Supplementary Teaching Material

for

English Communication for Hotel Industry

Kanyapilai Kunchornsirimongkon

International College Suan Sunandha Rajabhat University 2018

Supplementary Teaching Material

for

English Communication for Personnel in Hospitality Industry

Kanyapilai Kunchornsirimongkol

B.Ed./B.A./B.BA. (.....) M.Ed./M.A./M.BA. (.....) Ed.D./ Ph.D. (.....)

International College Suan Sunandha Rajabhat University 2018

PREFACE

This supplementary teaching material, which has been developed and tried out since 2018, is a course book designed for Hotel Management International College Students Program in Suan Sunandha Rajabhat University studying the course: HHM2209: English Communication for Personnel in Hospitality Industry. The book contains 12 units, each of which covers 3 hours of class instruction time (3 hours a week) and 6 hours of independent study time (6 hours a week).

The aims of this book are to perform the learners in the following areas of performance : (1) Able to have positive attitudes towards service careers; (2) Able to have up-to-date knowledge in the management and operation of businesses in the hospitality industry both theories and practices widely, systematically and internationally; (3) Able to have integrated knowledge in other related disciplines; (4) Able to apply both theoretical and practical knowledge into real-life problem; and (5) Able to communicate with foreigners effectively in the appropriate contexts.

It is hoped that as learners progress through the book, they will have a chance to process the learning outcomes according to the Thailand Quality Framework: Higher Education (TQF).

Kanyapilai Kunchornsirimongkol

..... Publishing Date

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Course Learning Management Plan

Course Code: HHM2209 **Course Title:** English Communication for Personnel in Hospitality Industry 3(3-3-06)

Program: Hotel Management International College.

International College, Suan Sunandha Rajabhat University

.....

Section 1 Course Rational and Objectives

This course is categorized in *General Education: Cluster in Hotel Management Profession* of Bachelor of Business Administration Degree, International College, SSRU.

At the end of this course, the student will be able to perform in the following areas of performance:

(1) Able to have positive attitudes towards service careers;

(2) Able to Have up-to-date knowledge in the management and operation of businesses in the hospitality industry both theories and practices widely, systematically and internationally;

(3) Able to have integrated knowledge in other related disciplines;

(4) Able to apply both theoretical and practical knowledge into real-life problem;

(5) Able to have responsibility for individual and group assignments as well as be able to help and facilitate others in solving problems;

(6) Able to communicate with foreigners effectively in the appropriate contexts.

Section 2 Domains of Learning

The TQF (Thailand Quality Framework: HEd.) groups the kinds of learning expected of students into five domains as follows:

1. Ethical and Moral Development:

- habits of acting ethically and responsibly in personal and public life in ways those are consistent with high moral standards.
- ability to resolve value conflicts through application of a consistent system of values.
- **2. Knowledge:** Have the ability to understand, recall and present information including
 - knowledge of specific facts,
 - knowledge of concepts, principles and theories,
 - knowledge of procedures.
- **3.** Cognitive Skills: Have the ability to
 - apply knowledge and understanding of concepts, principles, theories and procedures when asked to do so; and
 - analyze situations and apply conceptual understanding of principles and theories in critical thinking and creative problem solving when faced with unanticipated new situations.
- 4. Interpersonal Skills and Responsibility: Have the ability to
 - work effectively in groups, and exercise leadership;
 - accept personal and social responsibility; and
 - plan and take responsibility for their own learning.
- **5. Numerical Analysis, Communication and Information Technology Skills**: Have the ability to
 - use basic mathematical and statistical techniques;
 - communicate effectively in oral and written form; and
 - use information and communication technology.

Section 3 Course Characteristics

1. Course Outline

(English) Technique, vocabulary and expressions required in hospitality business, English structure, general communication skills, and guest communication, English practical situations, accommodations, taking food order, guest reception, guest services, telephone communication and respond to guests' questions or requests in a timely manner to develop good relations with guests.

2. Time Length per Semester (Lecture – Practice- Self Study)

Lecture	Practice / Field Work	Self Study	Remedial Class
(hours)	(hours)	(hours)	(hours)
48	3+	0 hours	96 hours

Section 4 Student's Learning Outcomes

According to TQF (Thailand Quality Framework: HEd.) with the standards of professional knowledge and experience for *undergraduate* /*graduate* students program in Hotel Management should have essence of knowledge and competencies in professional careers consisting of :

1. Ethical and Moral Development

To have ethic behavior (personal responsibility, corporate responsibility) and moral reasoning.

(1) Be aware of values and morality, ethics, generosity, integrity and honesty as well as be able to solve critical problems and disputes;

(2) Have positive attitudes towards service careers;

(3) Be able to lead and follow group members, work in team and be a role model for others; and

(4) Have self-discipline, be punctual, responsibility to self, profession and society.

2. Knowledge

(1) Have up-to-date knowledge in the management and operation of businesses in the hospitality industry both theories and practices widely, systematically and internationally;

(2) Have integrated knowledge in other related disciplines; and

(3) Have knowledge and understanding in research process and techniques which will be benefit in solving problems and adding up to the knowledge in the career.

3. Cognitive Skills

(1) Be able to analyze the causes of problems and conflicts as well as be able to solve problems systematically and find out proper solutions to the problems;

(2) Be able to apply both theoretical and practical knowledge into reallife problem; and

(3) Be able to apply innovation and knowledge from other related academic fields in developing working skills.

4. Interpersonal Skills and Responsibilities

(1) Have responsibility for individual and group assignments as well as be able to help and facilitate others in solving problems; and

(2) Be responsible for the improvement of self-academic learning and the profession continuously

5. Numerical Analysis, Communication and Information Technology Skills

(1) Be competent in foreign languages in listening, speaking, reading, writing and summarizing the main points effectively;

(2) Be able to communicate with foreigners effectively in the appropriate contexts;

(3) Be able to use technology to communicate and present effectively; and

(4) Be able to apply statistical or mathematical knowledge in analyzing and interpreting the data.

Remark: For programs in which highly developed physical should be specified in an additional domain of **Psychomotor Skills**.

Learning Outcomes	Assessment Activities	Time Schedule (Week)	Proportion for Assessment (%)
1. Ethical and Moral Development	 Presentation Students' class attendance checklist Students' participation 	Throughout semester	10%
2. Knowledge	 Pre- test and post- test results Individual and group papers, report and presentation Observation and comment on class activities and E- learning participation Midterm examination score result Final examination score result/grade 	Throughout semester	40% 20% 30%
3. Cognitive Skills	 Individual and group papers, report and presentation Observation and comment on class activities and E- learning 	Throughout semester	(Referred to number 2)

Section 5 Learning and Assessment Plan

4. Interpersonal Skills and Responsibilities	 participation Midterm examination score result Final examination score result/ grade Individual and group papers, report and presentation Observation and comment on class activities and E- learning participation Midterm examination score result Final examination score result/ grade 	Throughout semester	(Referred to number 2)
5. Numerical Analysis, Communication and Information Technology Skills	 Individual and group papers, report and presentation Observation and comment on class activities and E- learning participation Midterm examination score result Final examination score result/grade 	Throughout semester	(Referred to number 2)



Section 6 Learning and Teaching Resources (APA Style)

1. Textbook and Main Documents

Zwier, L. J., & Caplan, N. (2007). *Everyday English for Hospitality Professionals (with Audio CD)*. Compass Publishing.

Harding, K., & Henderson, P. (1994). *High Season English for Hotel and hotel Industry*. Oxford University Press.

2. Important Documents for Extra Study

3. Suggestion Information (Printing Materials/Website/CD/ Others)

Section 7 Course Evaluation and Revising

- 1. Assignment(s) / Project (s)
 - 1.1
 - 1.2
- 2. Measurement and Evaluation (100 %)
 - 2.1 Attendance
 %

 2.2 Assignment(s) / Project (s)
 %

 2.3 Quiz
 %

 2.4 Mid-Term Exam
 %

 2.5 Final Exam
 %
- 3. Grading Criteria

Grade	Scores	Value
A	86.00 - 100.00	4.00
A-	82.00 - 85.00	3.75
F	0-45.00	0
Ι		Incomplete
W		Withdraw

4. Teaching Revision

Lecturer revises teaching/ learning process based on the results from the students' survey questions, the lecturer team's observation, and classroom research

- 5. Feedback for Achievement Standards International College Administrator Committee monitors the assessment process and grading.
- 6. Methodology and Planning for Course Review and Improvement

(1) Revise and develop course structure and process every three years.

(2) Assign different lecturers teach this course to enhance students' performance.

Unit 1 Learning Management Plan

Title Phone Inquiries Total Time in Learning/Teaching 3 Hours

.....

Introduction

Students will learn about hotel facilities and services in order to provide to customers hotel information and take reservation on the phone.

Learning Outcomes

- 1. To know general facilities and services offered by hotels.
- 2. To be able to give information about hotels and also their products and services.
- 3. To know how to response to phone inquiries about hotel information and reservation.

Scope of Contents

- 1. Hotel Information
- 2. Answering to telephone inquiries

Learning Activities

Pretest

Lecture

Reading text

Listening to a record of native speakers

Doing exercises to review the lesson

Learning and Teaching Resources (APA Style)

Basic English Speaking. (n.d.). WH- questions (Question Words). https://basicenglishspeaking.com/wh-questions/
LiveABC. (2008). Hotel English (P. Sahawattanapong, Trans.). 1st ed. Bangkok, Thailand: Nanmeebook.
Manuel, J. (2018, October 18). Hotel Reservation Dialogues. Englishpost.org. https://englishpost.org/hotel-reservation-dialogues/
Woodward Ltda. (2020, February 8). There is - There are English Grammar Rules. https://www.grammar.cl/Present/ThereIsThereAre.htm

Measurement and Evaluation

Group Project & Individual Assignment

Unit 1

Phone Inquiry

This unit will prepare students for answering telephone inquiries regarding hotel information and room reservation. Students need to know about hotel facilities & services, room types, useful expressions in conversations as well as language use in these contexts.

1. Hotel Information



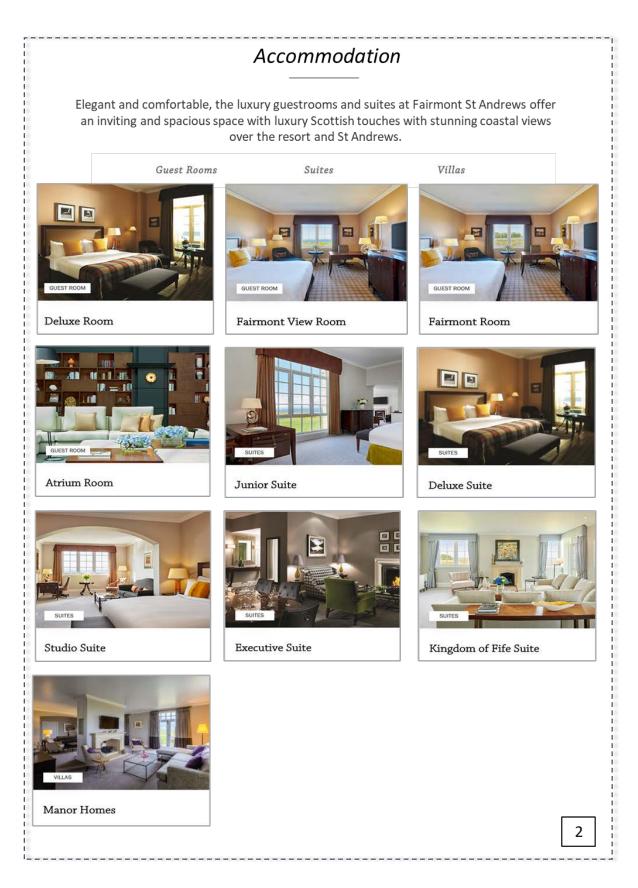
Welcome to Fairmont St Andrews, Scotland Set on a 520 acre estate with a unique coastal setting, Fairmont St Andrews encapsulates luxury, elegance and truly breath-taking surroundings in the 'Home of Golf'. A truly unique and special venue that makes your visit one to remember with its peaceful setting and stunning cliff top views of St Andrews and the North Sea.

1

The resort has a plethora of facilities, including two world-class golf courses. The Torrance and The Kittocks, diverse yet luxurious eating facilities including the two AA Rosette St Andrews Bar & Grill serving the finest Scottish steak and seafood with stunning views over the medieval town, and the magnificent La Cucina serving authentic Italian recipes by authentic Italian Chefs.

The indulgent Fairmont Spa comprises a fully equipped gymnasium, 16 meters indoor swimming pool, Jacuzzi, sauna, steam room, and locally themed treatments using the finest Ishga Skin Care products.

Whatever the visit you can be confident you will experience the best of St Andrews in luxury surroundings with outstanding service.



Services in the hotel and nearby

Check-in & Check-out

Check-in from 16h00

Check out up to 11h00

3

Services and practical information

- Accessibility for people with reduced mobility
- WIFI/Internet Access
- Babysitting on request
- 100% non-smoking hotel
- Air conditioned
- Beauty salon
- Laundry
- Porter
- Parking

Leisure and activities

Indoor heated pool

Fitness centre

- Thermal Spa
- Babysitting on request
- Golf (Nearby)
 - Bicycles rental
- Well-being

Catering

- 2 bars
- 4 restaurants
- Room Service

Business services

- 23 meeting room(s)
- Copy/print service available
- Conventions hotel

Image 1.1 Fairmont St. Andrew Hotel's description. (Source: Adapted from Fairmont St. Andrew Hotel,n.d.)

Exercise 1

Instruction: Read the description of Fairmont St. Andrew Hotel and complete following assignments.

1. Please list all the hotel's facilities and their meanings.

2. What are the services provided by the hotel?

3. What other hotel facilities and services you can think of?

2. Answering Telephone Inquiries

Exercise 2

Instruction: Study telephone conversation between Guest Service Agent (GSA) and Caller (C), asking about hotel information. Then take turn practicing the conversation with your classmate.

- **GSA:** Good morning, Fairmont St. Andrew Hotel, Kevin's speaking. How may I assist you?
- **C:** Good morning, I'd like some information about your hotel.
- GSA: Certainly madam. What would you like to know?
- **C:** How much are your double rooms?

- **GSA:** The rates vary depending upon the season and type of double. They can range from \pounds 235 to 300.
- **C:** I see. Does that price include breakfast?
- **GSA:** Prices are inclusive of breakfast.
- **C:** Could you tell me about your facilities?
- **GSA:** We have an indoor heated swimming pool, a jacuzzi, a sauna, and an aromatherapy steam room. If you like playing golf, there are several world class golf courses nearby.
- **C:** Brilliant! My husband is a golfer. And what kind of restaurants do you have?
- **GSA:** We have an Italian restaurant, a bar & grill restaurant feathering fresh seafood and a large selection of Scottish steaks, and a lounge offering afternoon tea with a variety of sweets, finger sandwiches, and cakes.
- **C:** One more thing. Do you have an airport transfer?
- **GSA:** Yes, madame.
- **C:** Alright. Thank you.
- **GSA:** You're welcome. If you need more information, please visit our website at www.fairmont.com/st-andrews-scotland. It's very comprehensive.
- **C:** I've got it. Good-bye.
- **GSA:** Good-bye.

(Source: Adapted from LiveABC, 2013: 12)

Exercise 3

Instruction: Read the conversation and answer the questions.

- **R:** Good morning. Thank you for calling Hyatt Hotel, Emily's speaking. How may I help you?
- **C:** Good morning. I'd like to make a reservation for next weekend. Do you have any vacancies?
- **R:** Yes sir, we have several rooms available. And what is the exact date of your arrival?
- C: The 15^{th} .
- **R:** How long will you be staying?
- **C:** I'll be staying for two nights.
- **R:** How many people is the reservation for?
- **C:** For two people.
- **R:** All of our rooms are smoke-free. Would you like a double or twin room?
- **C:** Great. twin, please.

- **R:** Would you prefer to have a room with a view of the ocean or the garden?
- C: Ocean view, please. What's the rate for the room?
- **R:** Your room is \$300 per night inclusive of breakfast. Now what name will the reservation be listed under?
- C: Thomas Robinson
- **R:** Could you spell your last name for me, please?
- C: Sure. R-O-B-I-N-S-O-N
- **R:** Could you tell me your email address and telephone number?
- C: Yes, my email address is tomrobin@gmail.com and my cell phone number is 502-46986.
- **R:** Great. Now I'll need your credit card information to guarantee your booking. What type of card is it?
- C: Master card. The number is 4411 5555 2398 4321.
- **R:** And what is the name of the cardholder?
- C: Thomas Robinson
- **R:** Alright, Mr. Robinson, your reservation has been made. I'll send you a confirmation email shortly.
- **C:** Great, thank you so much.
- **R:** My pleasure. Have a nice day.

(Source: Adapted from Manuel, n.d.)

- 1. What is the purpose of calling?
- 2. Which date Mr. Robinson will check out?
- 3. What is the difference between a double room and a twin room?



There is / There are

We use there is and there are to say that something exists.

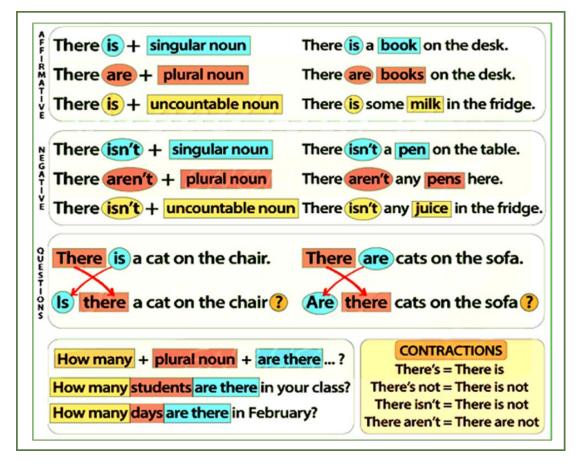


Image 1.2 Summary of how to use There is / There are. (Source Woodward English, n.d.)

Positive Sentences

We use **there is** for *singular* and *there are* for *plural*.

There is an ATM machine in the premise.

There are three restaurants in the hotel.

There is a cockroach in the bath.

There are many room types available.

We also use There is with uncountable nouns:

There is drinking water in the fridge.

There is some salt on the table.

There is ice cream on your shirt.

Contractions

The contraction of there is = there's

There's a good restaurant in the hotel.

There's only one room left today.

You cannot contract there are

There are two tables on the terrace.

There are only 2 days until my departure.

Negative Form

The negative is formed by putting **not** after is or are:

There is **not** a parking in the hotel.

There are **not** two people in the room.

We almost always use contractions when speaking.

Negative Contraction

There's not = There isn't

There are not = There aren't

When we want to indicate that a zero quantity of something exists, we use **there aren't any**.

There aren't any rooms left.

There aren't **any** porters in the lobby.

We also use this structure with **uncountable** nouns:

There isn't **any** water in the swimming pool.

There isn't **any** sugar in my coffee.

Questions

To form a question, we place is / are in front of there.

Use **any** with *plural questions* or those which use uncountable nouns.

