk: It's in the basement. You can take either the elevator or the stairs.
 Guest: I don't think I'll take the elevator. That seems a bit lazy.
 Where are the stairs?
 Clerk: Go down the hall all the way to the end. They're on the right.
 Guest: OK. Where in the basement is the fitness center?
 Clerk: Go past the sauna and turn right. The signs will direct you there.
 You can't miss it.
 Guest: When does it close?
 Clerk: It closes at 10 o'clock sharp. Don't worry. You still have plenty of time.

Guest: Is there anything I should know about using the fitness center?

Clerk: Yes, please take a towel and wear the appropriate exercise clothes.

Guest: Is that it?

Clerk: The treadmill is out of order right now. Hopefully, it'll be fixed by tomorrow.

Guest: That's OK. I want to lift weights.

Clerk: Well, we've got lots of those. Please don't forget to put them back when you're finished.

Guest: I won't.

Clerk: Alright then, enjoy your workout.

Track 28 (Task 2.2)

Bellboy: Good afternoon, Mr. Cooper. Welcome to the Meridian Hotel.
Is this your baggage?

Guest: Yes, my stuff.

Bellboy: Certainly, please follow me. I'll take you to your room.

Guest: Thank you.

Bellboy: My name is David. It's my pleasure to serve you. If you have any questions, please feel free to ask.
(*The elevator stops.*) After you, Mr. Cooper.

Guest: Thank you.

Bellboy: (*In the hall way*) This way, please. Here's your room 1416.
(*David opens the door.*) Where should I put your baggage, Mr. Cooper?

Guest: Right on the bed.

Bellboy: Certainly, Mr. Cooper. May I introduce the guest room facilities now?

Guest: Go ahead.

Bellboy: The minibar is right over there, beside the TV. The remote control is on the TV. The bedside console enables you to control the radio and the lights. There is an electric razor outlet in the bathroom, if you need it.

Guest: (*Look at the closet*) Is there any way I can get some more hangers?

Bellboy: Of course. Just dial 01 for Housekeeping.

Guest: Dial 01? OK, I've got it.

Bellboy: And there is a hotel brochure on the dresser. It includes a complete list of services and phone numbers.

Guest: Thank you for the information. I appreciate it.

Bellboy: You're welcome, Mr. Cooper.

Track 29 (Task 2.3)

- Guest: Could you briefly run over the facilities in the room?
- Bellboy: Certainly, Ms. Gray. This room is equipped with high-speed Internet access, an all-weather temperature control system, a 35-inch wide-screen TV, and a voice message system.
- Guest: Do you have direct dial service? I have to make a lot of calls, so I don't want to bother the operator all the time.
- Bellboy: Of course. There is an international direct dial telephone in your room. We'll also give you a private phone number.
- Guest: Great. *(Looking)* By the way, what's that on the ceiling?
- Bellboy: It's a cigarette-detecting device. We have one in every nonsmoking room.
- Guest: A cigarette-detecting device? How does it work?
- Bellboy: It will sprinkle water automatically when it detects smoke and heat.
- Guest: Alright, I see. There must be something special about this bed. It looks luxurious.
- Bellboy: It is indeed. We give our guests only the best quality mattresses and comforters. We also use 400-thread-count sheets.
- Guest: The bedding sounds comfortable. I can't wait to go to sleep.
- Bellboy: I hope you enjoy your stay at our hotel, Ms. Gray.
- Guest: I'm sure I will.

Track 30 (Task 2.4)

- Guest: Could you tell me more about the facilities in this room?
- Bellboy: Certainly, Mr. Williams. The executive suite comes with state-of-the-art business equipment, including a fax machine and a color laser printer.
- Guest: Am I able to videoconference through this room?
- Bellboy: Of course. A screen, projector, whiteboard, and other audiovisual equipment can be provided if you need them. We also have conference rooms. I can book one for you.
- Guest: That sounds great. Look at this view. I can see the sea from here.
- Bellboy: Yes, the view from the room is particular good.
- Guest: Oh, is there a full bathroom?
- Bellboy: I was just going to mention that. The bathroom has both a separate bathtub and an enclosed shower area.
- Guest: Is that a wet bar over there?
- Bellboy: Yes, it is. It's fully stocked too. *(Mr. Williams sits down.)* You're sitting on a sofa sleeper, Mr. Williams. It pulls out.
- Guest: Everything is perfect! Thank you.
- Bellboy: My pleasure. Let me know if you need anything.

Track 31 (Task 2.5)

Bellboy: Here we are—Room 709.

Should I put your baggage on the bed, Mr. Kelly?

Guest: No, just put it by the bed.

Bellboy: Certainly.

Guest: Can you introduce some of the facilities in the room?

Bellboy: My pleasure. The room is equipped with satellite TV, a refrigerator, a direct dial line, and air-conditioning. It also had broadband Internet access.

Guest: Is there an in-room safe?

Bellboy: Yes, every room comes with one. The minibar is right over there, beside the TV. And the disposable slippers are kept in the closet.

Guest: Is that a cigarette-detecting device on the ceiling?

Bellboy: Yes, it is. We have one in every room on our nonsmoking floors.

Guest: I see. Oh, the bedding looks every comfortable and luxurious.

Bellboy: Our mattress pads, pillows, comforters, and sheets are all of the highest quality.

Guest: It looks like I'm checking into the right place.

Bellboy: You certainly are. I hope you have a wonderful stay at our hotel.

Track 32 (Task 3.3)**Conversation 1**

Guest: Hello. My flight's been delayed until this evening. Is there somewhere I could work for a couple of hours?

Staff: Yes, of course, sir. Our business center has free Wi-Fi for guests and is very quiet.

Guest: That's great. And where is the business center?

Staff: Take the lift up to the second floor and you'll see the entrance in front of you.

Guest: OK. Thank you.

Conversation 2

Guest: Hi, I need to use the Internet but my laptop isn't working.

Staff: Are you staying here, madam?

Guest: Yes.

Staff: Then you can use the Internet center facilities free of charge.

Guest: Great. Will I need a password for the computer?

Staff: Yes, you will and it's printed on this card. Enter your username KingParkAvenue and this is the password.

Guest: Thank you.

Conversation 3

Guest: Can I borrow an adaptor, please? The plug on my lead doesn't fit in the socket.

Staff: Certainly, sir. I can lend you a travel adaptor. That should fit.

Guest: Is there a printer here, too? I need to print something out.

Staff: Of course, sir. Printouts cost 10 baht per page.

Guest: Is it a color printer?

Staff: Yes, it is.

Guest: Good.

Track 33 (Task 3.4)

Guest: I need to use your business center. What are the hours?

