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# **Plan of the Book**

Unit	Topic	Situations	Language Focus
01	Switchboard	<ul><li> Giving Information</li><li> Handling Guest Requests</li></ul>	<ul> <li>Giving information about transportation</li> <li>Connecting guests' calls</li> <li>Making wake-up call</li> <li>Handling a wrong number</li> </ul>
02	Reservations	<ul><li>Taking Room Reservations</li><li>Handling Requests After Reservations</li></ul>	<ul> <li>Taking room reservations, explaining cancellation policies, and putting customers on the waiting list</li> <li>Handling special requests</li> <li>Changing, canceling, and confirming reservations</li> </ul>
03	Door and Bell Desk	Doorman Service     Bellman Service	<ul> <li>Welcoming and helping hotel guests</li> <li>Valet parking and saying farewell to guests</li> <li>Taking guests to their rooms</li> <li>Showing guests their rooms</li> <li>Handling baggage service</li> </ul>
04	Front Desk (1): Reception	Check-In Service     In-House Guest Service	<ul> <li>Check-in process</li> <li>Room changes, hotel shuttle service, helping locked-out guests, and explaining hotel facilities</li> <li>Extending stays and providing extra beds</li> </ul>



Unit	Topic	Situations	Language Focus
05	Front Desk (2): Cashier	<ul> <li>Checkout Service</li> <li>Handling Disputed Charges and Other Cashiering Services</li> </ul>	<ul> <li>Preparing for checkout, the checkout process, settling bills, and extending checkout times</li> <li>Handling disputed charges, settling accounts with a credit card, and exchanging money</li> <li>Handling guest complaints during checkout</li> </ul>
06	Concierge and GRO Desk	Concierge Service     GRO Service	<ul> <li>Recommending tourist attractions, restaurants, and shopping places</li> <li>Locating lost items</li> <li>Treating VIP guests</li> <li>Giving information regarding hotel events and facilities</li> </ul>
07	Executive Floor	<ul> <li>EFL Check-In and Checkout Service</li> <li>Lounge and Meeting Room Service</li> </ul>	<ul> <li>EFL check-in and checkout services</li> <li>EFL lounge service</li> <li>EFL meeting room service</li> </ul>



Unit	Topic	Situations	Language Focus
08	Housekeeping	Making Up Rooms     Other Housekeeping Services	<ul> <li>Making Up rooms</li> <li>Handling requests of rooms be made up and turndown service</li> <li>Laundry service</li> <li>Handling lost and found items</li> </ul>
09	Hotel Facilities	<ul><li>At the Business Center</li><li>At the Fitness Center</li></ul>	<ul> <li>Photocopy and printing services</li> <li>Courier and meeting room services</li> <li>Services related to gyms, saunas, and swimming pools</li> </ul>
10	Room Service	<ul><li> Taking Orders for Room Service</li><li> Delivering Room Service</li></ul>	<ul> <li>Taking an order for breakfast, lunch and dinner</li> <li>Checking on an order and delivering room service</li> <li>Handling mistakes</li> </ul>



Unit	Topic	Situations	Language Focus
11	Restaurants and Bars	<ul> <li>Reserving Tables and Greeting Customers</li> <li>Taking Orders and Handling Payments</li> </ul>	<ul> <li>Taking a reservation</li> <li>Assigning tables to customers with reservations and walk-in customers</li> <li>Serving at the bar</li> <li>Taking orders, checking on diners, suggesting desserts, and handling payments</li> </ul>
12	Complaints and Problems	<ul><li>Handling Guest Complaints</li><li>Handling Guest Problems</li></ul>	<ul> <li>Handling complaints about room facilities, mischarges, and wrong rooms</li> <li>Handling complaints about restaurant service</li> <li>Handling problems with guests' mistakes and room temperatures</li> </ul>





# **Door and Bell Desk**

# Warming up

A Look at the people in the two pictures below. Who are they? What do they do? Share your thoughts with your partner.





**B** Choose the picture that shows something a bellman does NOT do.





b.



C.



d.



### **Vocabulary** Write the correct word or phrase for each definition.

	inconvenience	revolving door	shelf	
	escort	spacious	unload	
1		(noun) a set of doors that you go in a circle	o through by pushing them aro	und
2		(noun) something causing prob	lems or difficulties	
3		(verb) to take goods from a car		
4		(verb) to take someone somewh	nere	
5		(adjective) large in size or area;	roomy; huge; large	
6		(noun) a flat piece of wood, glas	s, or metal used to keep things	on

## Hotel Terminology Learn the following words and phrases used in the hotel industry.

baggage claim tag	a ticket given to hotel guests to prove that the baggage is theirs	
baggage down service	a service that brings guests' baggage down to the lobby; a baggage collection service	VALET
bellman/porter	a man who carries guests' bags in a hotel; a bellhop; a bellboy	7
checkroom	a room in a hotel where guests can leave their coats and other personal things; a cloakroom	
doorman	a man who stands by the door of a hotel and le	ets people in or out
minibar	a small fridge in a hotel room, with beverages a	and light snacks inside
paging service	a service in which a bellman calls the names of guests in a public place or to take messages fro	
safe	a strong metal box with a lock where people ca valuable things in a guest room	n keep their money or
valet parking	a service in which guests' cars are parked for th	em

# 👇 Tips to Know

### Doorman vs. Bellman

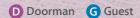
What's the difference between a doorman and a bellman? The major difference is the **working area** on the hotel premises.