We also use **there is** / **are** in short answers.

Is there a spa in the resort? - No, there isn't.

Are there any shuttle buses from hotel to the airport? - Yes, there are.

Is there a baby-sitting service in the hotel? - Yes, there is.

How Many with Are There

If we want to find out the number of objects that exist, we use **How many** in the following form:

How many + plural noun + are there (+ complement).

How many room attendants *are there* on this floor?

How many participants are there in this conference?

3.2WH- Questions (Question Words)

There are two main types of questions: **Yes/No questions** and **WH- question**.

WH-questions are questions starting with WH-words including: what, when, where, who, whom, which, whose, why and how.

Question words are used to ask about specific qualities, times, places, people and so on. Below is a list of question words and example sentences:

Question Words	Usage	Example
What	Used to ask about things	- What are you doing? - What is the rate for one night? - What would you like to know?
When	Used to ask about time	- When will you be arriving? - When are you leaving? - When are they open?
Where	Used to ask about places	- Where's my bag? - Where are you coming from?
Who	Used to ask about people	Who is in charge of this restaurant?Who are you looking for?
Whom	Used to ask about people (object of verb)	 Whom did you see in the morning? I saw Mr. Mark, my English teacher. Whom was Jim talking to? He was talking to Jack, his new roommate.
Which	Used to ask about choices	 Which one do you choose? The left or right? Of all the drinks in the menu, which one would you like?
Whose	Used to ask about possession	- Whose pencil is this? Is it yours? - Whose books are these?
Why	Used to ask about reasons/ causes	 Why did it happen? I didn't understand. Why is he crying?
How	Used to ask about manner/ process	 How can I help you? Please tell me. How can I get there?

Image 1.3 Summary of how to use Question Words. (Source: Adapted from Basic English Speaking,n.d.)

How to use Question Words (1) With an auxiliary

Wh-word + auxiliary + subject + main verb ...?

- Auxiliary verbs are helping verbs (not main verbs).
- Common auxiliary verbs include be, do, have. Others are will, shall, would, can, could, must, should, may, might, etc.

 \rightarrow What time does the last shuttle bus leave?

 \rightarrow When will she be arriving?

 \rightarrow What problem is the customer facing?

(2) Without any auxiliary

Wh-word + main verb ...?

- \rightarrow Who booked the room for Mr. Grey?
- \rightarrow What happened to my car?

Useful Expression

Soliciting initial information

- How may I assist you?
- How may I be of service?
- Can I be of any assistance, sir?
- What can I do for you?
- Can I help you?
- May I help you?

Making Inquiries

- I would like some information about your hotel.
- How often does the shuttle bus run/come?
- What time does the swimming pool open?
- I'd like to make a reservation on.....
- I'd like to check (room) vacancy/availability on.....
- I'd like to book a room for
- I want to reserve a non-smoking room for one night on...
- Are there any room available on May 16th?
- Are there any vacant double room?
- Do you have a suite available for three nights?
- Is it too late to reserve a room for tonight?
- How much you charge per night?

Talking about hotel facilities

- We have a heated indoor swimming pool.
- There is a sauna and a steam in the fitness center.

- Our tennis courts open at 6:00 a.m.
- Our banquet room seated 70 people.
- We have bicycles for rent.
- We have a 5-star Micheline restaurant.
- All of our rooms have a balcony with the sea view.
- There is an ATM Machine in our premise.

Asking for more information

- 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 (included in your room)?
- Would you like an extra bed?
- Where are you coming from?
- What mode of transport are you taking?
- Are you familiar with the city?
- Would you like to have a wake-up call?

Asking about length of stay

- Which day would you like to check in?
- How many nights will you be staying?
- How long do you plan to stay?
- How long will you be staying?
- Is it just for one night?
- How many nights?
- For how long?

Accepting a reservation

- I can book a room for you for
- We can confirm a room from.....to.....
- We have rooms available on that day.
- There's no problem, sir/madam.
- Yes, we still have availability / vacancies.
- Certainly, sir/madam.
- I can offer you....

Refusing a reservation

• I'm afraid we are full.

- I'm sorry but we are out of room.
- 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 suite available.
- We have no double rooms available. Would you mind a twin 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 always try to find another hotel for you.

Providing information about room rate

- A double is \$90 per night.
- The cost would be \$90 per night.
- The room rate includes a complimentary breakfast.
- The room rate excludes breakfast.
- This rate includes tax and services.
- Tax and services are not included.
- This price is for room only.

Providing information about room

- The room is facing the street.
- The room is overlooking the ocean/sea.
- The room is adjoining the swimming pool.
- The room has a sea view.
- The room faces the garden.
- The room situates on the east/west side.

Asking about the caller

- May I ask who the booking is for, please?
- Could you spell your name, please?
- Could you give me your name, please?
- How can we contact you, sir?
- May I have your company's name, please?
- Who is the reservation for, please?
- May I have your phone number and email address, please?

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

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

Asking for room guarantee

- May I have your credit card number for booking guarantee?
- Could you give me a credit card number?
- I need your credit card number to guarantee the reservation.
- Could you tell me the expiry date, please?

Closing the conversation

- We look forward to seeing you in January.
- We look forward to welcoming you on May the 3rd.
- We look forward to your visit next week.
- We're looking forward to your stay on
- Thank you for calling / your reservation. Goodbye.

Exercise 4

Instruction: Read the information below and choose one of the scenarios and act out a dialogue (pair work).

Orchid Resort	
Hotel Registration	Form

Guest Name:

Cheryl Smith

Phone:

61 2220 9945

Room Type:

Twin (\$120 per night)

No. of Guests:

Two

Arrival Date:

Nov. 13

Departure Date:

Nov. 15

Airport pickup:

Flight HK670 at 14:30 (\$80 per trip)

Student A

You are the front desk clerk at the Palm Tree Resort. Answer the caller's question about the hotel.

Student **B**

You are interested in this hotel. Find out about the facilities.

Palm Tree Resort

Facilities:

Business Center, fitness, spa, salt-water swimming pool, tennis courts, Thai and Mexican restaurant (lounge, cafes, buffets...)

Airport Shuttle Service: Every half an hour, from 6:30 a.m. to 11:30 p.m.

Suite:

US\$175 per night (includes breakfast for two) and A thirty-minute foot massage for two.

3. Unit Conclusion

This unit focus on how to answer telephone inquiries regarding hotel general information and taking reservation. In order to provide correct information to customers, it is necessary to learn about possible facilities and services from existing hotels in the market. Some examples of phone conversations will guide learners how to dialogue with callers appropriately and politely. In addition, learners learn useful grammars and expressions in order to use in conversations. Learners can practice reading, listening, speaking and writing throughout the unit with exercises provided. After completing this unit, the learners can deal with hotel general information and reservation inquiries.

4. Exercise / Activity

Exercise in the unit

- 5. Unit References
 - Basic English Speaking. (n.d.). WH- questions (Question Words). Retrieved February 9, 2017, from https://basicenglishspeaking.com/whquestions/
 - LiveABC. (2008). *Hotel English* (P. Sahawattanapong, Trans.). 1st ed. Bangkok, Thailand: Nanmeebook. (Original Publication 2013).
 - Manuel, J. (n.d.). Hotel Reservation Dialogues. Englishpost.Org. Retrieved May 20, 2017, from https://englishpost.org/hotel-reservationdialogues/
 - Woodward English. (n.d.). *There is There are English Grammar Rules*. Woodward Ltda. Retrieved February 12, 2017, from https://www.grammar.cl/Present/ThereIsThereAre.htm

Unit 2 Learning Management Plan

Topic: Warm Welcome Total Time in Learning/Teaching 3 Hours

Introduction

After making a reservation, it is time for our guests to arrive at the hotel. Some hotels provide airport pickup or shuttle bus service. Therefore, driver may be the first person to meet guest. Acting as a hotel representative and a first contact point, hotel drivers should know how to create first impression. When arriving at the hotel, doormen and bellhops will be the next contact points. This unit will focus on the role of drivers, doormen and bellhops and how they can make guests feel warm welcome.

Learning Outcomes

- 1. To be able to deal with guests at the airport.
- 2. To welcome guests at the hotel.
- 3. To offer luggage service to guests.
- 4. To call taxi for guest.
- 5. To recommend places to visit.

Scope of Contents

- 1. Airport Pickup & Sights Recommendation
- 2. Luggage Service
- 3. Getting a taxi

Learning Activities

Lecture & group discussion

Learning and Teaching Resources (APA Style)

1. Textbook and Main Documents

LiveABC. (2008). *Hotel English* (P. Sahawattanapong, Trans.). 1st ed. Bangkok, Thailand: Nanmeebook. (Original Publication 2013)

2. Important Documents for Extra Study

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3. Suggestion Information (Printing Materials/Website/CD/Others)

Woodward English. (n.d.). *Hotel Dialogues*. Woodward Ltda. https://www.vocabulary.cl/Lists/Hotel-Dialogues.htm Sederet dot com. (n.d.). *Hotel Conversation: Check In*. https://www.youtube.com/watch?v=nz8QE3_N1eo

Measurement and Evaluation

Design the tools for measurement and evaluation appropriate to student's learning outcomes of the topic. (Test, Assignment, Project, ect.)

Unit 2

Warm Welcome

Meeting and welcoming guests as they arrive is an essential part of good hospitality service. Guests get their first impressions from the attitudes of the staff, so making their experience the best ensures they will want to return. This unit will therefore cover duties of drivers, doormen, bellhops and concierge. These roles are important because they are first point of contact for guests. Students will learn relevant vocabularies, useful expressions, some grammars to communicate and assist guests professionally regarding airport transfer, sightseeing recommendation, luggage service, and transportation arrangement.

1. Airport Pickup

Scene I

Mr. Smith (**G**) comes out of the baggage claim area. He sees a man (**D**) holding a Pullman Hotel sign.

- G: Hi. I'm Rob Smith. I have a reservation at Pullman Hotel.
- **D:** Good morning. Mr. Smith. Welcome to Bangkok. Hope you had a pleasant flight. My name is Sompong. I'll be driving you to the hotel.
- G: Great. Thank you
- **D:** May I carry your bags, Mr. Smith?
- **G:** Oh, thank you.
- **D:** This way, please. The car is right over there.
- G: Good.

(Moments later)

D: I'll put your bags in the back, and then we'll be ready.

(Getting into the car)

- **D:** For your safety, I would request you to kindly fasten the seatbelt.
- G: Sure.
- **D:** We're all set to go, Mr. Smith. The ride will be about 30-minute. Have you visited Bangkok before?
- G: No, this is my first time.
- **D:** If you like I could point out some places of interest as we go.

- **G:** That would be nice.
- **D:** On your right is Chatujak Weekend Market. It's the largest market in Thailand. If you like shopping, you might want to go there. There is a wide range of products such as handcrafts, antiques, silk, clothes, and food.
- G: That's interesting. I'll think about it.

(Arriving at the hotel)

- **D:** Well, I hope you enjoy the ride, Mr. Smith. A bellboy will help you with your bags. I wish you a pleasant stay.
- **G:** Thank you.
- **D:** Thank you, Mr. Smith.

(Source: Adapted from LiveABC, 2013)



Picking up a guest at the airport

- How was your flight/trip/travel?
- May I confirm that you have two bags, Mr. Brown?
- Let me get a baggage cart.
- Let me get the door for you.
- May offer you some water, sir/madam?
- Is the temperature inside the car comfortable?
- Would you like me to select some music?
- It takes 25 minutes to drive to the hotel.
- The journey will be about 30 minutes.

Providing information about sights

- The building on your left is the highest building in Thailand.
- If you want to see the mix of Thai and Chinese cultures, don't miss China Town.
- Pattaya is the nearest beach to Bangkok with 2 hours ride.
- Chao Phraya is the major river of Thailand.
- Make sure you go to Lumpini Park It's a lovely place for a picnic.
- You really should visit JJ weekend market. You can pick up some great bargains!
- Grand Palace is an absolute must-see!

- Siam Square is definitely worth visiting. It's a great place to people-watch!
- While I'm in Bangkok, what would you recommend doing?
- Do you have any recommendation for places to visit?
- Do you think it is a good idea to visit Wat Po?
- What to see and do at Wat Po?

Only speak to the guest if he/she starts the conversation with you.



S. + will be V. - ing

- *I will be showing* you around today.
- *I'll be waiting* for you outside.
- *We'll be stopping* at the Icon Siam on the way back.

If you like, S. +could/can +V....

- *We can arrange* a one-day city tour for you *if you like*.
- *If you like, you could take* a 6 a.m. shuttle bus.

If you have time, you might want to + V...

- *If you have time, you might want to drop* by the Erawan Shrine.
- If you have time, you might want to check out JJ Market.
- *If you have time, you might want to take* a day trip to floating market.
- *If you have time, you might want to go* on a cruise trip to Ayutthaya.

```
S. + suggests / recommends (that) + S. +V.
or
S. + suggests / recommends + N / Gerund
```

- I recommend you visit the Bangkok Cultural Center.
- The concierge *recommends taking* a guided tour of the island.
- Which restaurant do you recommend we eat at?
- We strongly *recommend you make* a reservation in advance.
- He recommended the restaurant down the street (to us).
- Can you *suggest places* to visit/eat/see in Bangkok?
- Are there any places that you *would recommend* visiting when staying in Bangkok?
- I *recommend you visit* Muang Boran Museum. It is the world largest outdoor museum. You will see 109 scaled-down copies of Thailand's most famous monuments and architectural attractions.

Exercise 1

Instruction: Take turn being a driver and a guest, asking and answering questions about tourist attraction.

Places of Interest	Must-Sees / Must-Dos			
Wat Po	The reclining buddha, traditional Thai massage			
Chinatown	China gate, street food stalls, Wat Trimit			
Jim Thompson House Museum	Thai style house, art collection, Thai silk products			

2. Luggage Service



Image 2.1 Different Types of Bags (Source from Easy Pace Learning, n.d.)

When handling guests' luggage, there are things you need to know.





- The Louis Vuitton duffle bag is very expensive.
- My big black suitcase is pretty heavy.
- I've got a leather backpack on the baggage cart.
- Is your suitcase the silver one with wheels?

Adjective order: Size / Color / Shape / Weight

Guests may have problems....

- I want to report lost luggage.
- I forgot to put a name tag on my luggage.
- The laptop in my backpack was damaged during transportation.

Exercise 2

Instruction: Read the conversation and practice dialoging with your classmate.

- **D:** Good morning sir. Welcome to Amanti Hotel.
- **G:** Good morning. I book a room here.
- **D:** Do you have any luggage with you?
- G: Yes, two in the trunk.
- **D:** A bellhop will take care of your luggage. While my colleague gets your belonging, I'll escort you to seat in the lobby.

(A moment later)

- **B:** Here you are, sir. May I confirm that you have only two bags?
- **G:** Yes, that's right.
- **D:** Would you like to follow me to the front desk, please?
- **G:** Sure, thank you.
- **D:** You're welcome.

Grammar Focus

take care of sb./sth.

- The valet will *take care of* your car, sir.
- We will *take care of* your suitcases.
- Our guest experience manager will *take care of* you shortly.

While S. + V., S+V.

- *While* I was waiting for my breakfast, I was reading the newspaper.
- The bellhop brought me my bags *while* I was waiting in the lobby.

While can also be used as a conjunction to indicate a contrast.

• My wife prefers to have a massage *while* I'd like to take a nap.

Luggage Tag

Luggage tag (US) or luggage label (UK) has two identical halves. One half is tied to the luggage and the counterfoil is given to guest. It is also called "claim tag" or "claim check".

Image 2.2 Luggage Tag (Source from the writer)

Name :		N°: 06746 BAGGAGE STORAGE		
Description	N° of pieces	Description	N° of pieces	
Suitcase		Luggage trolley		
Briefcase		Parcel/Box		
Golf bag		Hand bag		
Cosmetic bag		Liquor		
Coat hangers		Others		
BOTEL MUS		BAGGAGE		
Description	N° of pieces	Description	N° of piece	
Suitcase		Luggage trolley		
Briefcase		Parcel/Box		
Golf bag		Hand bag		
Golf bag Cosmetic bag		Hand bag		

Scene II

A dialogue between a guest (G) asking a bellhop (B) to leave luggage at the hotel.

- **G:** Hi, I just checked out now and I'd like to leave my luggage until 4 p.m. today.
- **B:** Certainly, madam. May I have your name and contact detail, please?
- G: Yes, Maya Shoemaker and my mobile number is 666-9090-443.
- **B:** How many pieces of baggage do you have?
- G: 3 pieces. Two suitcases and a bag.
- **D:** Pick up time is today at 4 p.m., is that correct?
- **G:** Yes, that's right.
- **D:** Here is your claim tag, madam.
- **G:** Thank you. By the way, please be very careful with that bag, there are fragile items inside.
- **B:** I'll be extremely careful. Please do not worry.
- G: Very well, thank you.
- **B:** My pleasure. Have a good day.
- **G:** You too.

Exercise 3

Instruction: Read the given sentences carefully and complete them with the missing words or expressions from the box.

Take care of	While	Кеер
Spectacular	Until	Places of interest
Taxi stand	Baggage cart	Claim tax
Fragile		

- 1) The shuttle bus won't leave _____ eight.
- 2) _____ your key card until you check out.
- 3) Please put ______ sticker on my suitcase because there is a glass

bottles inside.

- 4) You must present this ______ when collecting your luggage.
- 5) Just put your clothes in the laundry bag. We'll ______ them.
- 6) Please hold _____ I transfer your call.
- 7) I'll put these bag on a _____.
- 8) I could point out some ______.
- 9) The view from Eiffel Tower is _____
- 10) The hotel has a _____. Please line up.

3. Getting a taxi

Scene III

Listen to a dialogue between a guest (G) asking a doorman (D) to get a taxi.

- G: Can you get me a taxi?
- **D:** We offer various types of transportation. Perhaps you'd like to upgrade to a private vehicle?
- G: Thanks, but no thanks. A taxi will do just fine.
- **D:** In that case, how about a limo? Then you can travel in style.
- G: No, I hate limousines. They're gas guzzlers.
- **D:** Got it, sir. Where would you like the taxi to take you?
- G: My destination is Rockefeller Center.
- **D:** What time do you want to leave the hotel?
- G: As soon as possible.
- **D:** I'll call the taxi immediately, sir.
- G: I'm coming downstairs now.
- **D:** A brand new taxi is pulling up now, sir.
- (Source: eslfast.com, n.d.)

Useful Expression

Telling a destination

- I want to take nearest BTS / MRT.
- I'd like to go to the Chatuchak market.
- How far is the Central World from here?

- Please tell me how to go to MBK Center?
- How long is a taxi ride from here to Lumpini park?

Getting a taxi

- Let me hail / get / flag / call a cab for you
- I'll get you a taxi.
- Your taxi should be arriving soon.
- The taxi ride will take about 10 minutes.

Exercise 4

Instruction: Put these sentences in the right order.

- 1) organize / afternoon /a taxi /would / me /for tomorrow / you?
- 2) to take /where/ want /do you / the taxi / you?
- 3) it / very far away /I'm / from /hoping / that /is not/ here.
- 4) a twenty-minute /It's only / this hotel /drive /from.
- 5) to order /would / a taxi /you / me /like /for when /you return?