Staff: We're open from 7.00 a.m. to 10.00 p.m., Monday through Friday, and 8.00 a.m. to 5.00 p.m. on weekends.

Guest: Oh, you've got long hours. Where are you located?

Staff: The business center is up on the 15th floor, near the entrance to the rooftop garden.

Guest: OK, I've got it.

(A few minutes later, the guest enters.)

Staff: Good afternoon, sir. May I help you with something?

Guest: Yes, I need to use a computer.

Staff: Certainly.

Guest: Oh, I'd like to send a fax too.

Staff: What would you like to do first?

Guest: Let me use the computer first. I'll need to type something up, print it out, and then fax it.

Staff: All right. Please follow me. I'll get you set up on a computer.

Guest: Thank you. Do your computers have spreadsheet and presentation software?

Staff: Yes. They have both functions.

Guest: wonderful. And do you have any laptops to rent out? Mine just crashed.

Staff: Yes, we do. Would you like us to help you get your laptop repaired?

Guest: Could you? That would be wonderful great.

Staff: Sure. I can get someone to take it to a computer shop nearby and have them take a look at it. But first, let's get you a computer to use.

Guest: OK.

Track 34 (Task 4.2)

Event planner: Hello. Event Planning Department. How may I help you?

Caller: Hello. I work at JSL International, and we would like to host a seminar for about 120 people at your hotel.

Event planner: It would be our honor, madam. May I have your name, please?

Caller: It's Walker. Emily Walker.

Event planner: Yes, Ms. Walker. My name is Frank. Is this going to be a one-day seminar or will it include overnight accommodation?

Caller: Actually, it'll be for one day.

Event planner: And what date would you like to book?

Caller: February 13th. We'd like to go from 9.00 a.m. to 5.00 p.m. with a catered lunch at noon.

Event planner: Let me see.....Yes, February 13th is available. I'll pencil you in, Ms. Walker.

Caller: Great.

Event planner: Our basic package for a 120-person seminar is \$2,000. And a catered lunch will cost an additional \$1,000 to \$1,500.

Caller: A few extra people might show up at the last minute.

Event planner: That's not a problem. Our conference room has a capacity of 150. But it'll affect the fee, Ms. Walker.

Caller: OK. Right now, though, I just want to check the date with you and make a reservation. Can I get back to you tomorrow to discuss the details?

Event planner: Certainly. I'll be in the office until 6.00 p.m., Ms. Walker.

Caller: Thank you. Goodbye.

Track 35 (Task 4.4)

Event planner: Event Planning. This is Ellen speaking.

Caller: Hello. I'd like some information about having a wedding banquet at your hotel.

Event planner: Certainly, madam. May I ask your name, please?

Caller: It's Isabella Swan.

Event planner: What date you like to host the wedding banquet on?

Caller: November 4th.

Event planner: Certainly. How many people do you expect to attend?

Caller: I think there will be 400 guests. So, I'll need 50 tables.

Event planner: We have a room available, Ms. Swan. It fits 45 to 60 tables?

Caller: Great. What are our menu options?

Event planner: We have three menus at \$150, \$200, and \$250 per table.

Caller: OK. One more thing-- and what if some of our guests are vegetarians?

Event planner: That will not be a problem, Ms. Swan. Would you like to come in and work out the details?

Caller: Sure. How about Wednesday afternoon at around 2.00 p.m.?

Event planner: Very well, Ms. Swan. We'll be expecting you this Wednesday at 2.00 p.m.?

Caller: Thank you. See you then.

Chapter 5 Housekeeping Services

Track 36 (Task 1.2)

Linda: Make sure that you replace the hot drinks packets every day: enough for four cups a day –two per person.

Lisa: Where can I find the suppliers?

Linda: There's a supplies cabinet on every floor. The toiletries, soap and toilet paper are also stored there. Every room must have three rolls of toilet paper at all times.

Lisa: Do I have to change the sheet every day?

Linda: No, you don't have to. Only do it if the guest asks you to. But, if a guest is staying for more than three nights, you must change the sheets on the fourth day.

Lisa: What about the pillowcases?

Linda: Change them every day. They're in the linen cabinet with the towels and bathrobes.

Lisa: Do I have to vacuum under the bed every day?

Linda: Yes. Also, dust and polish all the surfaces, and pay special attention to the mirrors and TV screen. But you mustn't clean the TV screen with water.

Lisa: OK.

Linda: And don't forget to replace the TV remote control in the holder.

Track 37 (Task 1.4)**Conversation 1**

- Housekeeper: Housekeeping. May I help you?
- Guest: Yes, I have some cloths to be washed.
Where should I leave them?
- Housekeeper: There's a laundry list and a laundry bag in the desk drawer.
Just check the list and then put both the clothes and the list in the bag. Leave the bag behind the door before 9.00 in the morning. The clothes will be collected and then returned to you in the evening.
- Guest: I see. Thank you.
- Housekeeper: You're welcome.

Conversation 2

- Housekeeper: Housekeeping. May I help you?
- Guest: I'd like to send some clothes to be washed. How soon can I get them back?
- Housekeeper: If there're handed in before 9.00 in the morning, you'll get them back at 5.00 p.m.
- Guest: Well, it's already 11.00 o'clock and I need them for a party this evening.
- Housekeeper: We can arrange that, sir, but there's a 50% surcharge for the express service.
- Guest: That's OK. Can you send someone to my room to pick them up?
- Housekeeper: Certainly, sir. What's your room number?
- Guest: 710.
- Housekeeper: I'll send someone up immediately.

Conversation 3

- Housekeeper: Housekeeping. May I help you?
- Guest: I have some cloths to be washed. Can you send someone up to get them?
- Housekeeper: Let me check.....The laundry room is closed now. Would you please put the clothes in the laundry bag that's in the desk drawer, and leave the bag behind the door? It will be picked up early tomorrow morning.
- Guest: But I need my laundry back tomorrow morning. I'm leaving for Hong Kong at 10.00 a.m.

Housekeeper: I'm afraid it won't be possible, sir.

Guest: All right. Never mind.

Housekeeper: I'm sorry, sir.

Track 38 (Task 1.5)

Laundry worker: Good morning. You've reached the Laundry Department.
How may I help you?

Guest: Hello. It's Ms. Lucas in Room 915. I have a suit jacket and some slacks that need dry-cleaning as soon as possible. I'd prefer not to leave them in a laundry bag outside my room door.

Laundry worker: I understand, Ms. Lucas. I'll send someone straight over to pick them up.

Guest: That would be great. Do you think they'll be ready by tonight?
I'll be attending an important business meeting first thing tomorrow.

Laundry worker: Yes, I think so. It's still early. If we get things before 10.00 a.m., the guests can have their laundry returned by 8.00 p.m. the same day.

