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Hotel Staff

Front Office



security



manager



receptionist



doorman



porter



reservationist

Hotel Organization

Housekeeping



housekeeper



cleaning staff



housekeeping operator



room service attendant

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



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, Ms. 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, Ms.
- 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, Ms. 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, Ms.?
- Secretary** Ah, yes. Is there a market near the hotel?
- Receptionist** Yes, Ms. There is a market just down the street.
- Secretary** What do they sell there?

Words & Phrases

receptionist (n.)	sports facilities
conference room	boutique (n.)
banquet room	shopping arcade
seat (n.)	souvenir shop
business center	extra (adv.)
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, Ms.
- ◆ Do you need any further information, Ms.?
- ◆ 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, Ms. 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** Good-bye.

Conversation 2 Charging for Children 02

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

- Receptionist** May I help you, Ms.?
- 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 <input type="checkbox"/> Lift | 10 <input type="checkbox"/> Swimming pool |
| 2 <input type="checkbox"/> Baby-sitting service | 11 <input type="checkbox"/> Laundry service |
| 3 <input type="checkbox"/> Bar | 12 <input type="checkbox"/> Facilities for the disabled |
| 4 <input type="checkbox"/> Parking | 13 <input type="checkbox"/> Front desk |
| 5 <input type="checkbox"/> Valet park | 14 <input type="checkbox"/> Medical service |
| 6 <input type="checkbox"/> Restaurant | 15 <input type="checkbox"/> Lost and found property |
| 7 <input type="checkbox"/> Messages | 16 <input type="checkbox"/> Luggage storage |
| 8 <input type="checkbox"/> Information | 17 <input type="checkbox"/> Hair salon |
| 9 <input type="checkbox"/> Exchange bureau | 18 <input type="checkbox"/> 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 Taipei Sheraton or Hyatt. Redo the **Conversation 1** changing all the details. The trainee who plays the role of the secretary can ask some of the following questions.

1 BASIC INFORMATION

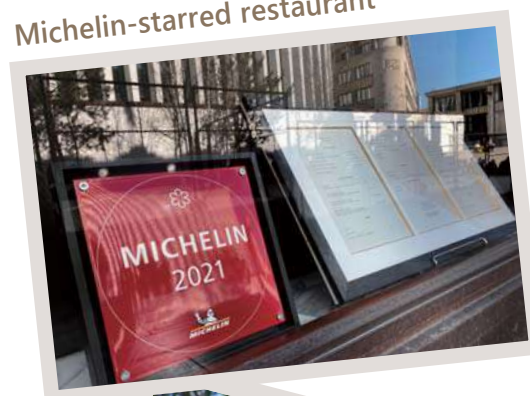
- 1 What is the address of the Hotel?
- 2 Where is the located?
- 3 What is the telephone/fax number?
- 4 How can I find your homepage?
- 5 What kinds of suites does the Hotel have?

2 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



opening hour sign

3 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? (This is a question from women.)
- 8 Where can I get a haircut? (This is a question from men.)
- 9 Is it possible to get a massage?



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 NT\$1000 per bed). Depending on the season and booking situation (festivals, New Year's Eve), the prices may vary.

3 Family Plan

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



Planning Your Itinerary



Climate



Booking Your Hotel



Check-in Time for Flights



Medicine



Packing Your Suitcase



Passport & Visa



Map



Exchanging Money



Booking Your Ticket Online



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

1 May I help you?

Guest

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

Receptionist

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

Guest

What exactly is a standard suite?

Receptionist

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

Guest

Don't they have kitchenettes?

Receptionist

No. We have kitchenettes in the superior suites.

Guest

I suppose your deluxe suite is a little bigger.

Receptionist

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

Guest

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

Louis XVI Style
Furniture

Jacuzzi

**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 an in-room streaming device 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

Good-bye.