4. Unit Conclusion

Students learn useful vocabularies, grammars, and expressions so they can create their own dialogue based on sample scenes of conversations. They have a chance to practice listening, reading, and writing skills with the exercises throughout the unit. They also get clear pictures of scenarios that might happen when hotel drivers, bellhops, and doormen dealing with guests.

5. Exercise / Activity

- Creating dialogue
- Reading & practicing pronunciation
- Testing vocabularies
- Write grammatically correct sentences

6. Unit References (APA Style)

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EasyPaceLearning. (n.d.). Bags learning about the types English lesson.
Easy Pace Learning. Retrieved February 2, 2017, from https://www.easypacelearning.com/all-lessons/learning-english-level-1/819-bags-learning-about-the-types-english-lesson
Eslfast.com. (n.d.). 16. Getting a Taxi via the Front Desk. Retrieved April 23, 2017 from https://www.eslfast.com/robot/topics/hotel/hotel16.htm

Unit 3 Learning Management Plan

Title Reception Total Time in Learning/Teaching 3 Hours

Introduction

Hotel reception deal with wide range of services; welcome guests to the hotel, make reservation, attend to their needs relating to their comfort during their stay at the hotel. Upon guest's arrival, guests will be directed to front desk and will be served by guest service agents. Their service will affect the hotel's reputation and repeat business.

Learning Outcomes

- 1. To know how to make great impression with a proper way to wai.
- 2. To understand check-in process and able to dialogue with guests.
- 3. To be able to deal with requests for changing room.

Scope of Contents

- 1. Greeting
- 2. Checking in
- 3. Dealing with changes

Learning Activities

Lecture Practicing how to wai Watching VDO Listen to conversations Creating dialogs Reading text Practicing conversations in pair/group

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3. Suggestion Information (Printing Materials/Website/CD/Others)

Bright Future. (2020, February 12). English At The Hotel - Part 1 Checking In [Video]. YouTube. https://www.youtube.com/watch?v=UtByZPVt57o
Englishclub.com. (n.d.). Floors of a Commercial Building. https://www.englishclub.com/vocabulary/floors-building.htm
Setupmyhotel.com. (n.d.). Six Stages of Check-in Procedure. https://setupmyhotel.com/train-my-hotel-staff/front-officetraining/778-stages-of-check-in-procedure.html

Measurement and Evaluation

Design the tools for measurement and evaluation appropriate to student's learning outcomes of the topic. (Test, Assignment, Project, ect.)

Unit 3

Reception

The unit will focus on how guest service agents can create memorable welcomes and make guests' stay smooth and pleasant. Front desks must be able to at least communicate with guests in English language in various situations. Most common tasks presented in this units are greeting, handing check in service, changing room, and messages handling.



Image 3.1 Hotel Front Desk (Source Hotel Front Desk, n.d.)

1. Greeting

To make an amazing first impression, there are 4 tricks to follow:

- 1) Greet the customer
- 2) Use the customer's name
- 3) Maintain eye contact
- 4) Smile

"GUMS" is the best service practice when dealing with customers. In Thailand, we normally include our "Wai" when greeting customers. There are 3 steps to wai properly

- 1) Make eye contact and smile
- 2) Friendly greeting
- 3) Wai



Image 3.2 How to "Wai" properly. (Source The Writer)

Use standard greeting depending on the time of the day, following be "*sir or madame*", addressing their name instead if you know. Then offering your assistance with one of following sentences:

How may I assist you? What can I do for you? How can I be of service?



Good morning, sir. Welcome to XYZ Hotel. How may I help you?

2. Check In

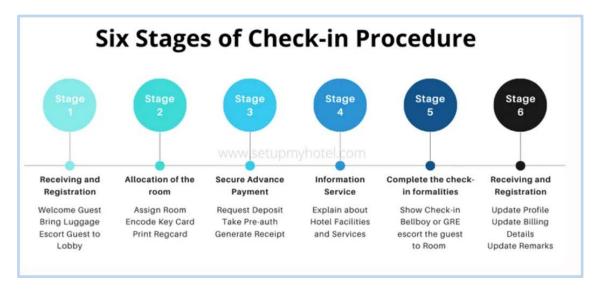


Image 3.3 Six Stages of Check-in Procedure

(Source from 6 Stages of The Guest Check–In Procedure [With Flowchart], n.d.)

Scene I

A guest (**G**) arrives to a hotel with a reservation and asks a guest service agent (**H**) for check-in.

- **H:** Good afternoon, sir. Welcome to the XYZ hotel. How may I assist you?
- **G:** I have a reservation for today. It's under the name of Cunningham.
- **H:** Can you please spell that for me, sir?
- G: Sure. C-U-N-N-I-N-G-H-A-M.
- **H:** Yes, Mr. Cunningham, we've reserved a single room for you with a view of the pool for two nights, from May 2nd to May 4th. Is that correct?
- G: Yes, it is.
- **H:** Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.
- G: Whoa! Six hundred and fifty dollars a night!
- **H:** Yes, sir. We are a five-star hotel after all.

- **G:** Well, fine. I'm here on business anyway, so at least I'm staying on the company's dime. What's included in this cost anyway?
- **H:** A full Continental buffet every morning, free airport shuttle service, and free internet access are all included. Here is your welcome drink voucher. It is valid within the period of stay.
- G: Great. And, what's not included in the price?
- **H:** Well, the use of room's minibar will be charged to your account. Also, the hotel provides room service, at an additional charge of course.
- G: Ok, so what room am I in?
- H: Room 409. Here is your key. To get to your room, take the elevator on the left up to the fourth floor. Turn right once you exit the elevator, and your room will be on the left-hand side. A bellboy will bring your luggage up shortly.
- G: Great. Thanks.
- **H:** Should you need any assistance, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.
- G: Ok, and what time is check-out?
- H: At midday, sir.
- G: Ok, thanks.
- H: My pleasure, sir. Have a wonderful stay at the XYZ Hotel.

(Source: Adapted from https://www.vocabulary.cl/Lists/Hotel-Dialogues.htm)

Scene II

Listen to a guest (**G**) arrives to a hotel without a reservation and asks a guest service agent (**H**) for a room.

- **H:** Welcome to the ABC hotel. How may I help you?
- G: Hello, I'd like a room for three nights, please.
- **H:** Sure, we have three types of room, single, twin and double room.
- **G:** Single room please.
- H: Single room for three nights, will cost you \$300. And we require\$50 security deposit, it will be refunded when you check out.
- G: Great.
- **H:** Can I have your ID?
- G: Here you are.

- **H:** Thank you Mr. John. Your total is \$350. How would you like to pay?
- G: I'd pay with cash. Here it is.
- **H:** Here is your key card Mr. John. Your room number is 303. It's on the third floor. You will find the lift at the end of passageway.
- G: Thank. Anyway, is there any chance I could get a late check out?
- **H:** Sure. You can late check out until 5 p.m. with 50% additional charge.
- G: So, if I checkout after 5 p.m.
- **H:** You will be charged the full room price, \$100.
- G: Fair enough.
- **H:** Any more help sir?
- G: I think it's enough. I'll just go to my room.

(Source: sederet dot com, 2019a, 03:15-05:21)

Exercise 1

Instruction: Listen to the conversation carefully and complete the missing parts.

- **H:** Good morning, sir. Welcome to the Belleclaire hotel. (1) ______.
- G: Good morning. I'd like to check in, please. I have a reservation
 (2) ______.
- H: Certainly sir. May I have (3) _____, please?
- **G:** Here you are.
- **H:** Thank you. Ah, here we are, Mr. Frank Jackson. A single room for three nights, is that correct?
- **G:** Yes, I'll be checking out on (4) _____.
- **H:** Would you like a smoking or non-smoking room?
- G: Smoking, please.
- **H:** Will you be paying cash or (5) _____?
- **G:** I'd pay by VISA if that's ok?
- **H:** Yes, certainly Mr. Jackson. That's £84 per night. £252 total. You can pay on checkout if you'd like.
- G: Sure.
- **H:** If you could just write your name and email, and then sign here and here.
- G: No problem.

- H: Thank you. Here is your passport, and this is (6) ______.Room 237. Breakfast is (7) ______ and it is served in the main restaurant between 7 and 10 a.m.
- G: Thank you.
- **H:** A porter will bring (8) ______ up shortly. You can take the lift over there. You're on the (9) ______.
- **G:** Thanks. Oh, how do I connect to the Wi-Fi?
- **H:** Connect to the Belleclaire hotel, the username is your email, and the password is your room number.
- G: Excellent!
- H: Is there anything else (10) _____?
- **G:** No, that's great. Thanks.
- **H:** You're welcome, sir. Enjoy your stay at the Belleclaire hotel. (Source: Bright Future, 2020, 03:15-05:21)



Asking about reservations

- Do you have a reservation?
- Do you have a booking?
- Did you make your reservation online or by phone?
- Did you book a room directly through us?

Responding to guests

- Let's me see. Here it is.
- One moment, please.
- Here it is. You booked a room and you are going to stay for two nights, aren't you?
- Let me check. Yes, we've reserved a double room as you requested.
- Yes, Mr. White. We are expecting you. One suite from.....

Asking about method of payment

- How would you like to pay for your room?
- 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?

Registering the guest

- Could you fill out the registration card, please?
- Can I ask you to fill in the guest card, please?
- Please sign here.
- May I have your passport, please?
- Have you got any identification with you?
- Have you got your ID card?
- Could you sign here, please?
- May I have your credit card, please?

Offering services

- 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 Japan?
- And if you need any assistance, please call the front desk.
- Do you need any help with your luggage?

Refusing walk-in guests

- I'm sorry, sir. We're fully booked today.
- 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 any room left.

Recommending a hotel

- I'd like to recommend another hotel nearby.
- If you like, I can check room availability at the hotel next-door.
- I would be pleased 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.

Grammar Focus

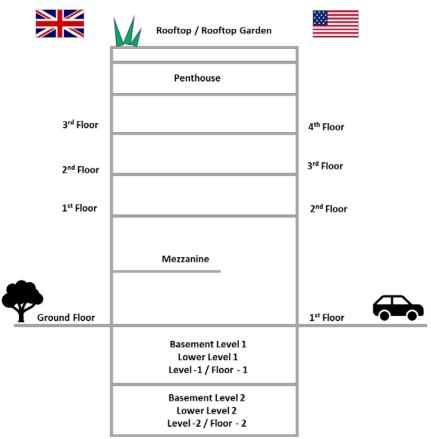
1. Telling Room Number

Room 407 Room four oh seven or

	Room four zero seven		
Room 480	Room four eight oh or		
	Room four eight zero		
Room 1013	Room one oh one three or		
	Room ten thirteen or		
	Room ten one three		

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

2. Telling floor



Floor of a commercial building

Image 3.4 Floor of a commercial building (Source: Adapted from English Club, n.d.)

3. Telling Time

There are two common ways of telling the time.

1) Say the hour first and then the minutes. (Hour + Minutes)

4:35 - It's four thirty-five

6:08 - It's six O-eight (the O is said like the letter O)

2:54 - It's two fifty-four

2) Say the minutes first and then the hour. (Minutes + PAST / TO + Hour)

For minutes 1-30 we use **PAST** after the minutes.

For minutes 31-59 we use **TO** after the minutes.

3:35 - It's twenty-five to four

11:20 - It's twenty past eleven

8:51 - It's nine to nine

4:59 - It's one to five

When it is **15 minutes past** the hour we normally say: (**a**) **quarter past**

• 8:15 - It's (a) quarter past eight

When it is **15 minutes before** the hour we normally say: **a quarter to**

• 13:45 - It's (a) quarter to two

When it is **30 minutes past** the hour we normally say: **half**

past

• 3:30 - It's half past three (but we can also say three-thirty)

We use **o'clock** when there are NO minutes.

• 10:00 - It's ten o'clock

Sometimes it is written as 9 o'clock (the number + o'clock)

For **12:00** there are four expressions in English.

- twelve o'clock
- midday = noon
- midnight

AM vs. PM

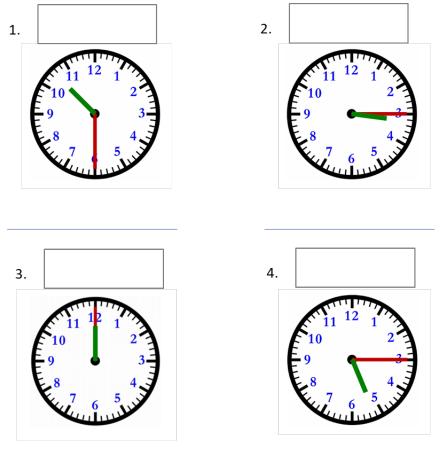
From Latin, the term ante meridiem (a.m.) means before midday and post meridiem (p.m.) mean after midday. We don't normally use the 24-hour clock in English therefore a.m. and p.m. are widely used.

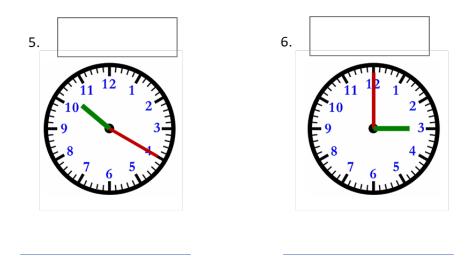
2am = Two o'clock in the morning.

2pm = Two o'clock in the afternoon.

Exercise 2

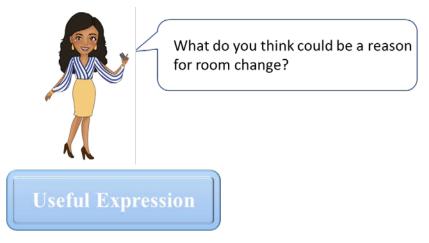
Instruction: Please write time in numeric and written format.





3. Dealing with change

A room change request can occur on different reasons, Front office team should change the room as quickly as possible when a guest is dissatisfied with accommodations or finds defects that cannot be immediately corrected.



Request for another room

- I'd like to change/move to another room.
- I'd like to know if it's possible for me to move to a different room.
- This room smells bad. Can you move me to another room?

Something wrong with the room

- I can't sleep the room is so noisy.
- The air condition is not working.
- There is a cockroach in my room.

- The room doesn't face the sea.
- There is an issue with the sink in the bathroom.
- Something wrong with the sink in the bathroom.
- I think there is a problem with the water heater.

Respond to room change request

- Is there something wrong with your room?
- I am sorry to hear that. Let's me check.
- I am sorry for this inconvenience caused.
- I'll be there shortly.
- I'll send someone to take care of it right away.
- I'll send a technician to look at that.
- Our room attendant will be there shortly.
- I can put you in the room 508.
- I will upgrade you to our executive floor.
- Our bellhop will bring you the new key and assist you with your luggage.

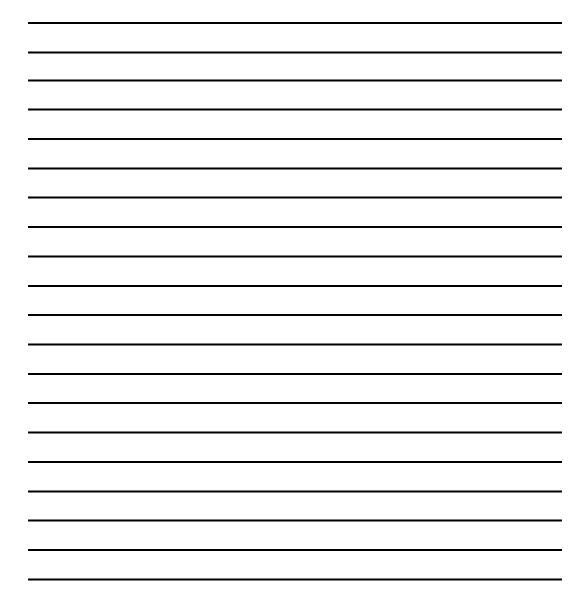
Scene III

A guest (G) wants to move to another room. He calls front desk (H) for assistance.

- **G:** Hello. I'd like to know if it's possible for me to move to a different room.
- **H:** Is there something wrong with your room?
- G: The water heater is not working.
- **H:** I apologize for that. Let me check our room availability. Alright, we can give you another room on the 5th floor.
- G: Does that room overlook the sea?
- **H:** Yes, it does.
- G: Wonderful! I'll take it. Thank you very much!
- H: You're welcome. I'll be there shortly to pass the room key.

Exercise 3

Instruction: Work in pair to try different roles in situations related to checking into a hotel. Create a conversation between a guest and a front desk clerk by using expressions you have learnt from this unit and adding any necessary information.



4. Unit Conclusion

The students have gone through the process of creating warm welcoming experience for guests. After completing this chapter, the students know how to properly "Wai" and can check in guests, ask for information from the guests and give them information. The grammar focus enables students to tell time, room number, and flooring. The learners are able to deal with the guests' requests for changes.

5. Exercise / Activity

Exercise in the unit.

6. Unit References (APA Style)

Bright Future. (2020, February 12). English At The Hotel - Part 1 Checking In [Video]. YouTube. https://www.youtube.com/watch?v=UtByZPVt570
English Club. (n.d.). Vocabulary: Floors of a Commercial Building | Vocabulary | EnglishClub. Retrieved May 25, 2017, from https://www.englishclub.com/vocabulary/floors-building.htm
6 Stages of The Guest Check-In Procedure [With Flowchart]. (n.d.). Setupmyhotelotel.Com. Retrieved May 3, 2017, from https://setupmyhotel.com/train-my-hotel-staff/front-officetraining/778-stages-of-check-in-procedure.html
Sederet dot com. (2019a, June 8). Hotel Conversation: Check In [Video]. YouTube. https://www.youtube.com/watch?v=nz8QE3_N1eo

Unit 4 Learning Management Plan

Title Accommodation Total Time in Learning/Teaching 3 Hours

Introduction

Hotel guests generally request for room type suitable for their need, depending on number of occupants, personal preference, budgets. Knowing hotel products well, hotel staff can assist guests in choosing the right accommodation. Each hotel may offer room types based on their target customers, however, there are some standard types of rooms in the market. Once knowing room types, we will move on to what could be available for guests in the rooms.

Learning Outcomes

- 1. To be able to differentiate and describe room types.
- 2. To be able to describe in-room amenities.
- 3. To be able to describe bathrooms amenities.

Scope of Contents

- 1. Room Types
- 2. In-room amenities
- 3. Bathroom amenities.

Learning Activities

- 1. Study definition of room types
- 2. Identify room types

3. Learn vocabularies about room and bathroom amenities and appliances.

Learning and Teaching Resources (APA Style)

1. Textbook and Main Documents

LiveABC. (2008). *Hotel English* (P. Sahawattanapong, Trans.). 1st ed. Bangkok, Thailand: Nanmeebook. (Original Publication 2013).