Guest: Wonderful. Thank again.

Laundry worker: It's my pleasure, Ms. Lucas.

Track 39 (Task 1.7)

Conversation 1

Housekeeper: Housekeeping. May I help you?

Guest: This is Mrs. Smith in room 528.

Housekeeper: Yes, Mrs. Smith. How can I help you?

Guest: I was watching TV in my room and all of the sudden the picture disappeared. I don't know what happened to it.

Housekeeper: I'm terribly sorry, madam. I'll have it fixed immediately.

Conversation 2

Housekeeper: Housekeeping. May I help you?

Guest: While I was taking a shower, the hot water stopped running.
I'm not used to taking cold water showers, you see.

Housekeeper: I'm sorry, sir. I'll send someone up to look at it immediately.
What's your room number, sir?

Guest: 325. And the plants in my room are dying too.

Housekeeper: I'll ask the maid to take care of it right away.
Thank you for letting us know.

Track 40 (Task 1.8)

- Housekeeper: Housekeeping. May I help you?
- Guest: This is Mrs. Jane Anderson. I just checked out of room 815.
- Housekeeper: Yes, Mrs. Anderson. How are you?
- Guest: I'm fine, thank you. I've lost my gold watch. I'm not sure if I left it in my room or dropped it somewhere in the hotel.
- Housekeeper: Mrs. Anderson, one of our chambermaids found a watch in the bathroom and gave it to me a few minutes ago.
- Guest: Oh, good. But how can I get it? I'm at the airport and the plane is about to take off.
- Housekeeper: We have your address, Mrs. Anderson. We'll mail it to you right away.
- Guest: That's very kind of you. I'm so impressed by your service. Please let me know the delivery charge and I'll pay you immediately.
- Housekeeper: Please don't worry about that, Mrs. Anderson. We're happy to mail it to you free of charge.
- Guest: Thank you very much. Goodbye.
- Housekeeper: Goodbye, Mrs. Anderson. And have a very nice trip home.

Track 41 (Task 2.1)

- Housekeeper: Good morning. Housekeeping. Alice speaking.
How may I help you?
- Guest: Well, I'd like an extra pillow. Could you also bring me a tube of toothpaste and more clean towels?
- Housekeeper: Of course, sir.
- Guest: And the toilet paper is running out.
- Housekeeper: I'll have someone bring up those things right away.
What's your room number?
- Guest: It's Room 503.
- Housekeeper: Is there anything else we can do for you?
- Guest: No, that's everything. Sorry if it's an inconvenience.
- Housekeeper: It's no inconvenience at all.
- Guest: OK, thank you.
- Housekeeper: You're welcome. Goodbye.

Track 42 (Task 2.2)**Conversation 1**

Guest: Can I have two more bath towels, please?

Chambermaid: You'd like two more bath towels. Certainly, sir.
I'll go and get them for you right away.
.....

Chambermaid: Here you are, sir. Your towels.

Guest: Thank you.

Conversation 2

Guest: We need an extra bed up here, please.

Chambermaid: You'd like an extra bed. I'm sorry, I'm not sure if we've got any beds in stock. If you'll excuse me, I'll try to find out.
May I have your room number, please?

Guest: I'm in Room 306.

Chambermaid: Thank you.
.....

Chambermaid: *(Knocks on the door.)* Chambermaid.

Guest: *(Open the door.)* Yes.

Chambermaid: Here's your bed, ma'am. There'll be an excessive charge for an extra bed, ma'am.

Guest: All right. You can charge that to my account.

Chambermaid: Very good, ma'am. Where would you like me to put your bed?

Guest: Over there.
.....

Chambermaid: It's all set. Have a nice evening, ma'am.

Guest: Thank you. You too. Bye.

Chambermaid: Goodbye, ma'am.

Conversation 3

Guest: Excuse me. Could you get me a shower cap, please?

Chambermaid: I'm sorry, ma'am. Would you kindly repeat that, please?

Guest: Shower cap.

Chambermaid: You'd like a shower cap. Certainly, ma'am. But since we've run out of them on this floor. I'll get one for you from the fifth floor. It'll take a few minutes. May I have your room number, please?

Guest: It's Room 1216.

Chambermaid: Thank you.

.....

Chambermaid: *(Knocks on the door.)* Chambermaid.

Guest: Yes. *(Open the door.)*

Chambermaid: Here's your shower cap, ma'am. I'm sorry to have kept you waiting.

Guest: Thank you.

Chambermaid: My pleasure.

Conversation 4

Guest: Excuse me. What is the electrical voltage here?

Chambermaid: It's 220 volts, sir.

Guest: I see. Then I would need a voltage converter.
Can you get me one?

Chambermaid: I'm sorry, sir. Would you kindly explain that, please?

Guest: A voltage converter is a device that converts one electrical voltage to another. You see, in order to use my 110-volt portable phone charger here. I would need a converter to change the electrical voltage from 220 volts to 110 volts.

Chambermaid: I see. You'd like a voltage converter. I'll go and get one for you right away, sir.

Guest: Thank you.

.....

Chambermaid: *(Knocks on the door.)* Housekeeping.

Guest: Yes.

Chambermaid: I'm extremely sorry, sir. But we haven't got any converters left in our stock.

Guest: That's all right.

Track 43 (Task 3.1)

Conversation 1

Guest: I've knocked over a glass of wine. Can you send someone to clean up the mess?

Housekeeper: Certainly, sir. May I have your room number, please?

Guest: I'll send someone up immediately.

Housekeeper: Thank you.

(A few minutes later.)

Housekeeper: *(Knocks on the door.)* Housekeeping.

Guest: Yes.
 Housekeeper: May I clean the room?
 Guest: Yes, go head.
 Housekeeper: Thank you.

Conversation 2

Housekeeper: Housekeeping. Sorry for disturbing you.
 I've come to clean your room.
 Guest: Could you come back later, please? We're not ready.
 Housekeeper: Of course, ma'am. Sorry about that.
 Please hang the 'Please Tidy My Room' sign on the door when
 you're ready.
 Guest: OK. Thank you.

Track 44 (Task 3.2)

Housekeeping: Housekeeping. How can I help you?
 Guest: We're having some problems in room 720.
 Can you send someone up right away?
 Housekeeping: Certainly. What seems to be the problem?
 Guest: Well, my sister spilled some juice on the bed sheets.
 Housekeeping: Oh dear! We'll send a maid up with fresh linen as soon as
 possible.
 Guest: Well, my sister tried to clean the sheets, but the water doesn't
 stop. Now there's water everywhere.
 Housekeeping: Oh no! We'll send the janitor and the plumber too.
 Guest: And then my sister slipped on the wet tile and hurt her toe.
 Housekeeping: Oh, we'll also send a doctor.
(the guest screams.)
 What's the matter?
 Guest: And send an electrician as well. The lights just went out.

