



ENJOY YOUR STAY

English for the Hotel Industry

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NTV

Công ty TNHH
Nhân Trí Việt



NHÀ XUẤT BẢN TỔNG HỢP
THÀNH PHỐ HỒ CHÍ MINH



	unit	page
Part 1	Reservation	
	1 Giving Information About the Hotel	6
	2 Taking Room Reservations	14
	3 Reservation Emails and Faxes	24
Part 2	Checking In	
	4 The Check-in	32
	5 Showing Guests to Their Rooms	40
Part 3	Services and Facilities	
	6 Room Service	46
	7 Laundry and Valet Services	52
	8 Tour Arrangements and Giving Directions	60
	9 Transportation	66
	10 Tailoring	72
	11 Exchanging Money and Depositing Items	76
	12 Looking for Guest, Mailing, and Babysitting Services	82
	13 Restaurants (1)	86
	14 Restaurants (2)	92
	15 Conferences and Business Travelers	96
	16 Messages and Phone Calls	102



	unit	page
Part 4 Housekeeping	17 Making Up the Rooms	108
	18 Supplying Things	112
Part 5 Emergencies	19 The Loss of Belongings and Pets	116
	20 Medical Problems	122
	21 Various Accidents	126
Part 6 Problems and Solutions	22 Room Problems (1)	134
	23 Room Problems (2)	138
	24 Complaints About the Laundry	144
Part 7 Checking Out	25 Paying Bills	150
	26 Payment Problems	154
Part 8 Staff Training	27 Room Attendants (1)	160
	28 Room Attendants (2)	168
	29 Cleaning Staff	174
	30 Laundry Staff	178
Answer Key & Scripts		185



Front Office



security



manager



receptionist



doorman



reservationist



porter

Hotel Organization

Front of the House

Front Office

Reservation
Reception
Operator
Cashier
Business Center
Service Center, Concierge
Doorman
Bellhop
Driver
Flight Greeter

Housekeeping

Housekeeping (Room Maid)
Cleaning
Laundry Room
Linen Room
Lost and Found
Florist
Butler

F & B (Food & Beverage Department)

Dining
Kitchen
Steward
Room Service

Back of the House

Security
Engineering
Purchasing
Sales & Marketing
Financing
Human Resources
Public Relations
Information

Housekeeping



housekeeper



cleaning staff



housekeeping operator



room service attendant



Giving Information About the Hotel

Conversation 1 → Giving Information 01

Receptionist The Royal Hotel. May I help you?

Secretary I'm phoning from Hong Kong. I want some information before making a reservation.

Receptionist Yes, Miss. How can I help you?

Secretary The first thing I want to know is how far the Royal Hotel is from the airport.

Receptionist The airport is only twenty minutes away, Miss.

Secretary Do you have a conference room?

Receptionist We have an international banquet room with a conference function.
The room seats more than a hundred.

Secretary So you must have a business center.

Receptionist Yes, Miss. The business center offers twenty-four-hour service. We can provide secretarial services and translation, and we, of course, have Internet and fax services.

Secretary What do you charge for double and single rooms?

Receptionist Single rooms are NT\$7,000 per day while doubles are only NT\$7,500.

Secretary That sounds very reasonable. By the way, do you have a sports center?

Receptionist I am sorry, we don't; however, there is a recreational center just eight minutes away.
The sports facilities are available to all our guests at a very minimal charge.

Secretary I see. Well, I'll have to talk to my boss before making a reservation.

Receptionist Do you need any further information, Miss?

Secretary Ah, yes. Is there a market near the hotel?

Receptionist Yes, Miss. There is a market just down the street.

Secretary What do they sell there?



Words & Phrases

receptionist	sports facilities
conference room	boutique
banquet room	shopping arcade
seat	souvenir shop
business center	extra
secretarial services	free of charge
per day	travel agency
sports center	airline office
recreational center	



Expressions

- ◆ I want some information before making a reservation.
- ◆ How can I help you?
- ◆ The airport is only twenty minutes away, Miss.
- ◆ Do you need any further information, Miss?
- ◆ Thank you for calling the Royal Hotel.
- ◆ Just let me know when I can be of further service.



- Receptionist** It's a typical farmers' market . . . fruits, vegetables, ducks, geese, and the like.
- Secretary** Is there a boutique in the hotel?
- Receptionist** Yes, Miss. In fact, we have a shopping arcade with fashion boutiques, a souvenir shop, and a supermarket.
- Secretary** Thank you for all the information. I'll have to talk to my boss before making a reservation.
- Receptionist** Thank you for calling the Royal Hotel.
- Secretary** Goodbye.