2. Important Documents for Extra Study

3. Suggestion Information (Printing Materials/Website/CD/Others)

Hotel Management Studies. (n.d.). *Types of Hotel Meal Plans*. http://hotelstudies.in/types-of-hotel-meal-plans/

Measurement and Evaluation

Design the tools for measurement and evaluation appropriate to student's learning outcomes of the topic. (Test, Assignment, Project, ect.)

Unit 4

Accommodation

It is important for hotel employees especially front office and housekeeping to know about room information and amenities available for guests. This unit therefore focus on room types and room amenities. Students can identify different room categories in hotels and describe bathrooms, inroom amenities, furniture and appliances.

1. Room Types

Following room type definitions are common in the hotel industry:

1) **Single Room:** A room with a single bed. It is meant for single occupancy.

2) **Double Room:** A room with a double bed, either a king-size or queensize double bed, depending upon the room size.

3) **Double-Double (Twin Double) Room:** A room with two double beds with separate headboards. It is ideal for a family with two children below 12 years.

4) **Twin Room:** A room with two single beds with separate headboards. It is meant for two independent people.

5) **Hollywood Twin Room:** A room with two single beds with a common headboard. These two beds can be brought together to form a double bed.

6) **Hollywood Twin Room:** A room with two single beds with a common headboard. These two beds can be brought together to form a double bed.

7) **Connecting Rooms:** Rooms with a door on the inside that connects them, without going through the hallway.

8) **Adjoining Rooms:** Rooms are next to each other without internal door to connect them.

9) **Executive Floored Room:** A room located on the 'executive floor' which enables convenient access to the executive lounge.

10) **Suite:** A room composed of one or more bedrooms, a living room, and a dining area. It is excellent for the guests who like more space. There are various types of suites.

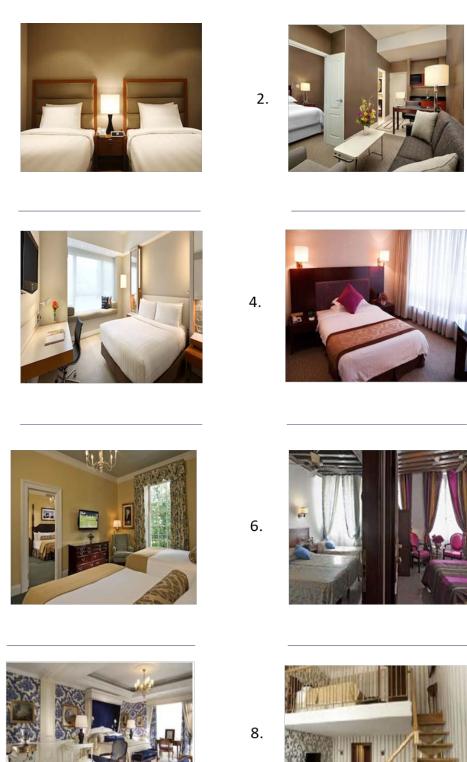
- Junior Suite: A room with a bed and sitting area. Sometimes the sleeping area is in a bedroom separate from the parlor or living room.
- **Penthouse Suite:** It is luxurious accommodation provided with the access to terrace space above the suite. It usually locates on the highest floor to provides a bird's eye view of the city.
- **Presidential Suite:** The best possible suite in the hotel. Usually, only one president suite is available in one single hotel property, therefore it is the most expensive room. A president suite always has one or more bedrooms and a living space with a strong emphasis on grand in-room decoration, high-quality amenities and supplies, and tailor-made services.

(Source: Adapted from Set Up My Hotel, n.d.)

Exercise 1

Instruction: Write room type under the correct picture.

Duplex	Presidentia	l Suite	Doub	le Room	Single R	loom
Connect	ing Rooms	Twin F	Rooms	Adjoinin	g Rooms	Suite



3.

1.

5.

7.

Image 4.1 Different room types (Source: Adapted from Set Up My Hotel, n.d.)

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2. In-room Amenities





Image 4.2 Some examples of in-room amenities. (Source: The Writer)



Can you think of other amenities or electrical appliances provided in the hotel room?

Scene I

A bellboy (B) to escorts a guest (G) to his room after check in.

- **B:** Good Afternoon Mr. White. Welcome to Zen Hotel. Is this your baggage?
- G: Yes, that's my stuff.
- **B:** Certainly, please follow me. I'll take you to your room.
- G: Thank you.
- **B:** Your room is on the 3rd Floor. We will take the elevator at the end of the hallway. (*While waiting for the lift*) My name is Bobby. It's my pleasure to serve you. If you have any questions, please feel free to ask. (*The elevator opens*) After you, Mr. White.
- G: Thank you.
- **B:** This way, please. Here is your room, 612. (*Bobby knocks then opens the door.*) After you, please.
- **G:** Thank you.
- **B:** (*Put the luggage in the luggage rack*) May I introduce your room facilities now?
- G: Yes, please.
- **B:** The minibar is right over here with a minibar price list. (Open the fridge) These 2 bottles of drinking water are complimentary.
- G: Is there any way I can get some more bottles?
- **B:** Of course, just dial 1 for housekeeping.
- **G:** Okay, that's nice.
- B: Talking about the telephone. If you want to do a local and international call please dial 9 first, and following by your destination number. If you want an operator service please dial 0, dial 1 for calling housekeeping, and for room service please dial 2. There is a hotel brochure with a complete list of services and phone number right here.
- G: Okay.
- **B:** The 25-inch TV has 36 channels. If you want to know about Hotel facilities you could choose channel 1. For a local and international channel please find it on the channel list.
- G: Alright.
- **B:** Move on to the bedside console. It enables control the radio and the lights. There are electric outlets at both sides of the bed. This

is the remote control for the air-conditioning. Please press here to turn it on and off. This button is for adjusting the temperature.

- G: Great.
- **B:** Let's move to the bathroom, Mr. White. This room comes with both shower and bathtub. This is your shower, for hot water please push shower tap to the red side and the blue side is for cold water. The bathroom amenities will be refilled every day.
- G: Great.
- **B:** In side this wardrobe, you will find a safety deposit box. Please secure your valuable things in the safety deposit box with 5 digits of secret number. This is a laundry bag and laundry request form. Please put your dirty clothes in the bag and dial our housekeeping for collection.
- G: Alright.
- **B:** That's all about the room facilities that I could explain to you.

This is your room key and guest card.

(Source: Adapt from CONVERSATION PORTER : ESCORT GUEST TO THE ROOM, 2016)



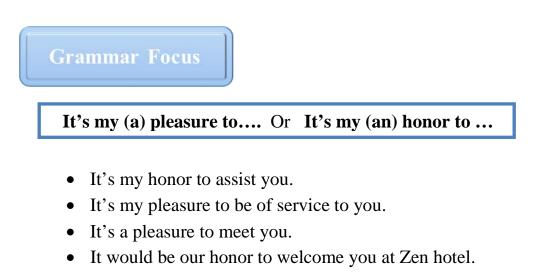
Talking about in-room amenities

- There is an extra bedding in the closet.
- Suites come with a coffeemaker.
- The air-conditioning runs on a remote control.
- The bathroom amenities will be refilled daily.
- We provide variety of movie channels, like HBO, FOX Movie, Cinemax, and so on.
- Our room have both ADSL and Wi-Fi.
- Our Junior suites are equipped with both shower and bathtub.

Pointing our room amenities

- You will find an iron and an ironing board in the closet.
- The safe is in the closet.

- We keep stationary in the drawer.
- The bathroom amenities will be refilled daily.
- The slippers and bathrobes are stored in the closet.
- The minibar is right over here with a minibar price list.



 $A + enable + B + to V \dots$

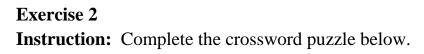
- The bedside console enables you to control the radio and the lights from your bed.
- The hotel brochure will enable you to know a complete list of services and phone numbers available in the hotel.
- Your room key enables you to use the elevator.

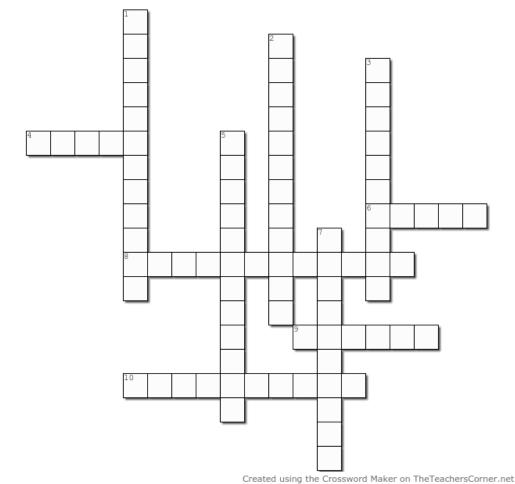
3. Bathroom Amenities



Image 4.3 Some examples of bathroom amenities. (Source: The Writer)







<u>Horizontal</u>

4.

4. A bowl where you wash yourself in the bathroom.

6. A bladed tool primarily used in the removal of body hair through the act of shaving..

8. A hand-held sprayer used for genitals and anal cleansing.

9. An enclosure in which a person stands under a spray of water to wash.

10. A hat worn while showering or bathing to protect hair from becoming wet.

Vertical

1. An item used for ear cleaning

2. A room containing a flush toilet.

3. An electrical device for drying a person's

hair by blowing warm air over it.

5. A paper in sheet for wiping oneself in the toilet.

7. A paste used for cleaning the teeth.

Unit Conclusion

This unit invites students to study about room types and what items provided for guests comforts in the rooms. The grammar focus enable student to show politeness and willingness of service. The students learn relevant vocabularies in order to describe detail of room and room amenities.

5. Exercise / Activity

Exercise inside the unit.

6. Unit References (APA Style)

CONVERSATION PORTER: ESCORT GUEST TO THE ROOM. (2016, January 16). Amicotriska.Blogspot. http://amicotriska.blogspot.com/2016/01/conversation-porter-escortguest-to-room.html
LiveABC. (2008). Hotel English (P. Sahawattanapong, Trans.). 1st ed. Bangkok, Thailand: Nanmeebook. (Original Publication 2013).
Set Up My Hotel. (n.d.). 23 Room Types or Types of Room in Hotels / Resorts. Retrieved April 20, 2017, from https://setupmyhotel.com/train-my-hotel-staff/front-officetraining/96-room-type-definitions-in-hotels.html

Unit 5 Learning Management Plan

Title Housekeeping Service Total Time in Learning/Teaching 3 Hours

Introduction

Housekeeping Department in hotel is responsible for the cleanliness, maintenance, and aesthetic appeal of all rooms and public areas. There are many sections under this department such as linen and uniform, control desk, flower decoration, gardening, lost & found service, and laundry. This unit will focus on how to handling guest requests.

Learning Outcomes

- 1. To know about housekeeping services.
- 2. To be able handle guest requests.

Scope of Contents

- 1. Cleaning Service.
- 2. Handing Requests

Learning Activities

1. Discussion about housekeeping department in term of roles sections of work.

2. Listen to a dialogue about cleaning checklist.

3. Learn to handle guest requests in various scenarios through conversations.

Learning and Teaching Resources (APA Style)

1. Textbook and Main Documents

LiveABC. (2008). *Hotel English* (P. Sahawattanapong, Trans.). 1st ed. Bangkok, Thailand: Nanmeebook.

2. Important Documents for Extra Study

3. Suggestion Information (Printing Materials/Website/CD/Others)

Learn English 247. (2020). English at Work #19. https://www.youtube.com/watch?v=vZ65kmTi9pM
Hospitality-school.com. (n.d.). Hotel Housekeeping Conversation: English Dialogue. https://www.hospitality-school.com/hotel-housekeepingdialogue/
Set Up My Hotel. (n.d.). Introduction to Housekeeping. https://setupmyhotel.com/train-my-hotel-staff/hk/789housekeeping.html

Measurement and Evaluation

Design the tools for measurement and evaluation appropriate to student's learning outcomes of the topic. (Test, Assignment, Project, ect.)

Unit 5

Housekeeping Service

Apart from ensuring cleanliness in all rooms and public areas, housekeeping staffs may have to interact with guests in various situations such as asking for additional supplies, room maintenance, special arrangement and laundry service. This unit will enable students to understand guest requests and response to them correctly and appropriately.



Image 5.1 Housekeeper (Source: drobotdean, n.d.)

1. Cleaning Service



What are the services provided by housekeeping department?

Discuss with your classmate and write them down.

Scene I

Listen to a conversation between Ms. Pearl (H1) teaching a new room attendant (H2) about housekeeping works.

- H1: Okay, we start with 305.
- H2: Do we take a cart in the room?
- H1: No. We leave it here but lock the wheel.
- H2: Like this?
- H1: That's right. These guests checked out.
- **H2:** Are you sure they're not in the room?
- H1: Always knock 3 times. That's the law....say, housekeeping.Wait a minute and if there is no answer, you can go it.

(Knocking on the door)

- H2: Do you have the key?
- **H1:** We have a master key. Swipe it. When the green light goes on, open the door and go in.
- H2: This room looks clean.
- H1: It's pretty clean but we always follow the checklist.Strip the bed, collect used towels. Make the bed with clean sheets. Wipe up all surfaces. Clean the bathroom. Polish the mirrors. Empty the waste baskets. Refill the supplies. Check the electrical equipment. Vacuum and do the inventory.
- H2: What dose inventory mean?
- H1: It means checking for missing or broken items.
- H2: What if something is broken?
- **H1:** Check it on the list and report it to the supervisor. She takes care of that.
- **H2:** Pearl, what happen if I break something like a lamp or something?

- **H1:** Tell the supervisor. It's not easy to do but it's important. Everybody makes mistakes sometimes. If you try to hide the problem, there's usually more trouble later.
- H2: What about the minibar?

H1: The barman restocks it. Okay. Let's get started. (Source: Learn English 247, 2020a, 03:15-05:21)

Exercise 1

Instruction: Match the definitions (1-10) with the verbs (a-j).

1. Use a brush with a long handle to remove dry	a) Wet mop
dirt from the floor.	b) Rinse
2. Make the furniture and floor shine.	a) Donlonich
3. Clean the floor with water and a small brush.	c) Replenish
4. Put new toiletries in the bathroom.	d) Polish
5. Take all the used linen off the bed.	e) Sweep
6. Clean the floor with water and a cloth on a long	f) Dry clean
handle.	g) Strip
7. Leave linen to stand in water for few hours.	C/ 1
8. Clean the bed cover without water.	h) Soak
9. Take away the waste.	i) Dispose of
10.Remove the soap with water.	j) Scrub

Useful Expression

Cleaning the room

- Strip the bed.
- Make the bed.
- Empty the wastebasket.
- Refill the supplies / toiletries / amenities.
- Set the air-conditioner.
- Polish the mirrors.

- Wipe up all surfaces.
- Sanitize the toilet.
- Replenish my cart with supplies.
- Scrub the bathroom floor.

Asking what to do

- What should I do first?
- What do we do after that?
- Then, do we clean the bathroom?
- What's next?
- Now, what should I do?
- What do I do now?
- Do you want me to set the air-conditioner?



Giving an instruction or an order by using Imperative Form

- Be on time.
- Quiet!
- Sit down.

Adding "**please**" before the verb sounds more polite and show that we make a request rather than an order.

- Please be on time.
- Please be quiet.
- Please sit down.

To make negative imperative form, we add "Do not"

- Don't be late.
- Do not touch.
- Do not go out!

Imperative can be used with any subject. To include yourself in the imperative form, we add "**let's**".

- Let's get started!
- Let's have a break!

To warn someone of a danger, all words are stressed with higher tone on the last word.

- Watch out!
- Look out!

To give an advice to other.

- Tell the supervisor. It's not easy to do but it's important.
- Do not enter the room without knocking.
- Don't drink and drive.

2. Handling requests

2.1 Request for extra supplies

Dialogue 1

- **H:** Good afternoon, housekeeping department. Jane's speaking. How may I assist you, Ms. Grace?
- **G:** Good afternoon. Can I get some more mint tea? It will be great to you can bring me an extra pillow as well.
- H: Certainly, ma'am. Would you like anything else?
- G: Oh, the toilet paper is running out.
- **H:** I'll have them delivered to your room right away.
- G: Great. Thank you very much.
- H: You're welcome. Good-bye, Ms. Grace.

Dialogue 2

- **H:** (*Knocking on the door*) Housekeeping.
- **G:** (Door opened) Yes.
- **H:** Good Morning. Sorry to bother you, sir. We are here to clean your room.
- G: Uh, would you come back later?
- **H:** Of course. When should we come back?
- **G:** Give us thirty minutes?
- **H:** There's no rush. We'll come back later.
- **G:** Oh. Could I have some shampoo and another roll of toilet paper, please?
- **H:** Absolutely. Here you are. A roll of toilet tissue and shampoo.

G: Thanks.

2.2 Request for services

Dialogue 1

- **H:** Good afternoon Mr. Frank.
- G: Good afternoon.
- **H:** How may I be of service?
- **G:** The room service brought us lunch and when I picked up the tray, a corner broke off and the food fell on the bed and floor.
- **H:** Oh dear! I apologize for that, sir, and will inform room service about it.
- G: Thank you. For now, though, I mostly need the bed to be cleaned.
- **H:** I will take care of that for you, sir. I will need about 10 minutes to change the bed sheets and clean the floor.

Dialogue 2

- H: Good morning. Housekeeping. How may I help you?
- **G:** Hi, I'm staying in room 612. I would like you to send someone to clean the room, if it is possible?
- H: Sure. Do you want it cleaned now or do you have a time in mind?
- **G:** Well, me and my family are leaving in 10 minutes. Could you send someone after we have left? We will be out then for most of the day.
- **H:** Alright that is no problem. Is there anything else I may help you with?
- **G:** No, that'll be all for now. Thank you.
- **H:** My pleasure, sir. Have a nice day.
- G: Thanks, you too.

Dialogue 3

- H: Good morning. Housekeeping. How may I help you?
- **G:** This is Kathy from room 901. I'd like to have a wake-up call tomorrow morning at a quarter pass five, please.
- H: Certainly, Ms. Kathy. Is there anything else I can do for you?
- **G:** No, thank you.
- **H:** I'll arrange your wake-up call at 5:15 a.m. Have a good day.
- G: You too. Bye.

Dialogue 4

- **G:** Hi, the light bulb is out.
- H: I'll call maintenance. They will be up soon.
- G: Thank you.

Dialogue 5

- G: Hi, do you have change for 10 dollars by chance?
- **H:** I'm sorry we don't carry change. Please contact our front desk for assistance.
- G: Okay. Thank you.

Dialogue 6

- **G:** Good morning. Housekeeping department, Pete's speaking? How may I help you sir?
- **H:** Can you send someone to collect my clothes for laundry service? I have some used clothes to be laundered and a suit to be ironed.
- **G:** Have you filled in the laundry form?
- H: Yes, I did.
- **G:** I'll send someone to collect them right now.



Guest requests

- Could you please change my pillowcase?
- Would you have someone check the air-conditioner?
- May I have extra bottles of water?
- I need someone to clear up the mess.

Respond to requests

- Certainly, sir / ma 'me.
- I'll send it up right away.
- I'll send them up immediately.
- Housekeeping will tidy up your room without delay.
- We'll send a maintenance worker right up.
- I'll send someone straight over to pick it up.