Track 45 (Task 3.3)

Conversation 1

Guest: Excuse me.
 Housekeeper: Yes, sir.
 Guest: Can you change the pillowcases for me?
 Housekeeper: Certainly, sir. I'll do it right away.

Conversation 2

- Guest: My shoes are dirty. Is there a shoeshine service here?
- Housekeeper: Yes, sir. There's a shoe box on the floor, near the desk.
If you put your shoes in the box, the maid will shine them for you free of charge.
- Guest: Thank you.
- Housekeeper: My pleasure, sir. Have a nice day.

Conversation 3

- Housekeeper: Housekeeping. May I help you?
- Guest: This is Mrs. Baker in Room 1017. I wonder if you can get me a baby-sitter for Friday evening from 7.00-11.00 p.m. My husband and I are going to a party.
- Housekeeper: Certainly, ma'am. I'll try to find one for you right away, Mrs. Baker. And I'll call you back as soon as possible.
- Guest: OK. Thank you.
(A few minutes later.)
(The telephone is ringing.)
- Guest: Hello.
- Housekeeper: Mrs. Baker?
- Guest: Yes.
- Housekeeper: This is Sally from the Housekeeping. I have good news for you. I've found reliable baby-sitter as you requested.
Her name is Mrs. Brown.
- Guest: OK. Good. Would you tell her to come on Friday at 7.00 p.m.?
- Housekeeper: Certainly, Mrs. Baker.
- Guest: Thank you for your help.
- Housekeeper: It's my pleasure, Mrs. Baker. Goodbye.
- Guest: Goodbye.

Chapter 6 Restaurant**Track 46 (Task 2.1)**

- Staff: Good morning. Could I have your room number, please?
- Guest 1: Morning. We're in Room 509.
- Staff: Thank you. The continental breakfast is on the buffet over there. Feel free to help yourselves. Here are your menus if you'd like something from the kitchen. I'll come and take your order in a moment. Can I bring you some tea or coffee?

Guest 1: Coffee for me, please, with hot milk.
 Guest 2: And tea for me.
 Staff: What kind of tea would you like?
 Guest 2: English breakfast, please. With milk. And could we have some toast?
 Staff: Of course. Would you like white, brown, or whole-wheat?
 Guest 2: Whole-wheat, please.
 Staff: Here's your tea and coffee, and your toast.
 Would you like anything from the menu?
 Guest 1: I'll have the sausages, scrambled eggs, and hash browns.
 Staff: Madam?
 Guest 2: I'd like the blueberry pancakes, please.
 Staff: Thank you. I'll get those for you right now.

 Staff: Here you are. Enjoy your breakfasts. Is there anything else I can get you?
 Guest 2: No, thanks.

Track 47 (Task 2.3)

Staff: Good morning, sir. Could I have your room number, please?
 Guest: It's 715.
 Staff: Thank you. The continental breakfast is on the buffet.
 Feel free to help yourself. Here's the menu if you'd like to order something from the kitchen.
 Guest: Thanks. Could I have some coffee?
 Staff: Of course. I'll bring some right away.
 Here's your menu. Would you like anything from the menu?
 Guest:: No, thanks.
 Staff: Enjoy your breakfast.

Track 48 (Task 3.1)

Guest: Good afternoon. I have a reservation. Just a minute.
 Here are the details.
 Receptionist: Thank you. Can I see your passport, please?
 Guest: Er, yes. Here you are.
 Receptionist: Thank you.
 Guest: Can I book a table for dinner tonight?
 Receptionist: Certainly. What time?
 Guest: Eight o'clock. For two people, please.
 Receptionist: We're very busy this evening. We have a table at 8.15.

Is that all right?

Guest: Yes, that's fine.

Receptionist: This is your key card. I'll get someone to help you with your bags.

Guest: Thank you.

Track 49 (Task 3.2)

Conversation 1

Host: Good afternoon. Sakura Restaurant. May I help you?

Guest: Yes, I'd like to reserve a table for three for this evening?

Host: Certainly, madam. For what time?

Guest: Eight o'clock.

Host: Yes, that's fine. May I have your name, please?

Guest: Twigg. T-W-I-G-G. And I'd like a table near the window, please.

Host: Yes, that's fine, Ms. Twigg. So that's a table for three for eight o'clock this evening. Thank you very much.

Guest: Thank you. Goodbye.

Conversation 2

Host: Good afternoon. Andaman Restaurant. How may I help you?

Guest: I'm staying in Room 1307. I'd like to make a reservation for tomorrow.

Host: Of course. What time did you have in mind, Mr. White?

Guest: What time do you serve dinner?

Host: Dinner is served from 6.00-10.00 p.m.

Guest: Hmm....Then I'd like to book a table for two at seven o'clock.

Host: Certainly, Mr. White. You have a table for two booked for seven o'clock tomorrow. Are there any special requests?

Guest: Yes, my wife can't stand the smell of cigarette smoke. And we'd prefer to have a quiet intimate table in the corner.

Host: Certainly, Mr. White. We'll take those things into consideration in arranging your seats. Thank you for calling. We look forward to serving you.

Guest: Goodbye.

(Mr. and Mrs. White arrive at the Andaman Restaurant.)

Host: Good evening. Do you have a reservation?

Guest: Yes, for seven o'clock. The reservation is made under the name White.

Host: Yes, Mr. White.....Didn't you make a cancellation? Oh no, that was Mr. Whitney. I'm so sorry.

Guest: That's alright. I hope my table's ready.

Host: Don't worry. Everything is in order, Mr. White.

Track 50 (Task 3.3)

Host: Four Seasons restaurant. How may I help you?
 Guest: Hello. My name is Ogawa. I have a reservation for this evening.
 Host: Just one moment, Mr. Ogawa. May I have your first name, please?
 Guest: Nobuo.
 Host: Ah yes, that's a table for three for eight o'clock.
 Guest: That's right. I'd like to change it to 8.30, if possible.
 Host: Let me see. Yes, that's fine. So that's a table for three for 8.30.
 Guest: That's it. Thank you. Goodbye.
 Host: Goodbye.

Track 51 (Task 3.4)

Host: Good afternoon. Sunshine Restaurant.
 Guest: Good afternoon. I called this morning to reserve a table for tomorrow at lunchtime, but my wife and I'd like to come for dinner instead.
 Host: I'm sorry I didn't hear what you said. Could you speak a little louder, please?
 Guest: Yes, we reserved a table for tomorrow at 12.00, but now I'd rather come for dinner.
 Host: Could I have your name, please?
 Guest: It's Simpson. S-I-M-P-S-O-N.
 Host: Just a moment while I check, Mr. Simpson.