Conversation 2 → Charging for Children 02

A guest walks up to the reception desk with her three children.

- Receptionist** May I help you, ma'am?
- Woman** Yes. I'd like to know if you charge extra for children.
- Receptionist** We have a family plan. Children under twelve can stay free of charge when they stay with their parents.
- Woman** Good. I've got three little ones.
- Receptionist** They are very lovely children.
- Woman** Thank you very much.
- Receptionist** Would you like to check in, ma'am?
- Woman** Not right this minute. I'm waiting for my husband.
- Receptionist** Just let me know when I can be of further service.
- Woman** Thank you very much.
- Receptionist** Thank you.





fitness center



sauna/spa



jogging track



bowling lane



tennis court



squash court



business center



casino



Activity

1 Telling Symbols

Match the symbols with the correct facility descriptions.



a



b



c



d



e



f



g



h



i



j



k



l



m



n



o



p



q



r



conference room



Turkish bath



restaurant



golf course



night club / bar



indoor/outdoor pool



coffee shop

- | | |
|--|---|
| 1 ☐ Lift | 10 ☐ Swimming pool |
| 2 ☐ Babysitting service | 11 ☐ Laundry service |
| 3 ☐ Bar | 12 ☐ Facilities for the disabled |
| 4 ☐ Parking | 13 ☐ Front desk |
| 5 ☐ Valet park | 14 ☐ Medical service |
| 6 ☐ Restaurant | 15 ☐ Lost and found property |
| 7 ☐ Messages | 16 ☐ Luggage storage |
| 8 ☐ Information | 17 ☐ Hair salon |
| 9 ☐ Exchange bureau | 18 ☐ Coffee shop |



facilities for the disabled



hair salon

2 Information About Your Hotel

Pretend that you are working for a particular hotel such as the Sheraton or Hyatt. Redo the *conversation 1* and change all the details. The trainee who plays the role of the secretary can ask some of the following questions.

BASIC INFORMATION

- 1 What is the address of the _____ Hotel?
- 2 Where is the _____ located?
- 3 What is the telephone/fax number?
- 4 How can I find your homepage?
- 5 What kinds of suites does the _____ Hotel have?

FACILITIES

- 1 Does the hotel have a _____?
- 2 Do you have _____?
- 3 Is there a _____?
- 4 Is there a travel agency in the hotel?
- 5 Do you have an airline office in your hotel?
- 6 Does the hotel have conference facilities?
- 7 What sports facilities do you have?
- 8 How can I join the sports club?
- 9 Do you have banqueting facilities for 100 people?
- 10 Does the hotel have a first-class international restaurant?
- 11 What kinds of specialty restaurants do you have?
- 12 What are the opening hours of the restaurant?
- 13 Is there a barbecue in the garden?
- 14 Is the swimming pool heated?
- 15 Are your squash courts air-conditioned?
- 16 Where can I rent a car?



Michelin-starred restaurant



SERVICES

- 1 Does the hotel provide access to the Internet?
- 2 Can I call housekeeping if I need a babysitter?
- 3 Does the hotel have an airport shuttle service?
- 4 Is it possible to have something translated?
- 5 Is it possible to find a secretary?
- 6 Do you have twenty-four-hour room service?
- 7 Where can I get my hair done?
- 8 Where can I get a hair cut?
- 9 Is it possible to get a massage?

3 Family Plan

Redo the *conversation 2* and change the ages of the children and the family plan of the hotel.



In your hotel, children six to twelve may pay half price while children under six can stay for free. There may also be an extra charge for extra beds (perhaps \$70 per bed).

UNIT

01

Giving Information About the Hotel



Exercises

1 Complete the sentences with proper prepositions.

with
in
beside
to
of
for
at
to
for

- 1 What is the address _____ the Crown Hotel?
- 2 Do you have a conference room _____ 100 people?
- 3 I can post a letter _____ the hotel.
- 4 There is a snack bar _____ the pool.
- 5 We have a shopping arcade _____ fashion boutiques and a supermarket.
- 6 The sports facilities are available _____ all our guests _____ a very minimal charge.
- 7 Thank you _____ all the information.
- 8 I'll have to talk _____ my boss.

2 Listen to the conversation and complete the sentences. 03

Receptionist

Guest

Receptionist

Guest

Receptionist

Guest

Receptionist

Guest

Receptionist

Guest

1 _____ . May I help you?

Yes. I want to 2 _____ a 3 _____ from June 3rd to July 8th.

Would you like a standard, superior, deluxe, executive, or presidential suite?

What exactly is a standard suite?

Our standard suites have a single bedroom 4 _____ a sitting room and a bathroom.