Grammar Focus

S + will / is going to + have sb. + V....

- I'll have a room attendant tidy up your room.
- I am going to get a bellhop to take your luggage down.
- Our tour operator will have a driver pick you up tomorrow.

S + will / is going to + have sth. + V-pp....

- I'll have your suit ironed and sent to you in 30 minutes.
- The barman will have your minibar refilled right away.
- We are having all of the mirrors cleaned today.

Some / Any + plural countable / uncountable nouns

some in positive statements

any in questions and negative statements.

I have to replenish my cart with some toiletries.

I have **some used clothes** to be laundered.

Do you have **any change** by chance?

No, I don't carry **any change**.

However, we often use some in following questions

1. When we are offering something.

Would you like some tea?

Do you need some help?

2. When we are asking for something.

Could I have **some pepper**, please?

Can I have some toilet paper?

3. When we are suggesting something.

Let's eat **some ice cream** tonight.

Why don't you ask the supervisor for **some help**? (source: Adapt from Woodward English, n.d.-a)

Exercise 2

Instruction: Fill the blank space with the right word (s).

- 1. We are running out of shampoo. We need to ask for _____.
- 2. There are ______ stains on the bedsheet. Can you please

_____ my bedsheet?

- 3. The wastebasket is quite full. Please _____it.
- 4. I will _____a maintenance staff check it for you immediately.
- 5. We're having all the carpet ______ today.
- 6. I'll have your evening gown _____ before 5 p.m.
- 7. Can I have a _____ of toilet tissue?
- 8. You need to _____ your ____ at the end of your shift.

3. Unit Conclusion

This unit takes students through housekeeping services, request for extra items and services. Students learn from reading and listening to dialogues. With relevant and useful expression, students can handle guest requests in relation to housekeeping services.

4. Exercise / Activity

Exercise inside the unit

5. Unit References (APA Style)

Drobotdean. (n.d.). *portrait-hotel-maid-holding-fresh-clean-folded-towels* [Photograph]. Freepik. https://www.freepik.com/free-photo/portrait-hotel-maid-holding-fresh-clean-folded-towels_7700714.htm#page=1&query=housekeeping&position=18
Learn English 247. (2020a, July 25). *Learn English Conversation / Easy English Speaking / English at Work #19* [Video]. YouTube. https://www.youtube.com/watch?v=vZ65kmTi9pM&t=1418
LiveABC. (2008). *Hotel English* (P. Sahawattanapong, Trans.). 1st ed. Bangkok, Thailand: Nanmeebook. (Original Publication 2013).
Woodward English. (n.d.-a). *Some and Any in English. Grammar rules, exceptions and examples.* Woodward Ltda. Retrieved July 20, 2017,

from https://www.grammar.cl/Notes/Some Any A An.htm

Unit 6 Learning Management Plan

Title Giving Direction Total Time in Learning/Teaching 3 Hours

Introduction

As happens in strange and new places, people get disoriented and may require help finding their way, so guests may frequently ask you for directions. They may ask directions to a restaurant in the hotel complex, the nearest restroom, or a nearby historical site. There are a multitude of expressions that are used when asking for and giving directions.

Learning Outcomes

Students will learn preposition of place and direction as well as expressions for asking and giving directions.

Scope of Contents

- 1. Prepositions of place and direction
- 2. Giving Direction Indoor
- 3. Giving Direction Outdoor

Learning Activities

Lecture about propositions of place and direction and practice on how to use them. Then study some examples of dialogues in various scenarios then try to create their own dialogues and take turn practice with classmate.

Learning and Teaching Resources (APA Style)

1. Textbook and Main Documents

LiveABC. (2008). *Hotel English* (P. Sahawattanapong, Trans.). 1st ed. Bangkok, Thailand: Nanmeebook.

2. Important Documents for Extra Study

.....

3. Suggestion Information (Printing Materials/Website/CD/ Others)

CambridgeDictionary.com. (n.d.). Above or Over?. https://dictionary.cambridge.org/grammar/british-grammar/above-or-over
DifferentBetween.net. (n.d.). Difference between Under and Below. http://www.differencebetween.net/language/difference-between-under-and-below/#:~:text=There%20is%20very%20little% 20difference,the%20safe%20choice%20is%20under.
Englishch-hifen.de. (n.d.). Prepositions of Place and Direction. https://www.englisch-hilfen.de/en/grammar/prepositions_place.htm
GrammarBank.com. (n.d.). Dialogue 8 – Giving Directions. https://www.grammarbank.com/dialogue-examples-giving-directions.html)
MyEnglishPages.com. (n.d.). Prepositions of Place. https://www.myenglishpages.com/site_php_files/grammar-lesson-prepositions-place.php

Measurement and Evaluation

Students will be given a map which they have to use in asking and giving direction dialogue.

Unit 6

Giving Direction

This unit will enable students to offer assistance to guests in regard to giving direction both inside and outside the hotel. Firstly, it is important to understand the preposition of place and direction in order to indicate direction. Then to learn how to create their own sentences by studying model dialogues and useful expressions.

1. Prepositions of Place and Direction

Preposition of place and direction are used to show the position or location of one thing in the relation to another and indicate movement toward something. Common prepositions of places & direction: on, at, in, from, to, towards, across, between, though, in front of, behind, above, over, under, below, etc.

In	in enclosed space.
	An extra bedding is in the wardrobe.
	I left my mobile phone in the taxi.
	Our hotel is in the city center.
On	on surface.
	Your room is on the second floor.
	The elevator is on your right, sir.
	There is a do-not-disturb sign on the door knob.
At	at point.
	Please meet me at the restaurant.
	There is a u-turn at the end of the road.
	At registration desk is at the entrance.
Under	lower than so as to be covered by something else.
	A wastebasket is under the desk.
	He dives deep under the sea.
	I like to sit under the apple tree in my backyard.

Over	in a position higher than another; indicate position upon or movement down upon
	; indicate position on or motion to the other side or beyond.
	The plane flies over the lake.
	She laide the blanket over her baby.
	He held the umbrella over both of us.
Below	something is lower than something else (especially temperature and water level);
	when describing objects on different levels.
	This valley is 120 metres below sea level.
	The temperature is below 0 degree celcious.
	Our apartment is below theirs.
Above	something is higher than something but not directly over it.
Above	Doi Suthep is located 3520 feet above sea level.
	It was 10 degree above zero.
	There is a path above the river.
Between	in or into the space which separates two places, people or objects
200000	Walk along the alley between the pharmacy and the hospital.
Behind	at the back (of); or to the far side of (something), typically so as to be hidden by it.
Denna	A man appeared from behind the door.
	A beautiful valley lies behind the hill.
T C / C	
In front of	directly before or ahead of
	A bus stop is in front of the hotel.
	A pine stands in front of his house.
Across	from one side to the other of something with clear limits; getting to the other side.
	They swam across the river.
	My parents live across the street from us.
То	indicate movement or an action toward a place, person, or thing reached.
	I suggest you walk to the park.
Into	towards the inside or middle of something and about to be contained, surrounded
	or enclosed by it; in the direction of ; to a position of contact with.
	It's cold outside, let's get into the house.
	She looks into his eyes.
	He walks into the glass door.
Onto	indicate movement into or on a particular place.
0110	Then turn right onto King Cross street.
	The cat climbs onto the roof.
	This hotel has a gorgeous outlook onto the sea.
Toward	in the direction of; at a point in the direction of
	He drove toward the city.
	There is a guesthouse somewhere up toward the lake.

Through	from one end or side of something to the other. Take the road through the mountain. A band led the parade through the city.
From	used to show the place where someone or something starts. A book dropped from the shelf. It takes 10 minutes walk from the hotel to the BTS station.

Image 6.1 Example of preposition of place and direction (Source adapted from Grammar Lessons - Prepositions of Place., n.d.)

There are some basic vocabularies, verbs and preposition of direction which are important in giving direction. Let's study carefully below images.

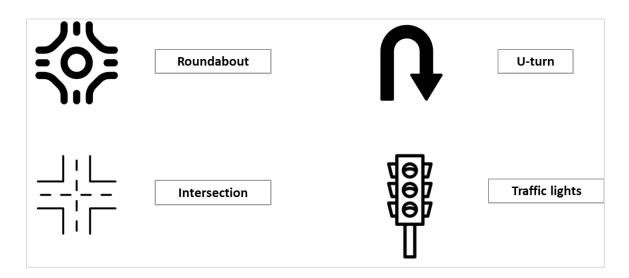


Image 6.2 Some common signs on street. Roundabout [Icon] (Source: Martin. n.d.) U-turn [Icon] Intersection [Icon] (Source: Made, n.d.) Traffic Light [Icon] (Source: Edwin PM, n.d.)

٦	Turn left		Turn right
-	- — Cross	A	Go past (A)
1	Go straight on Go along Go down Go up the avenue		Take the right turn at the junction

Image 6.3 Some common verbs indicating direction. (Source: The writer's creation)

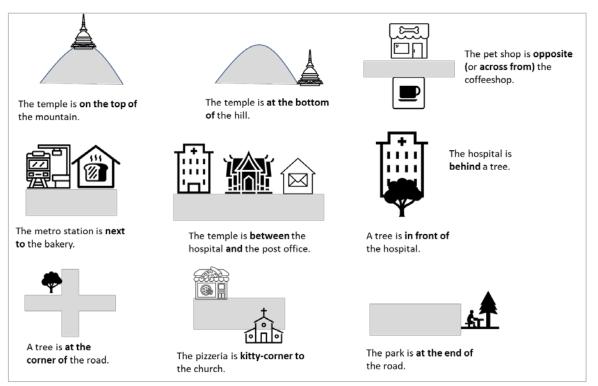


Image 6.4 Some common prepositions indicating direction

2.Giving Direction Indoor

Guests might be asking about where hotel's facilities locate in the premise. Here are some dialogs about asking and giving direction.

Dialogue 1: Spa

- G: Excuse me. How can I get to the Spa?
- **F:** It is on the second floor. You can take either the stairs or the elevator.
- **G:** Where are the stairs?
- **F:** Go down this hall till the end. They are on the left.
- **G:** Thanks lot.
- F: You're welcome, ma'am.

Dialogue 2: Gym

- G: Pardon me, I' am lost. How do I get to the gym?
- **F:** Please go this way to the lobby. From there, take the path way to the garden. Walk along this path all the way to the end. The gym is on you right.
- G: Oh, I walked past the lobby but I didn't notice the path way.
- **F:** It is just on the right side of the reception counter.
- G: Oh, I see. Thank you very much.
- F: My pleasure. Enjoy your workout.

Dialogue 3: Ballroom

- G: Excuse me. Can you tell me how to get to the ballroom 4?
- **F:** Certainly, sir. Please take the elevator to the 10th floor. Then, turn right and the ballroom 4 is the second room on your left.
- G: Okay. Thanks for your help.

Dialogue 4: Restaurant

- G: Excuse me. Where is the Italian restaurant located?
- **F:** It's located on the basement. Take the elevator down to the lobby. From there, you can either take the elevator or the stairs at the other end of lobby.
- G: Thank you.

Useful Expression

Asking for direction

- Could you tell me how to get to the tailor shop?
- How do I find the executive club?
- Can you please direct me to the restaurant?
- Excuse me. I'm looking for the bar, please.
- Is there a convenience store around here?
- Could you direct me to Siam Paragon?
- Which way do I go to get to BTS station?
- Would you mind telling how to get there?

Giving direction

- It's at the end of the hallway.
- Keep on walking along this hall.
- Go across the lobby and through that door.
- Go up/down the steps (stairs).
- Turn right/left.
- It's on your left/right.
- Take the life (elevator).
- Follow this path.
- It's on the fifth floor.
- Cross the street.
- It's in the middle of the block.
- It's next to the spa.
- The bus stop is opposite the hotel.
- Walk down the street and then turn left.
- Take the second right and continue going straight.

(Source: adapted from LiveABC,2008)

Exercise 1

Instruction: Practice asking and answering questions about hotel facilities by using what you have just learnt in this unit.

Room/Shop	Floor
The Vertico Roof-top bar	Top Floor
In Balance Gym	5th Floor
Six Senses Spa	6th Floor
Maki Japanese Restaurant	3rd Floor
Beauty Salon	Ground Floor
Tailor Shop	Basement

Example:

Guest: Excuse me. I'm looking for the Tailor shop, please.

Hotel Staff: Certainly. It's on the basement. You can go down the stairs over there. It is next to the gift shop.

3. Giving Direction Outdoor

Guests might be asking for assistance in finding way to the town or nearby places of attraction. Let's go through some dialogs below.

Scene I

A guest (G) asks a Concierge (C) about how to get to a department store.

- **G:** Hi, I'd like to go out for shopping. Do you have any department store nearby to recommend?
- **C:** Absolutely. There are some in the vicinity. May I know what kind of shopping would you like to do? Do you have something specific in mind?
- **G:** Not really. I prefer somewhere big with many stores, restaurants and may be local shops....You know, like a mall.
- C: I recommend you to go to Siam Paragon. It is within walking distance.
- **G:** Could you tell me how to get there?

- **C:** Certainly. From the hotel entrance, turn right and walk about 200 meters toward the main road. You will see the mall on the other side of the road.
- **G:** Thanks. By the way, can I get the city map? I might want to walk around the neighborhood.
- **C:** Of course. I'll give you a hotel name card as well just in case you want to take a taxi back.
- G: Excellent. I will need the card in case I'm lost.
- C: You're welcome. Enjoy your shopping, sir.

(Source: Adapted from LiveABC, 2008)

Scene II

A guest (**G**) asks Tony (T) who is a concierge about how to get to meeting venue.

- **G:** Hi Tony. Do you know how to get to Empire Tower? I've never been there before.
- **T:** Will you drive or take the subway, sir?
- **G:** The subway.
- **T:** Take the green line from 5th Ave. and change to the blue line at Andrew Square. Then, get off at King's street.
- G: Just a moment, let me write this down?
- **T:** Take the green line from 5th Ave. and change to the blue line at Andrew Square. Get off at King's street. Got it?
- G: Yes, thanks. Now, once I get to King's street, how do I proceed?
- **T:** Once you are on King's street, go straight, past the post office. Take the second left and continue going straight. It's across the street from Jo's Bar.
- G: Thanks, Tony. How long does it take to get there?
- **T:** It takes about a half-hour. When is your meeting?
- **G:** It's at 11 a.m. I'll leave at 10:30.
- **T:** That's a busy time. You should leave at 10.
- G: Okay. Thanks, Tony.
- **T:** Not at all.

(source adapted from Dialogue Examples 8 - Giving Directions, n.d.)

Useful Expression

Taking public transport

- Take the purple line to the train station.
- Change / transfer lines at City Hall.
- The nearest BTS station is on Sukhumvit road.
- You can catch Bus No. 126 on the corner of King's St. and High St.
- Go up to Platform B.
- Leave from Exit Four.

Grammar Focus

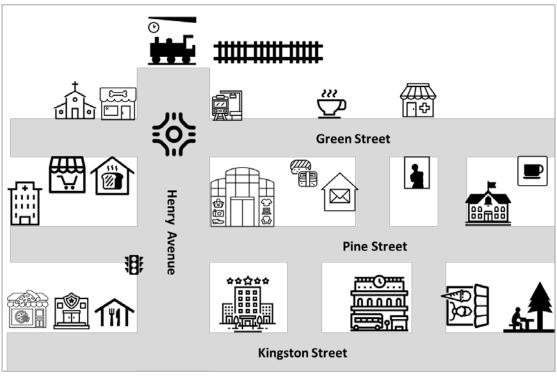
Once / As soon as S. + V., S. + V ...

- Once you have arrived at the train station, look for our driver.
- You can have your deposit back once you've settled the payment.
- As soon as my colleague arrives, I will go for lunch.
- Give me a call as soon as you get there.

Have sth. / sb. in mind

- Any idea for a birthday gift in mind?
- What kind of room do you have in mind?
- We always have our guests' satisfaction in mind.
- The food wasn't really what we had in mind.

Exercise 2



Instruction: Fill the blank spaces with the information from the map.

Direction A

A: Hi. Could you _____ me to an ice cream shop nearby?

B: From the Five-Star Hotel, turn _____ and go straight on Kingston Street. Go ______ the Bus Station, then turn left on a small street. The ice cream shop is on your_____.

Direction B

A: Hi. Can you tell me how to get to a grocery?

B: Certainly. _____ you walk out of the hotel, please turn right. Then, turn right on Henry Avenue. Go past the traffic lights and go ______on until you get to the roundabout. At the roundabout, turn right. Go past the bakery. It's the building ______to the bakery, ______the church.

Direction C

A: Excuse me. Where I can find a good Japanese restaurant?

B: I know just the place. Turn right after you walk out of the hotel, then turn right on Henry Av. and go ______ the avenue until you reach the intersection. Once you are at the ______, cross Pine Street and continue on Henry Av. until the roundabout. Then, turn

right on to ______ and keep walking for about 100 meters. The Japanese restaurant is on your _____.



Now, it is your turn to create a dialogue. Please chose one of the starting points and destinations below.

- 1. From the Hotel to the Museum.
- 2. From the Train Station to the Hotel.
- 3. From the School to the Pizzeria.
- 4. From the Police station to the Shopping Mall.
- 5. From the Bakery to the Park.

Direction D

I
I
I
I

4. Unit Conclusion

Now, students can have English conversation about giving direction with hotel guests or even when encountering foreigners on the street. By studying preposition of places and directions, students know their meanings and how to best use them in giving-direction sentences. The model dialogues both inside and outside the hotel, give students ideas of asking for direction scenarios that might take place in an out of the hotel.

5. Exercise / Activity

Some exercises that allow students use what they have learnt to create dialogues and also practice their speaking skills.

6. Unit References

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Unit 7 Learning Management Plan

Title Help guests make arrangements Total Time in Learning/Teaching 3 Hours

.....

Introduction

This unit will be about how to assist guests in planning tours, recommending and booking restaurants.

Learning Outcomes

Able to make arrangements for guests such as tour planning and reserving a restaurant(s).

Scope of Contents

- 1. Planning Tour
- 2. Recommending and booking a restaurant(s)

Learning Activities

Listen to conversations and study dialogues, expressions and grammars used in each topic. There will be some exercises for students to practice throughout the unit.

Learning and Teaching Resources (APA Style)

1. Textbook and Main Documents

LiveABC. (2008). *Hotel English* (P. Sahawattanapong, Trans.). 1st ed. Bangkok, Thailand: Nanmeebook.

2. Important Documents for Extra Study

.....

3. Suggestion Information (Printing Materials/Website/CD/Others)

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Measurement and Evaluation

Design the tools for measurement and evaluation appropriate to student's learning outcomes of the topic. (Test, Assignment, Project, ect.)

Unit 7

Help Guests Make Arrangements

At times, hotel staff may be asked by guests for some advices about places to visit or a good restaurant to celebrate special occasion. Usually, a concierge is an insightful person who know best places to visit, eat, shop or sightseeing. Therefore, concierges or hotel personals should update themselves regularly on what to see and do in town. This unit will show students some examples of arrangements that guests usually ask in order to be familiar with situations and know what to say in real life.