 So, you want to change your reservation from lunch to dinner?
 Guest: Yes, at 7.00.
 Host: All right, Mr. Simpson. Thank you for calling. Goodbye.
 Guest: Goodbye.

Track 52 (Task 3.5)

Guest 1
 I called this morning to book a table for four, but now I'd like to add two more. My name's Middleton.
 Guest 2
 My name's Wilson. I'd like to postpone my reservation for Friday to Saturday. Is it possible?

Guest 3

I have a reservation for this evening. But I want to put it off to tomorrow at 7.00 p.m.

Guest 4

I'm calling to change my reservation from tomorrow evening to 11.30 p.m. and there will be 8 of us instead of 5.

Guest 5

I reserved a table for tomorrow at lunchtime, but my wife and I'd rather come for dinner at 6.30.

Track 53 (Task 4.2)

Host: Good evening, sir, madam. Welcome to the Metro restaurant.
May I take your coats?

Diner 1: Good evening. Thanks.

Host: Would you like an aperitif before you order?

Diner 2: Yes, please. Could we have two glasses of prosecco?

Host: Certainly. Let me give you some menus. I'll come back to take your order in a few moments.

Diner 1: That's wonderful, thank you.

Host: Of course. We also have some specials on the board.

Diner 2: What are the specials?

Host: The specials today are rack of lamb, lemon sole and a vegetarian pasta dish.

(Later)

Host: Here you are. Two glasses of prosecco. Are you having wine this evening?

Diner 1: Thank you. Yes, we are.

Host: Here's the wine list. We have four excellent red and white house wines and on the last pages you'll find the full wine list.

Diner 1: Thank you.

Host: Let me know when you're ready to order.

Track 54 (Task 4.3)

Hostess: Good evening. Welcome to Sunflower Restaurant.
Do you have a reservation?

Guest: Yes, I've reserved a table for two at 7.00 p.m. under the name of Carson.

Hostess: Yes, Mr. Carson. Would you come this way, please?

(They follow the hostess to the reserved table in the corner.)

Hostess: Here is your table. Would you like an aperitif before you order?

Guest: Yes, we would like a bottle of vermouth, please.

Hostess: Yes, Mr. Carson. I'll bring you the menu.

Track 55 (Task 4.4)

Waiter: Are you ready to order, ma'am?

Mrs. Carson: I think I'll have the French onion soup.

Mr. Carson: I'd like a beef consommé.

Waiter: And what would you like for the main course?

Mrs. Carson: Is there anything you recommend?

Waiter: Of course, madam. Why don't you try our veggie steak?
It's very good.

Mrs. Carson: What is veggie steak?

Waiter: It's a vegetarian steak. Tofu is prepared as a steak and seasoned with salt, pepper, and garlic. We cook until it's crispy on the outside and hot in the middle. It's one of the chef's specials.

Mrs. Carson: That sounds so nice. I'll have that.

Waiter: And you, sir?

Mr. Carson: I'll have fillet mignon.

Waiter: How would like it, sir?

Mr. Carson: Medium, please.

Waiter: Would you like a salad, ma'am?

Mrs. Carson: I'll have a mixed salad.

Waiter: And for you, sir?

Mr. Carson: A Caesar salad, please.

Waiter: Would you like anything to drink with your meal?

Mr. Carson: We'll have two glasses of white wine, please.

Waiter: All right, so that's the French onion soup, beef consommé, veggie steak, fillet mignon—medium, mixed salad, Caesar salad, and two glasses of white wine. Your order will be served shortly.

.....

(The diners have finished their main courses.)

Waiter: Sorry to interrupt. May I clear away your plates?

Mr. Carson: Yes, please do. We've finished.

Waiter: How were your main courses? Was everything satisfactory?

Mr. Carson: Yes, thank you. It was all excellent.

Waiter: Would you like to see the dessert menu?

Mrs. Carson: Yes, please. *(Looks at the menu.)*

- I don't know what to have.
What would you recommend for the dessert?
- Waiter: I can recommend caramel custard, or you might like blueberry pie.
- Mrs. Carson: I'd like caramel custard. How about you, Chris?
- Mr. Carson: No, thank you. I think I'll skip dessert.
- Waiter: Can I bring you anything else? A coffee or a digestif, perhaps?
- Mr. Carson: Could I just have an espresso?
- Waiter: Of course.
- Mr. Carson: And then could I have the bill, please?
- Waiter: Of course, sir. I'll be back right away with your caramel custard and coffee.
- Mr. Carson: Can I pay by credit card?
- Waiter: Yes, sir.....Oh, I'm afraid we don't accept that kind of credit card, sir. Only VISA and MasterCard.
- Mr. Carson: OK. Then I'll use my VISA card.
- Waiter: Here's your bill, sir. Please put your card in the terminal, enter your PIN, and then press the green OK button.
- Mr. Carson: All right.
- Waiter: Thank you, sir. I hope you enjoyed your dinner.

Track 56 (Task 4.5)

- Host: Your table is ready, Mr. Douglas. It's right over here.
- Guest: Sounds good. I'm really hungry.
- Host: *(Waits for Mr. Douglas to sit down)* Here's a menu. Your server will be with you momentarily.
- Guest: Thanks. Oh, could you give me two menus? I'm expecting a friend.
- Host: I'll just put the other one here.
(The server comes over.)
- Server: Are you ready to order, Mr. Douglas?
- Guest: Well, I guess my friend won't be joining me after all.
So, I'd like the garden salad to start.
- Server: What kind of salad dressing would you like?
We have Italian or Thousand Island.
- Guest: Italian. And I'm going to go with the sirloin steak for an entrée.
- Server: And how would you like your steak cooked?
- Guest: Rare.
- Server: The steak comes with your choice of a baked potato or mashed potatoes.
- Guest: I'll take mashed potatoes, please.

Server: Certainly. Let me repeat your order, Mr. Douglas. You would like a garden salad with Italian and a rare steak with mashed potatoes.

Guest: Yeah, that's right.

(The server checks up on her guest.)

Server: Is there anything else I can get for you, Mr. Douglas?
Some dessert, perhaps?

Guest: No, thanks—just the check, please.

Track 57 (Task 4.9)

Waiter: What will you be having for entrée, sir?

Guest: I'll have the sirloin steak, cooked medium.
What does it come with?

Waiter: The sirloin comes with a baked potato or a green salad.

Guest: I'd like the green salad.

Waiter: Sure. What kind of salad dressing would you like?

Guest: What do you have?

Waiter: We have Thousand Island, Italian, or French.

Guest: I'll have the Italian dressing, please. And I'd like it on the side.

Waiter: OK. Coming right up.