A doorman works in the area outside the hotel lobby and handles all the guest services that take place outdoors. On the other hand, a bellman works in the hotel lobby and visits almost all of the indoor places on the hotel premises, including the guest rooms.



# **Doorman Service**

### Welcoming a guest



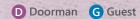




- Good morning, ma'am. Welcome to the Golden Hotel. Do you have any bags that I can help you with?
- **G** Yes. I have a couple of bags in the trunk.
- Let me unload them, ma'am. Our bellman will take care of your baggage afterward.
- G That's nice. Where do I register?<sup>1</sup>
- The front desk is over there to your left. Please watch out for the revolving door.
- **G** Thank you.
- It's my pleasure. Have a good stay with us.<sup>2</sup>



# Helping a guest with a taxi







- Good afternoon, ma'am. Would you like a taxi?³
- G Yes, please. I'm going to National Theater.
- Please have a seat in the lobby, ma'am. I'll let you know when one is ready for you.
- Thank you. How long does it take to get there from here?
- Well, it normally takes about 10 minutes 4, but it may take longer depending on traffic.

### **Key & Alternative Expressions**

### I. Where do I register?

- = Where is the front desk?
- = Where can I check in?
- = Where is the reception desk?

### 2. Have a good stay with us.

- = Please enjoy your stay (with us).
- = Have a nice stay (with us).
- = I wish you a wonderful stay with us.

#### 3. Would you like a taxi?

- = Do you need a taxi/cab?
- = Shall I call a taxi/cab for you?
- = Do you want me to catch/grab a taxi/cab for you?



### 4. It normally takes about 10 minutes.

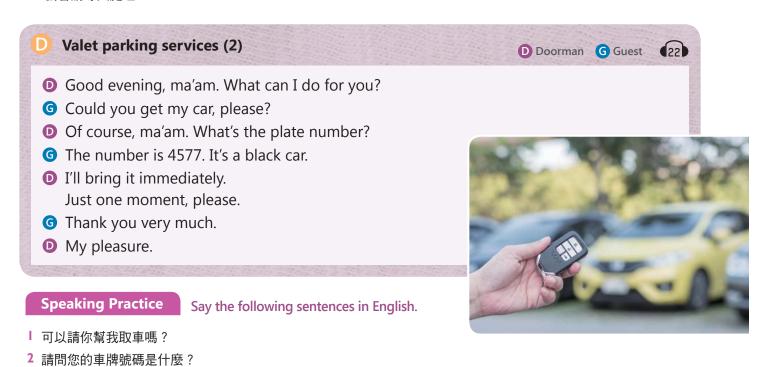
- = It is around 10 minutes away from here.
- = It is about a 10-minute walk/drive from here.
- = It usually takes 10 minutes on foot / by taxi / by subway / by bus from here.



### **Speaking Practice**

Say the following sentences in English.

- ▶ 我應該把車停在哪裡?
- 2 只要將您的車停在這裡即可。
- 3 我會請專人處理。

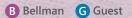


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3 我馬上幫您取車。

# **Bellman Service**

# Taking a guest to his or her room







- B Good afternoon, ma'am. Are these all your bags, ma'am?<sup>1</sup>
- G Yes.
- B May I have your keycard?
- G Here it is.
- B Thank you. Let me escort you to your room, ma'am. This way, please. . . . 2 Please take the elevator. After you, ma'am.3
- **G** Thanks.
- B Your room is on the 16th floor. . . . Here we are. After you, ma'am. (They get out of the elevator.)
- B Your room is on the right side. This way, please. (They arrive at the door.)
- This is your room. Please go in. Where shall I put your bags?
- **6** Over there is fine. Thanks. This room is nicer and more spacious than I expected. I love the view overlooking downtown.
- I'm glad you like the room, ma'am.

### **Key & Alternative Expressions**

#### I. Are these all your bags, ma'am?

- = Is there any other baggage?
- = Do you have any other bags?
- = How many pieces of baggage do you have?

### 2. This way, please.

- = Please come with me.
- = Please follow me.
- = Step this way, please.

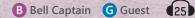
### 3. After you, ma'am.

= Please go first.