1. Organizing Tour

Scene I

Listen to conversations between a guest (G) and a concierge (C) about sightseeing arrangement.

Dialogue A

G: Is there any place worth seeing around here?

- C: I recommend a tour of downtown Kaohsiung.
- **G:** It would be wonderful if you could help us plan an itinerary.
- **C:** Certainly, sir. I'll see what I can do. Could you tell me what your budget it?
- **G:** It's in the NT\$2,000 to NT\$3,000 range.
- **C:** How many days do you plan to spend here?
- G: Two days. We're leaving the day after tomorrow.
- **C:** Do you have a specific place in mind?
- **G:** Yes, we'd like to visit the National Palace Museum.
- **C:** What time would you like to get under way?
- **G:** No later than eight. What's the first stop on today's tour?

We're going to see Taipei 101 first. It's one of the tallest

buildings in the world.

- G: Will lunch be included in the tour?
- **C:** Yes, you'll get a free lunch and also some refreshments in the afternoon.

(Source: LiveABC.,2008)

Dialogue B

- G: Hi. I wonder if you can help me?
- **C:** I will certainly try. What can I do for you?
- **G:** Well, it's my first day here in Sydney and I'd like some advices on local tourist spots.
- **C:** We offer a wide range of tours. Have a look at these leaflets and see if there is anything you like.
- G: What's the wildlife park like?
- **C:** Oh, it's very good if you don't have time to go and see the wildlife in its natural habitat, you should try it.
- G: What animals do they have there?
- **C:** Oh, let's see. Now, they have kangaroos, koalas and possums, wombat and emus. There's a lot.
- **G:** I like wildlife so that's one place that I should visit. The leaflet says that that place is a koala sanctuary too.
- C: Yes. New South Wales has a lot of bushfires in the summer.
- **G:** Yes, I remember reading about one in the newspaper not very long ago.
- **C:** A lot of koalas are made homeless when the forest is burnt down. The sanctuary rehomes them.
- **G:** Well, it's nice to know that the money goes to a good cause.

- **C:** Obviously, it's not just koalas. A lot of animals are either killed or injured too in the fires.
- G: Hmm, okay. This is another place on my list of places to visit.
- **C:** There is a bus that goes there every morning at 9 a.m. Would you like me to book a place for you?
- G: Yes. I'll go tomorrow. Will the bus pick me up from the hotel?
- C: Yes, just wait at reception and they will call you.

(Source: Thong nhat nguyen, 2011, 03:15-05:21)



Arranging Tours

- How many days will you be visiting / staying here?
- Is this your first stay in our city?
- How many days do you plan to spend here?
- Do you have a specific place in mind?
- What are you interested in?
- Have you thought of what types of things you would like to see?
- Do you enjoy museums and buildings, or would you rather hit some outdoor hotspots and venues?
- Would you may be like to visit some outdoor venues or nighttime hotspots?
- What is your budget range?
- I recommend a tour of
- Would you like to join a group tour or have a private tour?
- Do you have special requests while you are on the tour?



Quantifiers: much, many, a lot of; and lots of

We use the quantifiers much, many, a lot of, lots of to talk about quantities, amounts and degree. We can use them with a noun (as a determiner) or without a noun (as a pronoun).

Much, many with a noun

We use **much** with singular uncountable nouns and **many** with plural nouns, usually with question and negative sentences:

I don't have much change. I only have five dollars note.

How many days do you plan to stay here?

In affirmative clauses we sometimes use much and many in more formal or written styles:

There is **much concern** about unemployment in Thailand.

Many good stories about the previous minister are in the news.

In informal styles, we prefer to use lots of or a lot of:

I went shopping and spent **a lot of** money.

We can use much and many in informal styles below:

So + much / many (emphasize a very large quantity of something)

There is so many cars on the street.

I love her so much.

So much has happened lately,

Much / many +of

I spent much of my childhood with my grandparents. Many of students here are poor.

How + much/many

You know how much I love spending time outdoors.

My teacher knows how many dishes I can cook.

Too + much/ many

She wears too much makeup on her face.

We have too many customers today

Much of, many of

When we use **much** or **many** *before articles* (a/an, the), *demonstratives* (this, that), *possessives* (my, your) or *pronouns* (him, them), we need to use of:

A lot of, lots of with a noun

We use **a lot of** and **lots of** in **informal styles**. Lots of is more informal than a lot of. A lot of and lots of can both be used with plural countable nouns and with singular uncountable nouns for affirmatives, negatives, and questions:

We have a lot of flour left for making some bread.
There is lots of flour left for us to give some to our neighbor.
A lot of my friends come to my party.

(Source: Adapted from Cambridge dictionary, n.d.)

Exercise 1

Instruction: Complete the following sentences.

1. There weren'tcars in the parking lot.

2. money has been invested in this project.

- 3. You didn't eat breakfast.
- 4. You can't see.....Bangkok in a week.
- 5. How......you are going to be there?

- 6. You can havemilk as you want.
- 7. I bought food. We had to throw some of it away.
- 8. You can call him a millionaire because he hasmoney.
- 9. Please tell me time you need to fix the sink.
- 10. A: Would you like some rice?
 - B: Yes, please but not

Exercise 2

Instruction: Look at the information below and make your own conversation. (Role Play)

Student A: This is your first trip to Bangkok. You want to know more about Thai culture.

Student B: As a concierge, you have to arrange a half-day cultural tour for your guest.

Note: You may select some of the above destinations or make your own recommendation.

Cultural venue in Bangkok

- Grand Palace
- Golden Buddha of Wat Traimit
- The Reclining Buddha of Wat Pho
- The Temple of Dawn of Wat Arun
- Museum Siam
- Ancient city
- Jim Thompson House
- Rattanakosin Exhibition
- Artist House Bangkok (Bansilapin)

2. Recommending a Restaurant

Scene II

Listen to conversations between a guest (A) and a concierge (B) about restaurant arrangement.

A: I need a suggestion for a restaurant here in Manhattan.

B: Certainly! How much are you planning to spend on dinner, sir?

A: My date's very sophisticated, so I'm sure she would expect nothing but the best.

- **B:** May I suggest our own hotel restaurant? It got three stars in the latest restaurant review.
- A: No, thank you, I want to go out on the town. What other ideas do you have?
- **B:** There's always Gramercy Tavern. They have live jazz. The food is delicious, but very expensive.
- **A:** That sounds like a good place to take a date. Can you make a reservation for me?
- **B:** As you wish, sir. You'll have a wonderful time there.

(Source: elsfast.com, n.d.)



Asking for more information

- May I ask what cuisine you would prefer?
- Should I (go ahead and) book you a table there?
- May I suggest our own hotel restaurant?
- What time would you like to have a dinner?
- Do you have any special request?

Grammar Focus

S. prefer A (to B) S. would prefer to V. rather than V. S. would rather V than V.

- My husband prefers Asian to Western cuisine.
- I would prefer to take a taxi rather than walk.
- He would rather stay home than go out.

Exercise 3

Instruction: Listen to a conversation. Then read the statements below then answer true or fault.

- T F
- 1 \Box The guest prefers French cuisine to Chinese food.
- $2 \square$ There is a French restaurant in the hotel.
- $3 \square$ Ratatouille is pretty far from the hotel.
- 4 \square Ratatouille is at the end of Part Street.

Exercise 4 The concierge is going to book a window table for the guests **Exercise 4** Instruction: Complete the sentences with the phrases given below.

a low-fat menu move to the nonsmoking area
serve vegetarian food any nice Indian restaurants
MSG-free menu close to the band seat by the window
1. I don't eat meat.
Dose this restaurant?
2. I would like to eat curry.
Do you know?
3. We would like to look at the sunset.
Could we have a?
4. My mother has heart trouble
Do you have?
5. I wife doesn't like the smell of smoke.
Can we?

3. Unit Conclusion

By now, students have learnt about useful expression and grammars in making English conversation when assisting guests making arrangements. Students know what to say and ask when planning tour or recommending restaurants or places that guests are looking for.

4. Exercise / Activity

Exercises in the unit.

5. Unit References (APA Style)

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Unit 8 Learning Management Plan

Title Food & Beverage Service Total Time in Learning/Teaching 3 Hours

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Introduction

Food and Beverage Services can be broadly referred to a process of preparing food and a process of serving food and beverages to the customers. This unit is intended to focus on the process of interacting with hotel guests such as taking table reservation, welcoming customers, taking order, serving food and taking payment.

Learning Outcomes

- 1. To be able to take restaurant reservation.
- 2. To be able to welcoming customers.
- 3. To be able to take orders.
- 4. To be able to take payment.

Scope of Contents

- 1. Restaurant reservation
- 2. Welcoming customers and taking orders

Learning Activities

Study model dialogues to learn vocabularies, useful expressions and practice creating own dialogues with the given information then try practicing conversations with classmates.

 Learning and Teaching Resources (APA Style) 1. Textbook and Main Documents 2. Important Documents for Extra Study 		
	Easy Pace Leaning.com (n.d.). <i>Learning the vocabulary for a basic</i> <i>restaurant menu</i> . https://www.easypacelearning.com/all- lessons/english-lessons-level-3/1113-restaurant-menu-vocabulary- english-lesson	
	EnglishClub. (n.d.). <i>English for Food and Beverage (F&B) Staff.</i> https://www.englishclub.com/english-for-work/food-drink-vocabulary.htm	
	 7esl.com. (n.d.). Restaurant English: Useful Expressions Used at a Restaurant. https://7esl.com/restaurant-english/ EnglishForMyJob.com. (n.d.). ESL FOR THE FOOD & BEVERAGE INDUSTRY. 	

https://www.englishformyjob.com/ell_foodandbeverage.html

Measurement and Evaluation

Design the tools for measurement and evaluation appropriate to student's learning outcomes of the topic. (Test, Assignment, Project, ect.)

Unit 8

Food & Beverage Service

The members of the Food & Beverage Services team are required to perform a wide range of tasks which include preparation for service, greeting the guests, taking their orders, settling the bills, and performing various other tasks after the guests leave. This unit therefore offers students an overview of conversations between service team and customers in the situations involving taking reservation, receiving customers, taking orders and settling the bills. Students will be familiarized with expressions, vocabularies and grammar relevant to restaurant and bar services.

1. Restaurant Reservation

Study below dialogues between a hostess (\mathbf{H}) answering a customer (\mathbf{G}) who call to book a table at the restaurant.

Dialogue A

- H: Thank you for calling Maple Restaurant. How may I help you?
- G: I'd like to make a dinner reservation.
- **H:** Certainly, what evening will you be joining us on?
- G: It's for Sunday night, the 25th, at 7 o'clock.
- **H:** How many will be in the party?
- G: There will be five of us.
- **H:** And the name on the reservation?
- G: David Foster.
- **H:** And a phone number where we can reach you?
- G: My mobile number is 421-555-7320.
- **H:** Let me repeat back to you the information I have. This is a reservation for the Sunday of 25th for five at 7 p.m. Is that correct?
- **G:** Yes, that's right. Can we have a table by the window in a non-smoking area? I want to be away from the kitchen, if possible.
- **H:** Our restaurant is all non-smoking. We can't guarantee a window table, but I'll note your preference.

- **G:** Okay, that's fine. What's the parking situation at the restaurant?
- **H:** We have a parking lot behind the restaurant, and we also have valet parking. Do any of the guests have special needs?
- **G:** I'm glad you asked. I'll need two high chairs and two booster seats for my twin toddlers, please.
- H: I noted your request. Anything else, Mr. Foster?
- G: That's all. Thank you very much.

H: We're looking forward to seeing you on Sunday, 25th. (Source: Adapted from ESL Pod, n.d.)

Dialogue B

- **H:** Good afternoon. Shogun Restaurant, Jane speaking, how may I assist you?
- **G:** Hi, I'm calling from Room 1205. I'd like to make a reservation for this coming Sunday.
- H: Of course. What time do you have in mind, Mr. Tanaka?
- G: What time do you serve dinner?
- **H:** Dinner is served from six to ten p.m.
- **G:** Please book a table for two at 7 o'clock then.
- **H:** Certainly, Mr. Tanaka. You have a table for two booked for seven on Sunday, 12th. Are there any special requests?
- **G:** Yes, my wife can't stand the smell of cigarette smoke. And we'd prefer to have a quiet, intimate table in the corner, if possible.
- **H:** Certainly, Mr. Tanaka. We'll take your request and preferences into consideration in arranging your seats. Thank you for calling. We look forward to serving you.
- G: Goodbye.
- (Source: Adapted from LiveABC, 2018)

Grammar Focus

S. can't / couldn't stand + N. / V. – ing....

- I can't stand people yelling and screaming.
- When Jane was a teenager, she couldn't stand garlics.
- The guest next door is too noisy! I can't stand it anymore.

To be away from + N.

- I want to be away from the crowd.
- My husband can't stand loud noise. We want to be seated away from the band.
- My boss will be away from the office for 2 weeks.

Useful Expression

Taking restaurant reservations.

- What evening will you be joining us on?
- What time would you like the reservation for?
- Can you tell me what night you will be coming?
- What time do you think that you would like to have dinner?
- What time will you be dining with us?
- How many people will you need the reservation for?
- How many guests will be in your party?
- We will have a table for you.
- I can seat you at 7.30 on Tuesday, if you would kindly give me your name.
- I have a table for four available at 7.45, please just give me your name.
- May I ask for your name and room / phone number?

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- Under whose name should I make a reservation?
- Would you like a table or private room?
- We don't have anything available at 8.30. Is 7.30 OK?
- I'm sorry we're fully booked on your requested date. Would you mind changing date?
- I'm afraid that we're completely booked. Would you mind being on the waiting list?
- If we have cancellation, we'll let you know.
- We look forward to seeing/serving/welcoming you tonight.

Exercise 1

Instruction: Read the following situation. Then call the Maple Restaurant and make a reservation. Take turns playing the role of guest and restaurant host/hostess.



Guest:

It's your wedding anniversary and your wife/husband wants to eat at Maple Restaurant.



Hostess/Host:

The restaurant is fully booked.

Usually, there are at least two

cancellations in an evening.

2. Welcoming Customers and Taking Orders

MAPLE RESTAURANT

STARTERS

Tomato Soup A delicate creamy soup Smoked Cod Slices of cod served with brown bread and butter Calamari Pan Fried or Grilled Calamari

MAIN DISHES

Scallopine Di Vittelo La Caverna Veal with fresh mushrooms and roasted peppers with a touch of cream

Roasted Atlantic Salmon Pan roasted salmon witch artichoke hearts, asparagus and plum tomatoes in a white wine sauce

Chicken Grana Dipped in parmigiano, sautéed in lemon and wine sauce

DESSERTS

Chocolate Mousse Cake Carrot Cake Ricotta Cheese Cake Tiramisu

DRINKS

Wide selection of teas and ground coffees Freshly-squeezed orange juice Variety of beers

WINE LIST

White wines Chardonnay, 2002, Napa Valley Sauvignon Blanc, 2003, Santa Ynez

Red Wines Merlot, 2002, Central Coast Cabernet Sauvignon, 1998, Napa



The 3 main parts to the Maple Restaurant 's menu explained.

Starters are the first course of a meal also known as an appetizer.

Main meal A main course is the featured or primary dish in a meal.

Dessert is the sweet course eaten at the end of a

meal is also known as a sweet or pudding

Study below dialogues that took place in restaurants or a hotel in various situation.

A: Restaurant staffs / C: Bartender / B: customers

<u>Dialogue A</u> - making reservation

- A: Good evening, sir, and welcome to Chez Attitude.
- **B:** We have a dinner reservation for four at 7:00 under the name of Foster.
- A: Yes, Mr. Foster, if you would please be seated over in the waiting area, our hostess will be with you in a moment.
- **B:** Thank you. Would it be OK if we have a cocktail while we are waiting?
- A: Of course, I will tell her.
- **B:** I would really prefer an outside table. Would that be possible?
- A: Sure, if you would like one of those tables, I could seat you right away.
- **B:** Sure, that would be great! Thank you!
- A: Here are your menus and the wine menu, and would you like to order your drinks now?

- **B:** Yes, I would like a vodka gimlet, please.
- A: Sure, no problem, sir.
- **B:** Thank you very much.

(Source: eslfast.com, n.d.)

<u>Dialogue B</u> - a guest waiting to be seated at the bar

- A: How are you this evening, sir? Do you have a reservation with us?
- **B:** No. Do you have a table for one available?
- A: Not right now, sir. If you'd like to have a seat at the bar while you wait. I'll let you know when a table is ready.
- **B:** How long do I have to wait.
- A: There should be a table available in half an hour, sir.
- **B:** That would be fine. The name is Diep.
- A: Alright, Mr. Diep. This way please.

(At the bar)

- **C:** Long day at office, sir?
- A: Yes. I'd like a scotch on the rocks.
- **C:** Coming right up.
- A: Do you have popcorn or peanuts something I could snack on?
- C: (Handling Mr. Diep some peanuts) You can order off the menu as well, sir.
- A: Alright, do you have buffalo wings on the menu?
- C: Yes, we do.
- A: Then, I'll have a basket of six.
- C: Of course.

(After a few minutes)

- C: Are you in the mood for another drink, sir?
- **A:** What do you have on tap?
- **C:** Guinness and Carlsberg.
- A: Then, I'll take a large Carlsberg, please.

(Source: LiveABC, 2018)

<u>Dialogue C</u> – Seating guests without a reservation

- A: Good evening sir, welcome to La Brasserie. How can I help you?
- **B:** Can we have a table for two please.
- **A:** Please come this way.
- **B:** No, not this one. Can we get a table by the window, please?
- A: I'm afraid that all tables by the windows are reserved. How about the table over there?
- **B:** This one is fine, thank you.
- A: Here is the menu. May I take your drink order while you are considering what to have for the dinner?
- **B:** Yes, could you please bring us a bottle of sparkling water?
- A: Certainly, sir. I'll be right back with your drink and to take your order.

(Serving water to customers)

- A: Here is your water. Would you like any appetizer today?
- **B:** Can we have tomato soup and smoke cod for starter, please. And two scallopine di vittelo la caverna.
- A: How do you want that done?
- **B:** One medium and one well done, please.
- A: Would you like anything to drink with your meal?
- **B:** 2 glasses of red wine please.

(In some time, the guests finish the meal. Waiter come back to clear the plates)

- A: Are you finish, sir?
- **B:** Yes.
- A: How do you find the food, sir?
- **B:** We liked the food, and the service was prompt. Please convey our appreciation to your chefs as well.
- A: We're glad you enjoyed it.
- **B:** Would you like anything in dessert?
- A: No thanks. May be a decaf coffee for me please.

(Serving a coffee.)

- **B:** Can we have a bill please?
- A: Certainly, sir. How would you like to pay?
- **B:** Credit card, please. May I also have a full tax receipt under this address? (*hand the waiter a name card*).