Track 58 (Task 5.1)

Host: How are you this evening, sir? Do you have a reservation?

Guest: No. Do you have a table for one available?

Host: Not right now. If you'd like a seat at the bar while you wait, I'll let you know when your table is ready.

Guest: How long do I have to wait?

Host: There should be a table available in half an hour, sir.

Guest: That would be fine. The name is Diep.

Host: Alright, Mr. Diep. This way, please.

(Mr. Diep sits down at the bar.)

Bartender: Long day at the office, sir?

Guest: Yes. I'd like a scotch on the rocks.

Bartender: Coming right up.

Guest: Do you have popcorn or peanuts—something I could snack on?

Bartender: *(Handing Mr. Diep some peanuts.)* You can order off the menu as well, sir.

Guest: Alright, do you have Buffalo wings on the menu?

Bartender: Yes, we do.

Guest: Then I'll have a basket of six.

Bartender: Of course.

(After a few minutes)

Bartender: Are you in the mood for another drink, sir?

Guest: What do you have on tap?

Bartender: Guinness and Carlsberg.

Guest: Then I'll take a large Carlsberg, please.

Track 59 (Task 5.2)

Conversation 1

Bartender: Good evening, sir. How are you this evening?

Guest: Fine, thanks.

Bartender: What can I get you?

Guest: I'll have a beer, please.

Bartender: Of course, sir. Would you like draught or bottled beer?

Guest: I'd like to try a draught beer. What would you recommend?

Bartender: Well, the German and Czech pilsner on draught are very popular.

Guest: Right. I'll have a Czech pilsner, please.

Bartender: There you are, sir. That'll be £3.90, please.

Guest: Thank you.

Conversation 2

Bartender: Good evening, ladies. What would you like this evening?

Guest: Two gin and tonics, please. And could we have long drinks with lots of ice please?

Bartender: Of course. Would you like a slice of lemon?

Guest: Yes, please.

Bartender: Here you are. Would you like to pay for them now or shall I start a tab for you?

Guest: I think we'll start a tab. We might have another drink later on.

Bartender: Of course. Could you give me your room number, please?

Guest: I'm in 469.

Bartender: Could you sign here, please?

Guest: Thank you.

Track 60 (Task 6.1)

Room service: Room service, can I help you?

Guest: Good morning. Can I order some room service?

Room service: Of course, madam. What would you like?

Guest: I'd like a continental breakfast.

Room service: Very good, madam. Would you like tea or coffee?

Guest: Coffee. Could I have a cappuccino?

Room service: Certainly, madam.

Guest: How long will that be? I'm in a hurry this morning.

Room service: It'll be with you in ten minutes.

Guest: Good.

Room service: Could I have your room number, please?

Guest: It's 1002. Mrs. Hepworth.

Room service: Thank you, Mrs. Hepworth. Goodbye.

Guest: Thank you. Goodbye.

(About ten minutes later.)

Room service: *(Knocks the door.)*

Guest: One moment. Just coming!

Room service: Good morning, madam. Room service.

Guest: That was quick.

Room service: One continental breakfast with a cappuccino.

Could you sign here please, madam? Thank you.

Enjoy your breakfast.

Guest: Thanks.

Chapter 7 Dealing with Complaints**Track 61 (Task 1.3)****Conversation 1**

F: Good afternoon, Reception, Susan speaking. How can I help you?

Guest: Hello. I have a complaint. I've just checked into Room 745 and it smells of smoke.

F: I'm very sorry to hear that, sir. Please accept my apologies.

Guest: It's horrible.

F: Yes, some guests unfortunately ignore the *No Smoking* signs.

Guest: Well, what are you going to do about it?

F: Don't worry. I'll find you another room immediately. Please wait in your room. I'll send someone up to collect your bags and move you to another room.

Guest: Thank you.

F: I can offer you a superior room on a higher floor with a view over the city.
Would that be acceptable?

Guest: That sounds fine. Thank you very much.

Conversation 2

Sam: Good afternoon, Guest Services. Sam speaking.

Susan: Sam, this is Susan. Please go up to Room 745 ASAP, collect the guest's luggage and move him to Room 1203. He says the room smells of smoke. And tell him we will send up a bottle of wine on the house. Thanks.

Sam: OK, Susan.

Track 62 (Task 1.6)

Conversation 1

Housekeeper: Good morning. Housekeeping. What can I do for you?

Guest: I've heard that the facilities of your hotel are first-rate, but my room is not as nice as I expected.

Housekeeper: What seem to be the problems, sir?

Guest: Well, the desk lamp is broken. And it's so hot in here.
Doesn't this room have climate control?

Housekeeper: I'm very sorry, sir. What is your room number?

Guest: I'm in Room 621.

Housekeeper: Certainly, sir. I'll send someone up immediately to fix the desk lamp. As for the room temperature, it's usually set at 24 degrees Celsius. If you feel hot, you can use the control panel to reset it. The control panel is next to the bathroom light switch.

Guest: Oh, alright.

Conversation 2

Housekeeper: Good evening. Housekeeping. How may I help you today?

Guest: Can you do something about the air conditioner?
It's making a strange noise.

Housekeeper: I'm so sorry, ma'am. I'll ask a maintenance worker to check it right away. Is your room number 1126?

Guest: Yes, it's 1126.

(Hours later)

Guest: The air conditioner is making a funny noise again, so I can't fall asleep. Please do something. I really need to get some shut-eye.

Housekeeper: I'm terribly sorry, ma'am. If you'd like, we can move you to Room 1128. It's the room right next to yours.

Guest: Well, it's a bit inconvenient. But as long as there's nothing wrong with that air conditioner, I'll move.

Track 63 (Task 1.7)

Housekeeper: Good evening. Is there anything I can do for you?

Guest: The sink in my bathroom is clogged, and I can't flush the toilet.

Housekeeper: I'm very sorry about that, sir. We'll send a plumber up as soon as possible. What's your room number, sir?

Guest: 1320. Please make it quick. And while you're at it, could you have someone bring me some clean towels and more soup?

Housekeeper: No, problem, sir. We'll send them to your room in a minute.

Track 64 (Task 1.8)

Staff: Reception. How can I help you?

Guest: Yes. I'm afraid the maid didn't change the bath towels in my room.

Staff: I am terribly sorry, ma'am. I will send a maid to change them right away.

Guest: And there's another problem. The floor is very dirty. Can you send someone to clean it?

Staff: Please let me apologize for this. I will report this matter to the Housekeeping and send a maid to vacuum the floor. We will make sure this does not happen again.

Guest: That's very kind of you.

Staff: Are there any other problem, ma'am.

Guest: No, thank you.

Staff: Thank you for calling, ma'am.