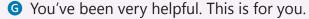
### Showing a guest his or her room







- B Let me show you your room, sir. Here is the light switch for the bathroom.
  - The temperature controller is right here.
  - A safe is in the built-in closet right there.
  - Your minibar is in the cabinet over there, and the price list is on the shelf. You'll get charged for what you use when you check out.
  - There are two bottles of complimentary mineral water on the shelf.



- B I'm sorry, sir. Our hotel has a no-tipping policy. A service charge will be added to your final bill.
- **G** Oh, really? Thank you.
- B The pleasure is all mine, sir. Enjoy your stay. If you need any other assistance, please call the bell desk at any time.



### **Speaking Practice**

Say the following sentences in English.

- Ⅰ 我向您介紹一下客房。
- 2 您退房時,我們會向您收取使用費用。
- 3 架上有免費招待的兩瓶礦泉水。

- 4 我們飯店規定不收小費。
- 5 服務費會加在您最後的房帳上。

### **Word Bank**











key slot

insert

knob

hanger

luggage rack

electric kettle



directory



razor



hairdryer



lamp



slippers



remote control

## **Unit Review**

-				. •
Δ	Choose the bes	t response	to each	auestion
	CITOOSC CITO DCS	C I CSP CI ISC	to cati	questioni

- Who works outside the hotel premises?
  - a. a bell captain
  - b. a cashier
  - c. a doorman
- 3 Which is one of the responsibilities of the bellman?
  - a. valet parking
  - b. showing guests their rooms
  - c. delivering food

c. in their rooms

4 Who is the first employee a guest will meet

2 Where can guests store their bags after they

a. a bellman

check out?

a. at the front desk

**b.** in the checkroom

after arriving at a hotel?

- b. a receptionist
- c. a doorman
- **B** Match each sentence with the best reply.
  - Where do I register?
  - 2 Can you call a taxi for me?
  - 3 Could you get my car?
  - 4 Where shall I put your bags, ma'am?
  - 5 I've been waiting for my bags for about 30 minutes!

- a. I'm very sorry for the inconvenience.
- **b.** The front desk is right over there.
- c. No problem, sir. What's the plate number?
- **d.** Over there, please.
- **e.** Absolutely. Please have a seat in the lobby while you wait.
- Complete the following conversation with the words in the box.

	get	after	compliment	ary	charged
Bellman	Let me escort	you to your ro	oom, ma'am.		
	This Ielevator.	,	please Ple	ase take th	е
	2	you,	ma'am		
	This is your ro	om. Please <mark>3</mark> _		in.	
	Where shall I p	out your bags?	?		
Guest	Over there is f	ne. Thanks.			ı
Bellman	There is a min	bar in the cab	inet.		
Guest	Are the items i	n it <b>4</b>	?		
Bellman			nly the two bottl		•

water outside the minibar are free daily.



way

# **Role-Playing**

A Practice welcoming and helping a guest. Take turns being a doorman and a guest with your partner.



Example
---------

Doorman Good morning, ma'am.

Welcome to the Cosmos Hotel.

**Guest** Can you help with my baggage in the trunk?

Doorman

B Practice escorting a guest to his room and helping him with his baggage. Take turns being a bellman and a guest.



#### Example

Bellman Good afternoon, sir. May I have your keycard?

Guest Here it is.

Bellman

ead the ollowing passage that describes what the workers at the door and bell desk do.

### Door and Bell Desks

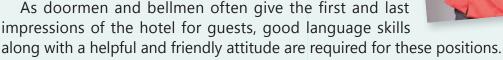




The door desk is located outside the hotel's **main entrance**<sup>1</sup>. It is the department whose workers greet guests first and **see** them **off**<sup>2</sup> last. When a guest's car arrives, a doorman opens the car door and says hello to the guest with a warm smile. Doormen are in charge of the parking area, so they provide valet parking service themselves, and they sometimes call taxis for hotel guests.

The bell desk is located in the lobby near the **concierge**<sup>3</sup> desk or main entrance. When a guest arrives, a bellman helps the guest with his or her baggage and carries it to the front desk. Then, he waits until the guest finishes the check-in process.

Once the guest gets a keycard, the bellman takes the guest to his or her room and explains what is in the room. When the guest checks out, the bellman takes the guest's baggage down to the lobby. This is not the only job bellmen do though. They deliver messages, mail, and **packages** to guests in their rooms and page guests as well. When guests don't answer wake-up calls, bellmen sometimes wake up the guests in person by knocking on their doors or even going into their rooms. A full-service hotel can have the bell desk open for 24 hours like the front desk.





### **Words & Phrases**

- **main entrance** (n.) the main door
- **2 see off** (phr. v.) to take someone to a point of departure to say goodbye
- **3 concierge** (n.) an employee who helps guests with information about the area where the hotel is, including transportation, restaurants, and tours
- 4 package (n.) a box that is sent by mail