(a few minutes, the waiters hand the customer a bill folder)

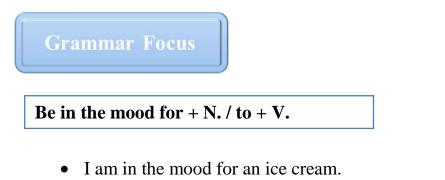
A: I'll take this whenever you are ready.

(*the customer pays the bill and about to leave the table.*)A: Thank you. It is a pleasure serving you.(Source: Adapted from lemongrad.com, n.d.)

Dialogue D – Room Service

- A: Good morning. Guest Services, this is Tom. How can I be of assistance?
- **B:** I would like to order room service.
- A: Certainly, madam, what is your room number and name, please?
- **B:** It's room 218 and the name is Brown.
- A: Thank you. What would you like to order Ms. Brown?
- **B:** I'd like the rump steak.
- A: How would you like your steak cooked?
- **B:** Medium rare, please.
- A: Would you like mashed potatoes and vegetables or salad and fries?
- **B:** Salad and fries, please.
- A: Which sauce would you prefer? We have pepper, mushroom or red wine?
- **B:** I will have mushroom sauce.
- A: Okay, is there anything else you'd like Ms. Brown?
- **B:** I'd also like the garden salad and a coconut juice.
- A: Certainly, madam, that will be delivered to your room shortly. Enjoy your meal.
- **B:** Thank you very much.

(Source: Adapted from learningenglishessentials.com, n.d.)



- I am not in the mood to discuss anything now.
- We are in the mood for a night out.

Sth. comes with your / a choice of.....

- The steak comes with your choice of mashed potatoes or a salad.
- Our set menu comes with a choice of red or white wine.
- The chef's special comes with your choice of French fried or salad.

Useful Expression

Seating Customers in the Restaurant

- Of course. Please come this way.
- Would you follow me, please?
- Your table isn't quite ready yet.
- Would you like to wait in the bar?
- We're fully booked at the moment. Could you come back a bit later?
- If you wait, there'll be a table for you in few minutes.
- If you would please be seated over in the waiting area, our hostess will be with you in a moment.

Making Order

- Could you bring us the menu, please?
- What's on the menu?
- What would you recommend?
- What are the specialties?
- Can I start you off with anything to drink?
- Do you have a set/ kid / vegetarian menu?
- Does this contain meat/nuts/dairy?
- I can't eat _____, which dishes would you recommend for me?
- Could you bring us the salt/ pepper/ ketchup/ vinegar, please?
- I'll have the soup as a starter/ an appetizer.
- I'll have the steak for the main course.

- That's all, thank you.
- May I have some water, please?
- Yes, can I see the dessert menu please?
- No, thanks. I am full after the meal.
- Let's have two coffees, please.
- We would like two coffees and two teas.

Taking Order

- Can I take your order, Sir/ Madam?
- Are you ready to order?
- Are you ready to order yet?
- What would you like to start with?
- What would you like for a starter?
- What would you like to drink?
- May I get you anything to drink?
- Can I get you a drink while you're waiting?
- Do you want vegetables /a salad with it?
- What kind of salad dressing would you prefer?
- How would you like your steak?
- Why don't you try our chef's special?
- What would you like to drink with your meal?
- Would you like any wine with that?
- Can I get you anything else?
- Would you like to order anything else?
- Would you like to try our dessert special?
- What would you like for dessert?
- The ice cream comes in four flavors:.....
- Do you want a dessert?

Taking Order – order not available

- I don't think we have anymore sirloin steak left. I'll check with the kitchen.
- I'm sorry, but our soup du jour is finished.
- Sorry, the hamburgers are off.

Serving at the bar

- What can I get you tonight?
- Would you like lemon or lime in your gin and tonic.
- Do you prefer draft of bottle beer?
- Would you like a large or small beer?
- Shall I charge this to your room.

Dealing with problem

- Excuse me, but I didn't order this.
- I'm sorry, but this is cold.
- Can I change my order please?
- I'm sorry, but can I change my order?
- I am sorry, but I think I ordered pancakes.
- Let me take it back for you.
- I am sorry that I misheard you.
- Let me change it for you.
- I am so sorry, Sir!
- I'm so sorry. I'll change it for you straightaway.

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?

Getting the bill / check

- Could I have the check, please?
- We'll take the check.
- Can I have my bill?
- Can we have the bill, please?
- Could we get the bill?
- I am ready for my bill/ to pay the bill.
- Could we pay please?

Customer

- I would like my check, please.
- Can we have separate checks?
- We're going to split the bill.
- We accept...../I'm afraid we don't accept.....
- Could you sign here, please?

Exercise 2

Instruction: Mark the correct word in the blanket. If both words can be used, choose the one that sounds more natural in each situation.

- 1. Are you paying together, or would you like separate *(bills/receipts)*?
- 2. Our (*specials/deals*) are listed on the board.
- 3. We can (substitute/subtract) the bacon for cheese, if you like.
- 4. The chicken (comes/arrives) with your choice of salad or rice.
- 5. If you would like, you can wait at the bar until a table (*opens/comes*) up.
- Excuse me, we ordered a while ago and our food hasn't (arrived/come) yet.
- I'm sorry, our (*credit card reader / cash register*) is broken.
 You'll have to pay cash.
- 8. Would you like to take a look at our wine (*description / list*)?
- 9. I'm sorry for the (tardiness/delay). Your food will be right out.
- 10. The bread is free-of- (charging/charge).
- 11. We accept all (*primary/major*) credit cards.
- 12. There's an automatic 10% (*grace/gratuity*) added to parties of 8 or more.

Exercise 3

Instruction: Read the server's notes below. Then work with a partner to practice taking/ giving this order.



3. Unit Conclusion

This unit familiarizes students with two main topics related to food and beverage services: taking restaurant reservation, welcoming and attending to guests, at the bar, and room service. Model dialogues are presented through the unit in order to practice reading and listening skills. Writing and speaking tasks are also assigned to practice communicative skills. Besides, useful expressions are presented as guidelines when responding to the guests in relation to restaurant & bar services situation. After completing this unit, the students know how to take reservation, welcome guests, take orders, help diners make a choice, and handle payment.

4. Exercise / Activity

Exercises are in the unit.

- 5. Unit References (APA Style)
 - ESLFast.com.(n.d.). *3. Being Seated at the Restaurant.* https://www.eslfast.com/robot/topics/restaurant/restaurant03.htm. Retrieved March 12, 2017.
 - ESLPod. (n.d.). *Daily English 259 Making a Restaurant Reservation*. https://secure3.eslpod.com/podcast/esl-podcast-259-making-a-restaurant-reservation/. Retrieved March 12, 2017.
 - Lemon Grad.(n.d.). *Conversation Between Waiter and Guest [Two Scenarios]* https://lemongrad.com/conversation-between-waiter-andguest/. Retrieved March 12, 2017.
 - LiveABC. (2008). *Hotel English* (P. Sahawattanapong, Trans.). 1st ed. Bangkok, Thailand: Nanmeebook. (Original Published 2013).
 - Pearl., D. (2015). ENGLISH CONVERSATION TOPICS: ORDERING ROOM SERVICE. https://learningenglishessentials.com/englishconversation-topics-ordering-room-service/. Retrieved March 12, 2017.

Unit 9 Learning Management Plan

Title Business Center / Event Planning Total Time in Learning/Teaching 3 Hours

Introduction

This unit will be focusing on Business Center in term of office supplies and equipment and services available for guests. Business hotel guests often used services and supplies in Business as well as reserving a private meeting. Therefore, this unit will touch on the event planning for a larger scale of meeting, conferences, special events, etc.

Learning Outcomes

- 1. To be familiar with office supplies in Business Center.
- 2. To be able of offer services related to Business Center.
- 3. To be able to help guests planning for events.

Scope of Contents

- 1. Business Center
- 2. Event Planning

Learning Activities

Lecture on vocabularies, expressions and grammar.

Listening to conversations & practicing pronunciation.

Doing exercises inside the unit.

Learning and Teaching Resources (APA Style)

1. Textbook and Main Documents

LiveABC. (2008). *Hotel English* (P. Sahawattanapong, Trans.). Nanmeebook. (Original Published 2013).

2. Important Documents for Extra Study

NA

3. Suggestion Information (Printing Materials/Website/CD/ Others)

Pearl., D. (2015). ENGLISH CONVERSATION TOPICS: ORDERING ROOM SERVICE. https://learningenglishessentials.com/englishconversation-topics-ordering-room-service/

Tomakh, A. (2019, April 27). *Different Types of Meeting Room Layouts for Your Event: Tips and Examples.* https://www.gevme.com/blog/different-types-of-meeting-roomlayouts-for-your-event-tips-and-examples/

Measurement and Evaluation

Design the tools for measurement and evaluation appropriate to student's learning outcomes of the topic. (Test, Assignment, Project, ect.)

Unit 9

Business Center / Event Planning

In order to operate and provide services in business center or to assist guests planning for meetings or events, students have to be familiarized with relevant office supplies, equipment, meeting room types as well as some useful expressions and grammar in order to attending to guests' requirement appropriately and promptly.

1. Business Center

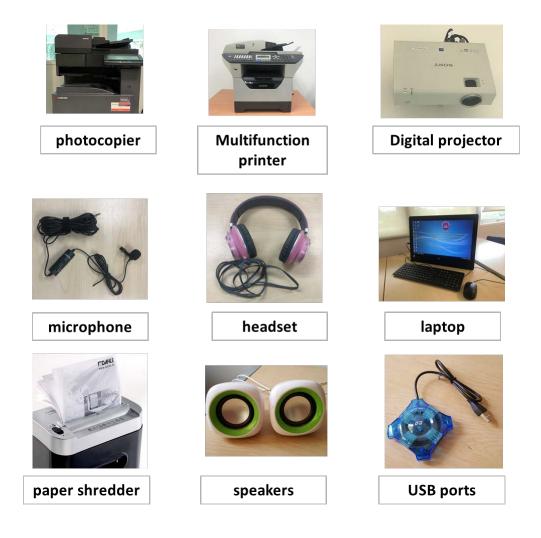


Image 9.1 Office Equipment (Source: The writer)



A business center is a room in a hotel, offering a wide range of services for the corporate travelers, business travelers or even leisure travelers. With facilities such as computers and a fax machine, multifunction printer that allows guests to work while they are staying at the hotel.

Scene I

A telephone conversation between a guest (G) and an attendant in Business Center (B).

- **G:** I need to use your business center. What are the hours?
- **B:** We're open from 7.00 a.m. to 10.00 p.m., Monday through Sunday.
- G: Oh, you've got long hours. Where are you located?
- **B:** The business center is up on the 10th floor, near the entrance to the rooftop garden.
- **G:** OK, I've got it.

(A few minutes later, the guest enters.)

- **B:** Good afternoon, sir. May I help you with something?
- **G:** Yes, I need to use a computer.
- **B:** Certainly.
- G: Oh, I'd like to send a fax too.
- **B:** What would you like to do first?
- **G:** Let me use the computer first. I'll need to type something up, print it out and then fax it.
- **B:** All right. Please follow me. I'll get you set up on a computer.
- **G:** Thank you. Do your computers have spreadsheet and presentation software?
- **B:** Yes. They have both functions.
- **G:** Perfect. And do you have any laptops to rent out? Mine just crashed.
- **B:** Yes, we do. Would you like us to help you get your laptop repaired?
- **G:** Could you? That would be lovely.
- **B:** Definitely. I can get someone to take it to a computer shop

around the corner and have them take a look at it. But first, let's get you a computer to use.

(Source: Adapted from LiveABC, 2013: pp. 102)



Talking about opening hour

- We 're open year-round.
- The convenient store nearby doesn't close. It opens around the clock.
- We're open at nine a.m., from Tuesday to Sunday.
- The Business Center is open daily from 8 a.m. to 10 p.m.

Talking about business services

- We have high speed Internet.
- Our business center is very quiet has free Wi-Fi for guests.
- Do you need any secretarial services?
- Let's me show you how to use/operate the photocopier.
- There is a digital video projector over there.
- We can arrange for videoconferencing facilities.

Grammar Focus

get sb./sth. + adj. / V-pp get sb. + to V.

- I need my mobile phone fixed.
- We will get the room ready in fifteen minutes.
- I will get someone deliver a towel to your room immediately.
- Please get the work done on time.
- Could you get this parcel sent out today?



Business Center Attendant must be able to show guests how to operate equipment such as photocopier, fax machine, etc.

Exercise 1

Instruction: Can you complete the instruction below with the right words.

 A. Press B. Select C. On D. Put E. Close
Finally, this button.
After that, the number of copies you need.
First, the paper the glass.
Then, the cover.



In unit 5, we've studied how to use the imperative form in "Giving instructions".

You often see the imperative form in instruction manuals or when someone tells you how to do something.

There are often "**sequencing**" words to show the steps in the process. For example, "**firstly**", "**secondly**" and "**finally**".

You can also say **"after that"** instead of "then" and "first" / **"second"** instead of "firstly" and "secondly".

2. Event Planning

Exercise 2 Instruction: Can you identify these items of conference equipment? Match the word to the picture.

(a) lectern (b) autocues (c) video recorder

(d) public address (PA) system (e) overhead projector (OHP)



Image 9.2 Conference Equipment

(Source: Harding & Henderson, 1994, pp. 101)

Scene I

The hotel's event planner (E) arranges a conference for a client (C).

- **P:** Good morning. Event Planning Department. How may I assist you?
- **C:** Hello. I'm calling from MIT International, and we would like to host a conference for about 150 people at your hotel.
- **P:** It would be our honor, madam. May I have your name, please?
- C: It's Key. Alicia Key.
- **P:** Alright, Ms. Key. My name is Suzie. Is this going to be a one-day conference or will it include accommodation?
- **C:** Actually, it'll be for one day.
- **P:** And what date would you like to book?
- **C:** March 4th. It will be from 9.00 a.m. to 5.00 p.m. with two coffee breaks ana catered lunch at noon.
- P: Let me see. Yes, March 4th is available. I'll pencil you in, Ms. Key.
- C: Great.
- **P:** Our basic package for a 150-person seminar is 1,700 net per person.

This rate is inclusive of two coffee breaks and a lunch.

- **C:** A few extra people might show up at the last minute.
- **P:** That's not a problem. Our conference room has a capacity of 200. But it'll affect the fee, Ms. Key.
- C: 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?

- **P:** Certainly. May I have your telephone number for my record?
- **C:** Yes, 02-999-2224.
- **P:** Thank you. I'll be in the office until 6.00 p.m., Ms. Key.
- **C:** Thank you. Goodbye.

(Source: Adapted from LiveABC, 2013, pp. 104)

Useful Expression

Taking Conference Room Reservation

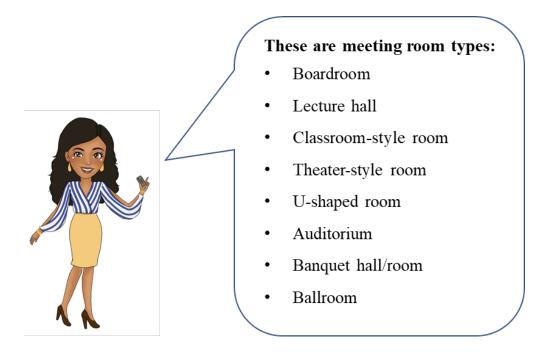
- How many people will be attending the conference?
- How many guests are you expecting?
- Our boardroom has a capacity of 150.
- Our boardroom has room/space for 50 people
- Our auditorium can hold up to 120 people.
- In total, we have 20 conference/function rooms.
- Do your guests need full-board or half-board accommodation?
- Do you need any further information?
- Do you have further inquiries?
- Please let me know if I can be of any further help.

Confirming banquet detail with guests

- What kind of food would you like at the reception?
- How would you like the food served, with waiters or buffetstyle?
- 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?

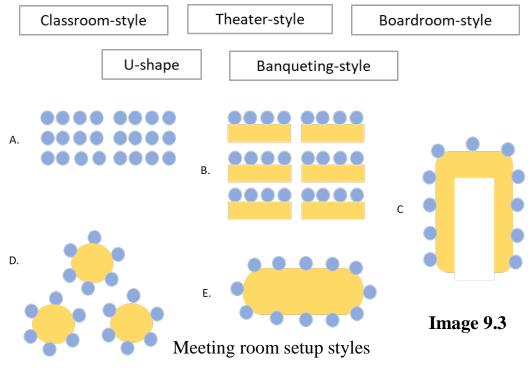
Expressing wedding wishes

- Congratulations to both of you on your wedding day.
- Wishing you a love that grows day after day and year after year.
- Love and best wishes on this very special occasion.
- Congratulations on your wedding/engagement.
- Congratulations and the best to you always.
- Wishing you all the happiness in the world.



Exercise 3

Instruction: Look at these plans of seating style. What type of meeting are they? Then discuss with your classmate what kind of function these setups are suitable for.



(Source: The writer's creation)

Scene II

Listen to the telephone conversation when a hotel's event planner (E) arranges a wedding banquet for a client (C).

- **P:** Event Planning. This is Thomas speaking.
- C: Hello. I'd like some information about having a (1)______ at your hotel.
- **P:** Certainly, madam. May I ask your (2)_____, please?
- C: It's Isabella Swan.
- **P:** What (3) _____ you like to host the wedding banquet on?
- **C:** November 4th.
- **P:** Certainly. How (5) _____ people do you(6) _____ to attend?
- C: I think there will be 400 guests. So, I'll need 50 tables.
- **P:** We have a room(7) _____, Ms. Swan. (8) _____45 to 60 tables?
- **C:** Great. What are our (9) _____?
- **P:** We have three menus at \$150, \$200, and \$250 per table.
- C: OK. One more thing-- and what if some of our guests are (10)_____?
- **P:** That will not be a problem, Ms. Swan. Would you like to come in and (11) ______ the details?
- C: Sure. How about Wednesday afternoon at around 2.00 p.m.?
- **P:** Very well, Ms. Swan. We'll be (12) you this Wednesday at 2.00 p.m.?
- **C:** Thank you. See you then.

Exercise 4

Instruction: Based on the above conversation. Please choose the right words from the given lists below.

it fits vegetarians expecting name available date expect wedding banquet options many work out menu

3. Unit Conclusion

After completing this unit, the students are able to provide an assistance to hotel guests at business center. Students can give information about operating hours, services available, show guests how to use facilities in business center. In case of event planning, students are able to assist guests in event preparation and extend their good wishes.

- 4. Exercise / Activity Exercise in the unit.
- Unit References (APA Style) LiveABC. (2008). *Hotel English* (P. Sahawattanapong, Trans.). Nanmeebook. (Original Published 2013).
 - Harding, K., & Henderson, P. (1994). High Season English for Hotel and hotel Industry. Oxford University Press.

Unit 10 Learning Management Plan

Title Departure Total Time in Learning/Teaching 3 Hours

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Introduction

This unit is intended to enable students to create the last memorable experience with hotel guests during their departures. Hotels guests will contact reception to pay the bill and may want to share their feedback of their stays. Staff has to ensure that the bill is settled and their voices are heard and taken care of.