Track 65 (Task 2.1)

Conversation 1

Diner: Waiter!

Waiter: Yes, ma'am.

Diner: I think this fish is not fresh. It smells.

Waiter: I'm terribly sorry, ma'am. I can give you something else if you'd like.

Diner: I'd like some fresh fish. Anything that is fresh.

Waiter: I'll speak to the chef and see what he can offer you.

Diner: All right.

.....

Waiter: Is everything all right, ma'am?

Diner: Not really. This Thai dessert you recommend is much too sweet for me.

Waiter: I'm afraid most Thai dessert are rather sweet. In that case, you could try the fruit.

Diner: No, that's OK. I think I'll have the coffee instead.

Waiter: Very well, ma'am. I'll be right back.

Diner: Waiter!

Waiter: Yes, ma'am.

Diner: This coffee is too strong for me.

Waiter: I'm sorry, ma'am. I'll get you another one.

Conversation 2

Waiter: Here you go. Is there anything else I can get for you?

Diner: Uh....I'm sorry, but I didn't order this. I ordered the steak.

Waiter: This is the steak.

Diner: But there is sauce all over it! I didn't order it like this.

Waiter: This is how our chef cooks steak. It's our most popular dish.

Diner: But this steak is.....undercooked! I can see....blood!

Waiter: Well, didn't you order your steak rare?

Diner: No, I ordered it well-done. I can't eat this. I'm sorry.

Waiter: I'll take it back to the kitchen and bring you another one. I'm sorry about the mistake.

Diner: That's OK. And could you ask the chef not to put sauce on it, please?

Waiter: Sure. I'll be right back.

Track 66 (Task 2.2)

Manager: How can I help you, Mr. Whitney? I've been told that you asked to see me.

Mr. Whitney: That's right. I'm not at all satisfied.

Manager: If you could tell me what the problem is exactly, I'm sure it could be taken care of.

Mr. Whitney: At first, the waiter came to me with the fillet of sole, not the steak I ordered. But that was all right because he finally brought me the steak. And how the steak.....

Manager: What's wrong with it, sir?

Mr. Whitney: It's still raw. When I ordered, I emphasized I wanted it medium. When I complained to your waiter, he didn't seem to take any action.

Manager: I'm extremely sorry, sir. I'm sure the waiter didn't mean to be rude. He should have changed it. But we're terribly busy today and perhaps he didn't understand you correctly. I'll have the steak changed immediately.

Mr. Whitney: That's better. At least someone cares. And another thing, I think the wine is corked.

Manager: Are you sure, sir? That Chablis has been very good. We've got so many orders tonight.

Mr. Whitney: Go ahead. Taste it yourself.

Manager: *(After tasting)*.....Well, there doesn't seem to be anything wrong with it. Perhaps it's a little dry for your taste. I would recommend you try Beaujolais next time.

Mr. Whitney: Maybe I will.

Track 67 (Task 2.3)

Guest 1: How on earth do you expect me to eat this soup? It's incredibly cold.

Guest 2: Can you do something with fried egg? I ordered it sunny side up, not well done.

Guest 3: The cocktail's much too strong for me.

Guest 4: I don't think this spaghetti's good enough. It's undercooked.

Guest 5: Waiter! I really have to complain about this cake. It doesn't taste right to me. I think it's stale.

Guest 6: This soup is tasteless. Can you add something to it?

Guest 7: I'm afraid this curry is too cold. Could you heat it up?

Guest 8: I'm not happy with this dish of fried vegetables at all. It's too salty.

Guest 9: This fish is not good enough. It's not fresh.

Guest 10: Could you bring me another cup of coffee? This one's not strong enough for me.

Track 68 (Task 3.1)

Waiter: Here's your mineral water with ice and lemon, madam.

Guest: I'm sorry, I can't drink out of that. The glass is dirty and there's lipstick around the edge. Please take it away and bring me another one.

Waiter: I'm very sorry, madam. I'll replace it right away.

Guest: Thank you.

.....

Waiter: Here you are, madam. I hope this glass is better for you.

Guest: Yes, it looks a lot better, thank you.

Waiter: My pleasure.

Guest: Excuse me?

Waiter: I asked for still mineral water, not sparkling.

Guest: Oh, sorry. I do apologize. I'll exchange it at once.

Track 69 (Task 3.2)

Receptionist: Good afternoon, Mr. Whyte.

How was your trip you to the Grand Palace?

Mr. Whyte: Very nice, thank you. By the way, just one thing before I leave. Frankly, I think you've got to do something with the food and beverage service here, especially the tableware and the dining conditions. I'm sorry to say this but otherwise I'm sure you'll lose a lot of guests.

Receptionist: May I ask what the problem is, sir?

Mr. Whyte: I had my dinner at the hotel restaurant last night. I was annoyed because the room was too crowded and stuffy. The way you arrange the tables is absolutely unrealistic. How can you fit that many in there like that? I could hardly move around or breathe.

Receptionist: I'm extremely sorry to hear that, Mr. Whyte. I'll talk to the Food and Beverage Manager so he can look into the matter.

Mr. Whyte: And he should take action very soon too. Oh, please also tell him to check all the tableware more often and in particular before it is served to the guests. Some of the glasses and plates are nicked, some are cracked and some are filthy. It's not up to standard at all. I'm very disappointed.

Receptionist: I do apologize again, sir. I'm sure he'll take action as soon as he gets your complaints.

Mr. Whyte: That's good to hear. I've stayed here many times and I don't want to see you lower your own standard.

Receptionist: Thank you very much indeed for your concern, sir.

Track 70 (Task 4.1)

Guest: I'd like to have the bill, please.

Waiter: Yes, ma'am.

(After the waiter has presented the bill to her.)

Guest: I'm afraid you've given me the wrong bill. The details which are shown here are different from what I ordered.

Waiter: I'm sorry, ma'am. May I see your bill?

Guest: Could you tell me what this item is?

Waiter: That's for the salmon you ordered, ma'am.

Guest: But I didn't order any salmon. I only had sushi and it is already shown on the bill here.

Waiter: If you'll wait a moment, I'll check with the cashier, ma'am.
I think I might be mixing your bill up with another table's.

.....

Waiter: I'm terribly sorry for the confusion, ma'am. There's been a mix-up.

Guest: That's OK as long as I get the right bill.

Waiter: How will you be paying, ma'am?

Guest: By credit card. Do you accept VISA?

Waiter: Yes, we do. Just a moment, please.

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Waiter: Could you sign here, please?

Guest: Sure. Here you are.

Waiter: Thank you, ma'am.

Chapter 8 Checking Out

Track 71 (Task 1.2)

Conversation 1

Guest: We'd like to check out. Could we have the bill, please?

Clerk: Yes, sir. May I have your room number?