Don't they have kitchenettes?

No. We have kitchenettes in the superior suites.

I suppose your deluxe suite is a little bigger.

Yes. The deluxe suite also 5 _____ a very nice bar.

If I took an executive suite, what would I get?



- Receptionist** The executive suites have a very attractive entrance hall, a dining room that [6] _____ six, a Jacuzzi in the bathroom, a fax machine in the bedroom plus a DVD player together with the newest movies.
- Guest** How much is an executive suite [7] _____ night in US dollars?
- Receptionist** It is \$530 per night.
- Guest** What extras come with a presidential suite?
- Receptionist** First of all, our presidential suites are very exclusive. All the furniture is Louis XIV style.
- Guest** The presidential suites must be very large.
- Receptionist** Yes, sir. A presidential suite has an upstairs and a downstairs on the top two floors of the hotel. There is a really beautiful [8] _____ the city.
- Guest** How many rooms are there?
- Receptionist** Upstairs there are two large double bedrooms plus a large bathroom with a Jacuzzi. Downstairs you will find a large dining room, a big sitting room, and a [9] _____ kitchen. There is also a bathroom for guests.
- Guest** It sounds very interesting.
- Receptionist** May I book a presidential suite for you, sir?
- Guest** Maybe. I will talk to my wife and call you back later. Thank you for the information.
- Receptionist** [10] _____, sir.
- Guest** Goodbye.



Taking Room Reservations



Conversation → Accepting a Booking 04

Today is the 5th of November.

Receptionist The Sheraton Taipei. May I help you?

Man I'm calling from Australia. I'd like to book a double room with a shower.

Receptionist When for, sir?

Man From the 3rd of December for nine days, please.

Receptionist Just a moment, sir . . . Yes. We have a vacancy. What's the name, please?

Man Davis.

Receptionist Could you spell that, please?

Man D-A-V-I-S.

Receptionist What's the first name, please?

Man Jess.

Receptionist Mr. Jess Davis . . . a double room with a shower from the 3rd of December to the 12th.

Man That's right. Thank you.

Receptionist Thank you, sir. Goodbye.



Excusing Yourself

Often, you will not understand what the guest has said. You should ask questions such as

- ◆ "Did you say . . .?"
- ◆ "Excuse me. I did not understand."



Words & Phrases

booking	analog clock
vacancy	digital clock
enquiry	confirm
requirement	spelling code
time of arrival	status
date of departure	look forward to
employee	contact number
signature	method of payment
rate	
suite	



Expressions

- ◆ I'm calling from Australia.
- ◆ I'd like to book a double room with a shower.
- ◆ When for, sir?
- ◆ Yes. We have a vacancy.
- ◆ For whom is the reservation, please?
- ◆ Could you tell me your time of arrival?
- ◆ Your reservation is confirmed. Thank you for calling.
- ◆ We will look forward to welcoming you.



RESERVATION ENQUIRY CARD	
Date	the 5th of November
Requirements	☐ Single Room
	☒ Double Room
	☐ Twin Room
	☐ Suite
Date of Arrival	the 3rd of December
Date of Departure	the 12th of December
Name of Guest	Jess Davis
Employee's Signature	Polly Johnsons



Reserving a Hotel

- ◆ Browse travel websites and compare prices online.
- ◆ Check out consumer review sites.
- ◆ Make the reservation directly with the hotel.
- ◆ Make sure you can get a refund if you decide to cancel your booking.
- ◆ Keep an eye on rates after you've booked. (Sometimes, the rates go down, allowing you to cancel and re-book the same room for a cheaper rate.)





1



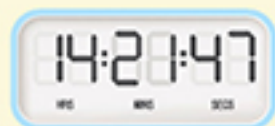
- one twenty
- twenty past one

2



- six forty-five
- a quarter to seven

3



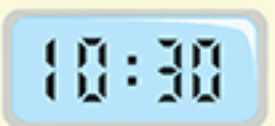
- twenty-one minutes past two
- 2:21 p.m./in the afternoon

4



- three forty
- twenty to four

5



- ten thirty in the morning
- half past ten

6



- seven o'clock

7

What's the time on this analog clock?

- ☐ twenty past three
- ☐ twenty to three
- ☐ five twenty
- ☐ twenty-two minutes past three



8

What's the time on this flip clock?

- ☐ a quarter to nine
- ☐ ten fifty
- ☐ fifteen minutes past nine
- ☐ fifteen minutes to ten



Activity

1 What time is it?

Draw the given time on the clocks.

1 20 minutes past eleven



2 a quarter to nine



3 half past three



4 ten o'clock