Learning Outcomes

- 1. To be able to check out and present bill to guests.
- 2. To be able to handle mistakes about billing.
- 3. To be able to ask for guests' feedback and handle them appropriately.

Scope of Contents

- 1. Check Out
- 2. Guest Satisfaction

Learning Activities

Study example conversations about checking out and how to ask for and handle guests' feedback.

Learning and Teaching Resources (APA Style)		
1. 7	Textbook and Main Documents	
2.	Important Documents for Extra Study	
3.	Suggestion Information (Printing Materials/Website/CD/ Others)	
• • • • • • • • • •		

Measurement and Evaluation

Design the tools for measurement and evaluation appropriate to student's learning outcomes of the topic. (Test, Assignment, Project, ect.)

Unit 10

Departure

On departure stage, checking out of a hotel seems to be the last activity the hotel staff interacts with guests. There are many processes occur during the stage of departure. Some of the activities already have been addressed in previous units such as leaving some luggage or arranging transportation for guests may also occurs during guests' departure. This unit will focus on the process of checking out, paying bills and handing other requests and feedback.

1. Checking Out

Guests will come to the reception to return the room key and ask to pay for the bill. These below dialogues present some conversations that may take place during checking out process.

Scene I

Conversation between guest relation officers (**H**) hotel guests (**G**) during checking out.

Dialogue A

- G: Hi, I'd like to check out now. Here is the key to my room.
- H: Thank you. Let me just print you a receipt. Here you go!
- **G:** Thanks.
- **H:** Do you need a taxi or any help with your bags?
- G: No, I am fine, thank you.

Dialogue B

- **H:** Good morning. How can I help you?
- **G:** I'd like to check out of my room. Here is the key. It's room number 1202.
- **H:** Did you take anything from the minibar?
- **G:** Yes, I had a bottle of Perrier and a Coke. I also ordered room service once.

- **H:** Your two-night total comes to 8,820 baht. Are you paying by cash or credit card?
- **G:** Credit card, please. Here you are. By the way, can you call a taxi to the airport for me?
- H: Of course. I'll will inform our bellhop straight away.
- **G:** Please sign here.
- H: Alright.
- **G:** Thank you, sir. We hope to see you again next time and have a nice trip.
- H: Thank you. I love your hotel. I'll definitely come back.

Dialogue C

- H: Hi. I'd like to check out. Could I have the bill, please?
- G: Yes, sir. May I ask for your room number?
- **H:** Did you take anything from the minibar?
- **G:** It's room 506.
- **H:** Mr. Wood?
- **G:** Yes. What's the total?
- **H:** It comes to 9,489.50 baht. Your room charge, room service, laundry, a minibar and a round trip airport transfer. Please double-check to see if there are any error.
- **G:** It looks fine to me.
- **H:** Very well. Please sign here. How would you like to pay, Mr. Wood?
- G: Credit card, please. Here you are.
- H: Thank you very much, sir. Here is your receipt.
- **G:** Is my limousine ready?
- **H:** The driver is waiting for you outside. Would you like to leave now? I'll have our bellhop assisted you with your luggage.
- G: Yes, please.
- **H:** Thank you for staying with us. We hope to welcome you again, Mr. Wood. Have a safe trip, sir.
- G: Thank you very much. Bye.

Dialogue D

- H: Hi. I'd like to have the check, please. The room number is 909.
- G: Yes, sir.....Mr. Smith, is that correct?

- H: Correct. Do you accept credit card?
- G: We accept all major credit cards, Mr. Smith.
- **H:** Here is your bill. It comes to 12,000 Baht even. This includes your room charge, two cans of Coke and room service.
- G: There seem to be a mistake. I didn't consume any Coke.
- **H:** Please allow me to recheck with housekeeping.

(a short moment later)

- **H:** Thank you for your patience. There is a mistake from our side and I already removed Coke from the bill. I'm very sorry about that. And here is the corrected bill.
- **G:** No problem. It looks fine to me.
- **H:** Very well. Please sign here. How would you like to pay, Mr. Smith?
- G: Credit card, please. Here it is.
- H: Thank you very much, sir. Here is your receipt.
- **G:** Is my limousine ready?
- **H:** The driver is waiting for you outside. Would you like to leave now? I'll have our bellhop assisted you with your luggage.
- G: Yes, please.
- **H:** Thank you for staying with us. We hope to welcome you again, Mr. Smith. Have a safe trip, sir.
- **G:** Thank you very much. Bye.

Useful Expression

Checking Out

- May I ask for your room number?
- May I have your room key back, please?
- Please have a look at this bill.
- Did you have anything from the minibar?
- I'll add that/those to your bill.
- We added a seven-percent tax and ten-percent service charge to your bill.
- The total sum is inclusive of 7% tax and 10% service charge.

Presenting the bill

- Here's your bill, sir.
- It comes to.....
- It'saltogether.
- The total / sum / amount is.....
- The total includes.....
- Altogether, the amount should be
- The discount amount is 500 Baht.
- The total is discounted to 200 Baht.
- The amount plus tax/the service charge is 10,300 Baht.

Settling the bill

- How would you like to pay?
- How are you going to pay / settle the bill?
- Are you going to pay (in) cash or by credit card?
- Are you paying in/with dollars or euros?
- We accept major credit cards and traveler's checks.
- May I charge it to your company account?
- Would you like a full tax invoice?

Asking for guest signature

- Please sign here.
- Sign here, please.
- I need your signature here, sir.
- Could I have your signature here, please?
- May I have your signature here, please?
- Please sign on the dotted line.

Asking about the bill

- There seems to be an error.
- I don't think I order that.
- There is something wrong with my bill.
- These numbers don't seem to add up.
- There must be some mistakes with my account.
- It seems like you double-billed me here.

Grammar Focus

Here is/are Here it is / they are. Here you are/go.

- Here is your receipt, sir.
- Here it is, your key card.
- Here you are, an itemized bill for your room.
- A: May I have your credit card? B: Here you go.

Past Simple Tense

We use past simple tense to talk about a completed action in the past. The simple past is the basic form of past tense in English.

Affirmative

S. + V. ed	I already paid for my restaurant bill last night.	
		1

Negative

S. + did not + infinitive without <i>to</i>	I did not take anything from the mini bar.
---	--

Interrogative

Did + S. + infinitive without to	Did you take anything from the mini bar?
----------------------------------	---

Interrogative Negative

Did not $+$ S. $+$ infinitive without <i>to</i>	Didn't you order the room service last night?
---	---

Exercise 1

Instruction: Take a look at the following bill. Make your own conversation by double-checking every item on the list.

Junior Suit / two nights	B 8,000
Room Service : Padthai and Orange Juice	В 320
International Calls	B 123.50
Laundry : two pants and a shirt	B 240
One pay-per-view movie	B 150
Minibar : one Coke, one Singha	В 130
Sub total :	B 8,963.5
7% tax :	B 627.45
10% service charge :	B 896.35
Grand Total :	B 10,487.30

Expenses of Miss Jennifer

Example

(1) <i>Guest</i> :	I'd like to settle
Front Desk:	The total
(2) <i>Guest:</i>	Is there a service charge?
Front Desk:	Yes
(3) <i>Guest:</i>	According to your records, you ordered
Front Desk:	That's right but the orange juice

(Source: Adapted from LiveABC, 2018)

2. Guest Satisfaction

During guests' checking out, we can also ask them for a feedback of their stay in order to show that we value their opinion and care for their comfort and satisfaction. If we miss a chance to check with guests during their stay, at checkout is a great opportunity to do it. If it is a positive feedback, we should acknowledge and thank guests. In case of a constructive or even a negative feedback, we definitely have to show our gratitude for their sharing or apologize for unpleasant situation they experienced. Then, we have to make commitment that we will take their opinion into consideration and make necessary improvement or avoid future recurrent of unpleasant experience to guests.

Scene I

A conversation between a guest (G) who had a late checkout and a receptionist (R).

- **R:** Good afternoon, sir. Are you checking out now?
- G: Yes, sorry. I know we're a few minutes late.
- **R:** That's no problem. It's always really busy at checkout time anyway.
- **G:** Oh, really. The last hotel we stayed in charged us for a late check out.
- **R:** The hotel isn't booked this week, so it's not a problem. How was everything?
- **G:** The room was great. The beds were really comfortable, and the staff were very helpful and friendly.
- **R:** I'm glad to hear that.
- **G:** The kids were disappointed that the pool wasn't open this morning, though.
- **R:** I apologize for the inconvenience. We can't get a cleaner in any earlier than 10 am.
- **G:** Well, we had a nice swim last night anyhow.
- **R:** Will you be putting this on your credit card?
- G: No. I'll pay cash.
- **R:** OK, so the total comes to 3,545 Baht, including tax.
- **G:** I thought it was 3,200 Baht even. That's what they said yesterday when we checked in.
- **R:** Yes, but there is an extra room charge on your bill.
- **G:** Oh, I forgot. My husband ordered a hamburger. Sorry.

R: No problem. So...from 4,000 Baht, here's your change. Now, I'll just need to ask you for your room keys.(Source: Adapted from Englishclub.com, n.d.)



Let's check your understanding.

1. Why does the guest apologize when she arrives at the front desk?

-) she forgot to pay
- she is late checking out
- her credit card isn't working

2. Which of the following did the woman's family NOT like about the hotel?

- O the bed linen
-) the room rates
- the room rate

3. What was the woman charged for besides the room rate?

- 🔵 minibar use
-) room service
- \bigcirc pool towels

Scene II

A conversation between a guest (G) who did not have a good experience and a receptionist (R) during checkout.

- **R:** I'm here to check out.
- **G:** Great sir. How was your stay?
- **R:** It could've been much better.
- **G:** May I ask how it could've been better?

- **R:** I thought my room included breakfast but you charged me for breakfast. The room next door was really loud. I called the front desk about it, but they didn't do anything about it.
- G: I'm sorry to hear that, sir.
- **R:** And my TV didn't work. I wanted to watch the game, but I missed it.
- **G:** That sounds like a terrible experience. We would like to make it up to you. May we offer you a discount coupon for your future stay with us.
- **R:** I guess that would be ok. I hope next time is much, much better.
- **G:** Definitely, sir. I'll share your feedback with our team for improvement. Thank you very much for sharing your experience with us.

(Source: Adapted from Englishforall.info, n.d.)



Asking for guest experience

- How was your stay?
- How was everything?
- Did you enjoy your stay with us?
- Was everything satisfactory?
- Would you like to speak to the hotel manager on duty?

Expressing apologies to guests

- I'm sorry/ terribly sorry to hear that.
- How was everything?
- We're so sorry. If it's OK with you, we will offer you a room upgrade on your future stay with us.
- We are terribly sorry for the delay.
- I'm very sorry to hear that. What was the problem?
- Please accept my sincere apologies for what happened.
- That seems to be a terrible experience.
- We apologize for the inconvenience.

- We would like to make it up to you by
- Please accept my apologies.
- I appreciate your feedback and I'll certainly share with my team/ our management team.

Way to apologize to guests

- May we offer you a free upgrade on your next stay.
- We are concerned of your experience. May we offer you a discount coupon for (the spa/ a massage/ breakfast) for your next visit.
- We're so sorry. If it's OK with you, we will offer you a room upgrade on your future stay with us.
- To show you how sorry we are, we will be giving you a 10% discount.
- I will rebate the laundry charge to your credit card.
- Please accept our sincere apologies. Your laundry is free of charge / complimentary / on the house.

Exercise 2

Instruction: Listen to the conversation below. Then answer the question below.

- **R:** Good morning. Are you checking out?
- G: Yes, but I was very unhappy with my room.
- **R:** Oh, I am sorry. What was the problem?
- **G:** Well, I was by the elevator and it was always running and squeaking. I could hear people getting on and off all night.
- **R:** Oh, I am sorry. I wish you would have called down so we could have switched your room.
- G: Well, I didn't know and I won't be staying here again.
- **R:** Well, if you wouldn't mind waiting one minute. I'll call the manager.

(Source: Learn English 247, 2020, 03:15-05:21)

- 1. How does the guest feel with her stay?
 - a. disappointed

- b. satisfied
- c. bored
- 2. What was the reason for guest's unpleasant experience?
 - a. people who get on and off the elevator
 - b. disturbing noise from the lift next to her room
 - c. not being able to change the room
- 3. Why did the receptionist call the manager?
 - a. She can handle the situation.
 - b. The guest wanted to talk to the manager.
 - c. She could not handle the situation because the guest was very upset.
- 4. If you were the manager, what would you say to the guest?
 - a. That seems to be a terrific experience.
 - b. I am very sorry to hear about that. I will give you a 50% discount on the room charge.
 - c. Please accept my sincere apologies. I will have our elevator fixed.

Exercise 3

Instruction: Complete the blanks with the right word from the list below. Then practice this conversation with your classmate.

intentionally	room number	suitcase	deposit
check out	your room	assist	enjoyed
hand towel	clear	unintentiona	ally
refund	check in	receipt	your key

- **R:** Good morning. How may I (1) _____you?
- **G:** I need to (2)_____ please.
- **R:** May I know your (3) _____ please?
- **G:** 604.
- **R:** Mr. James Bond from room 604, is that right?

- **G:** Yes, that's right.
- **R:** Please (4) ______ a moment Mr. Bond. Our housekeeping will check (5) ______.
- **G:** OK.
- **R:** Hmm...sorry sir. I think we lost one (6) _____ from your room. Did you have any idea?
- **G:** Wait, I'll check my (7)_____.
- **R:** Just take your time sir.
- G: Oh, sorry. I don't mean to steal it. But here is the hand towel. It was (8) ______ carried away.
- R: No problem sir. Now, your checkout status is (9)_____. We will (10)_____ your \$200 security cash (11)_____.
 Please sign on the dotted line. Here is your money.
- G: Thanks.
- **R:** May I know if you (12) _____ your stay here?
- G: Every thing is great. I love the food and the service here so much.
- **R:** I'm happy to hear that. Thank you, sir. We hope you will be back to visit us again soon
- **G:** Definitely.
- (Source: Adapted from sederet dot com, 2019, 03:15-05:21)

3. Unit Conclusion

This unit focuses on how to deal with hotel guests in common situations related to departure. For example, dealing with request to check out, handling bill settlement, handling mistakes with the bill, checking guest's satisfaction, handling guests' feedback and finally saying good bye and inviting guests to return. Example dialogues are presented through reading and listening tasks. Grammar focus presents *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.

4. Exercise / Activity

Exercise in the unit.

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ANSWER KEY

<u>UNIT 1</u>

Exercise 3

- 1. To make a reservation
- 2. The 17th.
- 3. The twin room has two single beds. The double room has one double bed.

<u>UNIT 2</u>

Exercise 3

- 1. until
- 2. Keep
- 3. fragile
- 4. claim tag
- 5. take care of
- 6. while
- 7. baggage cart
- 8. places of interest
- 9. spectacular
- 10.taxi stand

Exercise 4

- 1. Would you organize me a taxi for tomorrow afternoon?
- 2. Where do you want the taxi to take you?
- 3. I'm hoping that it is not very far away from here.
- 4. It's only a twenty-minute drive from this hotel.
- 5. Would you like me to order a taxi for when you return?

<u>UNIT 3</u>

Exercise 1

- 1. How may I help you?
- 2. I have a reservation under the name Jack.
- 3. your passport
- 4. the 9^{th} .
- 5. by card.
- 6. your keycard.
- 7. is included
- 8. your luggage
- 9. the second floor
- 10. I can help you with?

Exercise 2

- 1. 10:30 a.m. (p.m.) / It's half past ten or ten-thirty
- 2. 3:15 p.m. (a.m.) / It's a quarter past three.
- 3. 12:00 / Twelve O'clock, Midday or Midnight or Noon.
- 4. 5:15 p.m. (a.m.)/ It's a quarter past five.
- 5. 10:20 or 22:20 / It's twenty past ten or ten-twenty.
- 6. 3:00 or 15:00 / Three O'clock (in the afternoon / morning).

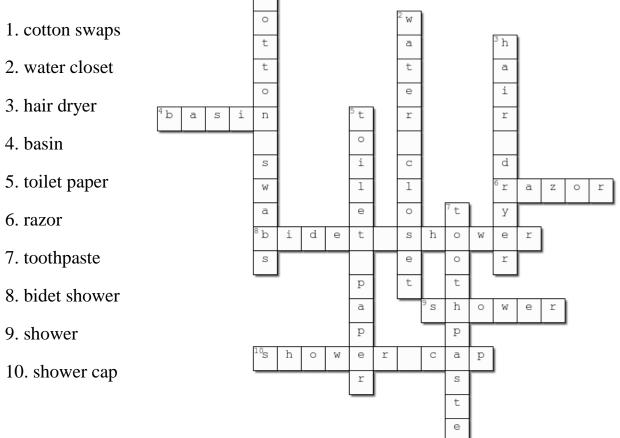
<u>UNIT 4</u>

Exercise 1

- 1. Twin room
- 2. Suite
- 3. Double room

- 4. Single room
- 5. Connecting room
- 6. Adjoining room
- 7. Presidential Suite
- 8. Duplex

Exercise 2



<u>UNIT 5</u>

Exercise 1

1. e 2. d 3. j 4. c 5. g 6. a 7. h 8. f 9. I 10. b

Exercise 2

1. Some	2. some, change	3. empty	4. Have	5. Cleaned /
vacuumed	5. Delivered	7. Row	8. Replenis	sh, cart

С

<u>UNIT 6</u>

Exercise 2

Dialogue A: direct (or guide) / left / past / right

Dialogue B: Once / straight / next / opposite

Dialogue C: along (or straight on) / intersection / Green street / right.

<u>UNIT 7</u>

Exercise 1

1. many 2. Mu	h 3. much	4. much of	5. many of
---------------	-----------	------------	------------

6. much 7. too much 8. so much 9. how much 10. too much.

Exercise 3

1. T 2. F 3. F 4. T 5. T

Exercise 4

- 1. serve vegetarian food
- 2. any nice Indian restaurants
- 3. seat by the window
- 4. a low-fat menu
- 5. move to the nonsmoking area

<u>UNIT 8</u>

Exercise 2

1. bills 2. specials 3. substitute 4. comes 5. comes 6. arrived

7.credit card reader 8. list 9. delay 10. charge 11. major 12. Gratuity

<u>UNIT 9</u>

Exercise 1

4	press
3	select
1	put, on
2	close

Exercise 2

1. e 2. a 3. d 4. b 5. c

Exercise 3

A. Theater-	style	B. Classroom-style		C. Boardroom-style	
D. Banquet	ing-style	E. U-shape			
Exercise 4					
(1) wedding	g banquet	(2) name	(3) date	(4) many	
(5) available	e (6) It fits	(7) expect	(8) menu op	ptions	
(9) vegetarians (10) work out (11) expecting					
<u>UNIT 10</u>					
Exercise 2					
1. a 2. b	1. a 2. b 3. c 4. B				
Exercise 3					
1. assist2. check out3. room number4. wait					
5. your roor	n 6. ha	nd towel	7. suitcase	8. unintentionally	
9. clear	10. refund	11. de	eposit	12. enjoyed	

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