Guest: Room 1025.

Clerk: Mr. Williams?

Guest: Yes. What is the total?

Clerk: It comes to \$450. Here's an itemized list: your room service and the minibar.
Please double-check to see if there are any errors.

Guest: It looks OK to me.

Clerk: Very good, Mr. Williams. How are you going to settle your bill,
cash or credit card?

Guest: I'm paying in cash. Here you are.

Clerk: Thank you, Mr. Williams.

Guest: Thank you.

Conversation 2

Guest: I asked earlier for my bill to be prepared. How much will it be?

Clerk: Yes, Mr. Baker. It's \$520 altogether.

Guest: I thought it was less than that.

Clerk: Well, Mr. Baker, we added a seven-percent room tax and a ten-percent service charge.

Guest: Oh, I see. Could I put it on my credit card?

Clerk: Certainly. Could you sign here, please?

Guest: Sure. Here it is.

Clerk: Thank you, Mr. Baker. See you next time. Goodbye.

Track 72 (Task 1.3)

Guest: Good morning. I'd like to check out, please.

Clerk: Good morning, sir. What's your room number?

Guest: It's Room 724.

Clerk: 724...Mr. Wood. How was your stay, Mr. Wood?

Guest: It was good, thank you.

Clerk: Are you using the same credit card you gave me when you checked in?

Guest: Yes, that's right.

Clerk: Alright, Mr. Wood. Please have a look at this bill: three nights' accommodation, room service breakfast, bar drink on Saturday night, one outside phone call and a two newspaper.

Guest: OK. That's all correct.

Clerk: Did you have anything from the minibar last night?

Guest: Oh, yes, almost forgot. I had two colas last night.

Clerk: OK. I'll add those to your bill. May I have your signature here, please?

Guest: Is that all right? And here is my key card.

Clerk: Thank you. We hope to see you again soon.

Have a safe trip home. Goodbye.

Track 73 (Task 2.1)

Receptionist: Front Desk. Good morning.

Guest: Hi, I'm in Room 901. We are checking out today.
But do I have to check out by noon?

Receptionist: Yes, sir.

Guest: Well, our flight is at 10.00 p.m. and I'd like to delay checking out until 8.00 p.m. Is that possible?

Receptionist: Could you wait for a moment?

I'll check to see if we can accommodate you.

.....

Receptionist: Mr. Johnson?

Guest: Yes?

Receptionist: I'm pleased to tell you that it's possible for you to check out at eight o'clock this evening without extra charge.

Guest: Oh, that's very kind of you.

Receptionist: You're very welcome, Mr. Johnson. Have a nice day.

Track 74 (Task 2.2)

Receptionist: Good morning. Front Desk. May I help you?

Guest: Hello. I'm Amelia Jensen in Room 1025.

I'm supposed to check out today. But I'd like to delay checking out until 4.00 p.m.

Receptionist: I understand, Ms. Jensen. Please hold on while I check to see if that's possible.

.....

Receptionist: Ms. Jensen?

Guest: Yes?

Receptionist: I'm sorry. The hotel is fully booked for this evening and we are expecting guests for your room.

Guest: Oh....Can't you put the new guests in another room?

Receptionist: I'm sorry, Ms. Jensen. All the other rooms are taken.

If you really need to stay on, we'll have to charge a 50 percent surcharge.

Guest: Well, I guess I'll check out at noon. Is it possible for me to leave my bags here and come back for them later?

Receptionist: Yes, of course. When you check out, you can leave them with Concierge.

Guest: OK, thanks. I'll do that.

Track 75 (Task 3.3)

Cashier: Good morning, sir. Can I help you?

Guest: I'd like to change a traveler's check.

Cashier: Yes, sir. And for how much?

Guest: Fifty dollars.

Cashier: May I see your passport, please?

Guest: Here it is.

Cashier: Could you sign here, please?
 Guest: Of course. What's the exchange rate are you giving?
 Cashier: Thirty-eight to the dollar.
 Guest: I see, that will be 1,900 baht, sir.

 Cashier: Here you are.
 Guest: Thank you. But could I have some more change?
 Cashier: Shall I split this 500 baht into tens twenties and fifties?
 Guest: Yes, that will be nice.
 Cashier: Thank you, sir.

Track 76 (Task 3.4)

Cashier: Good morning, ma'am. What can I do for you?
 Guest: I'd like to check out now.
 Cashier: What's your room number, please?
 Guest: Room 720.
 Cashier: Please wait for a moment. Ms. Megan?
 Guest: Yes.
 Cashier: Did you have breakfast this morning?
 Guest: Yes, but I paid cash for it.
 Cashier: That'll be 4,750 baht, then.
 Guest: Here you are.

 Cashier: Here's your receipt. I'll have the porter get your luggage.
 Guest: Thank you.
 Cashier: Thank you. Goodbye. Have a safe trip home.

Track 77 (Task 3.5)

Cashier: Good morning, sir. What I can do for you?
 Guest: I'd like to settle my bill.
 Cashier: Certainly, sir. May I have your room number, please?
 Guest: It's Room 316.
 Cashier: Just a moment, please.....Yes, Mr. Brown.?
 Guest: Yes. I'm checking out today, so I'd like to have my bill.
 Cashier: All right, Mr. Brown. Let me check.
Here we are. Three nights at 12,000 baht, and here are the meals that you had at the hotel. That makes a total of 14,500 baht.
 Guest: Umm...What is this item for?

Cashier: That's the ten-percent service charge.
 Guest: OK, I see. Now can I pay with traveler's checks?
 Cashier: Certainly, sir.
 Guest: What is the exchange for pounds?
 Cashier: Seventy baht for a pound.
 Guest: Here you are.

.....

Cashier: Here's your receipt. Thank you.
 Guest: Thank you. Goodbye.
 Cashier: Goodbye.

Track 78 (Task 3.6)

Cashier: Good morning, ma'am. May I help you?
 Guest: I'd like to check out now. My name is Steven and I was in Room 221.
 Cashier: Just a moment, please.

 Cashier: Did you make any phone calls from your room?
 Guest: Yes, two times.
 Cashier: Here's your bill, sir. Would you like to check it?
 Guest: I don't understand. What is this item for?
 Cashier: That's for the drinks you ordered from your room.
 Guest: Alright. Do you accept credit cards?
 Cashier: What kind have you got?
 Guest: American Express.
 Cashier: Yes, we do. May I have your card, please?
 Guest: Here it is.
 Cashier: Just a moment, please.

 Cashier: Could you sign here, please?
 Guest: Is everything all right?
 Cashier: Yes, sir. Thank you. Goodbye. Have a safe trip and we're looking forward to seeing you again.
 Guest: Goodbye.