

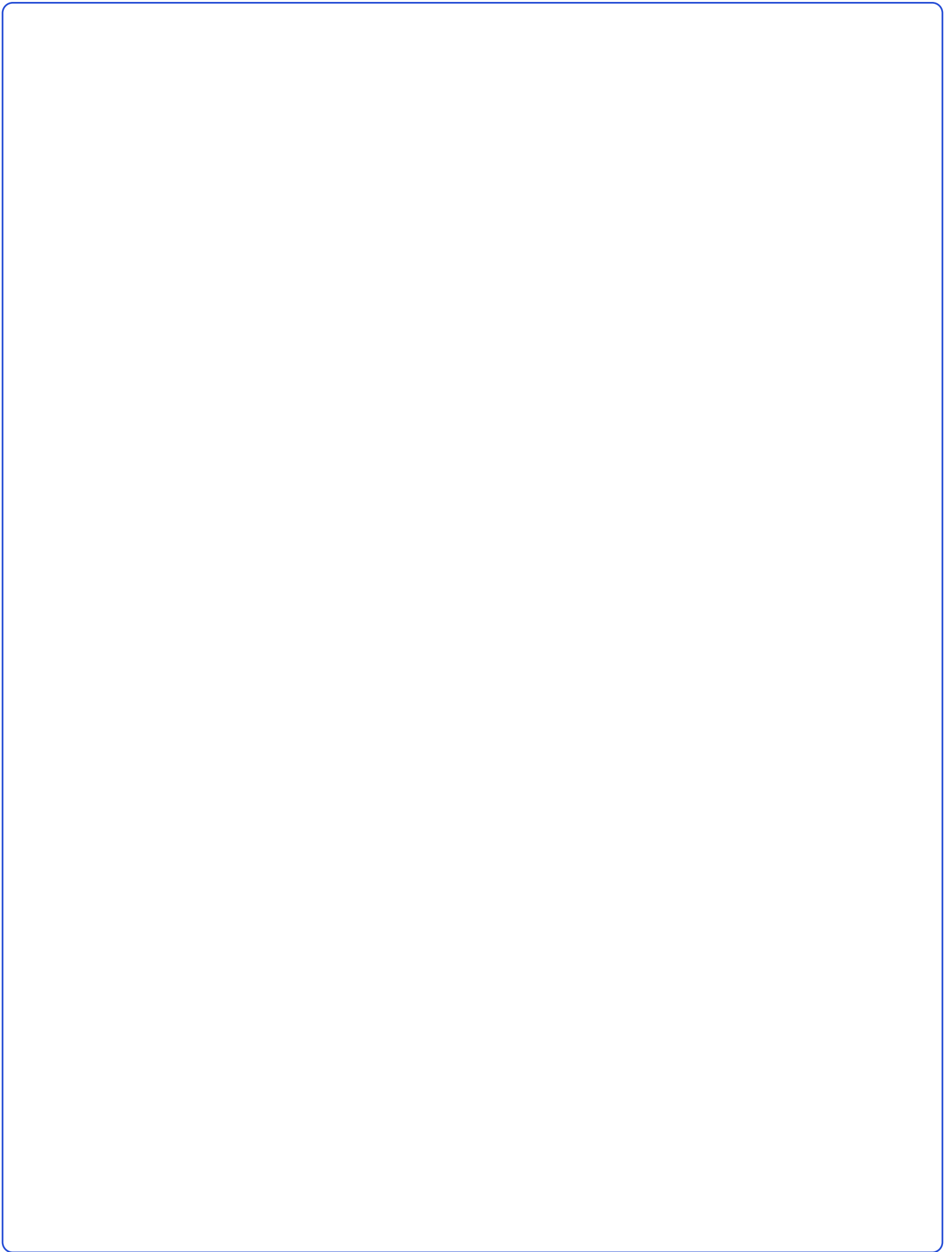


100 TOP
Hotel Services
WORDS TP BOOKLET
3° MEDIO



DEG
División
Educación
General

English Opens Doors Program
División de Educación General - Mineduc





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2022



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**División
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General**

100 TOP

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Get to know your booklet

Lessons



Listening



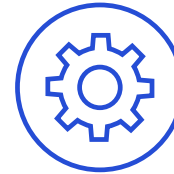
Reading



Speaking



Writing

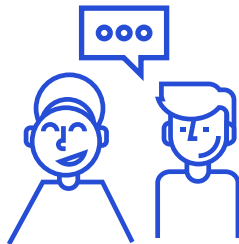


Project

ACTIVITIES



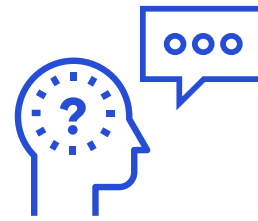
Individual



In pairs



Group Work



Think & discuss

ACTIONS



Read



Write



Watch a video



Speak



Listen

¡Bienvenido!

Welcome!

ES

A continuación, te presentamos un recurso elaborado para avanzar en uno de nuestros principales objetivos: mejorar la calidad y fortalecer la enseñanza Técnico-Profesional en el país.

La creación de este Booklet responde a la importancia de aprender el idioma inglés en el contexto de cada especialidad técnica, de manera que en el futuro puedas acceder a mayores oportunidades de especialización y en el mundo laboral.

Es por esta razón que creamos este recurso didáctico, donde proponemos tanto a docentes como estudiantes, las 100 palabras más utilizadas en cada especialidad aplicadas en contextos específicos, fundamentales para el dominio del idioma.

Dado que en el mundo de hoy es importante entregar todas las opciones para favorecer el aprendizaje del inglés, el trabajo continuo de las actividades que ofrece cada unidad te permitirá desarrollar habilidades lingüísticas como la lectura, audición, expresión escrita y oral, además de trabajar colaborativamente en los proyectos al término de cada unidad.

Esperamos que este 100 Top Words Booklet sea una contribución para el aprendizaje del idioma en la especialidad que has elegido.

EN

We are pleased to present you with this resource, which was created to advance one of our primary objectives- improving and strengthening the quality of technical professional education in Chile.

The creation of this booklet responds to the importance of learning the English language in the specific context of each technical specialty and aims to provide you with access to greater opportunities in your area of concentration, and in the labor market in general.

With that in mind we have created this educational resource, through which we propose to teachers and students alike – the 100 most commonly used words for specific contexts, fundamental to language mastery in each area of technical specialization.

Given the current importance of providing all possible opportunities to foment English language acquisition, the successive completion of the activities offered in each unit will facilitate the development of your linguistic abilities, including reading comprehension, written and oral expression, as well in collaborative learning projects provided at the end of each unit.

We hope that the “100 Top Words” Booklet will contribute to your English language learning, in the technical professional concentration that you have chosen.

Tus comentarios nos importan: escríbenos a TPenglish@mineduc.cl

Hotel Services Booklet Glossary



A	1. Accommodate (v.)	To have enough room or lodging for.
	2. Afraid (adj.)	Feeling fear; filled with apprehension.
	3. Amenities (n.)	Features that provide comfort, convenience, or pleasure.
	4. Anything (pron.)	Used in questions and negatives to mean: "something;" any event, act, object, situation.
	5. Arrangement (n.)	A plan for how something will happen.
	6. Assistant (n.)	Someone who helps someone else to do a job.
	7. Attendant (n.)	Someone whose job is to be in a place and help visitors and customers.
B	8. Available (adj.)	Able to be obtained, reached, bought, or used.
	9. Bed sheets (n.)	Sheets that you put on a bed.
	10. Belt (n.)	A strip of leather or material worn around the waist to support clothes or for decoration.
	11. Beverage (n.)	A drink of any type.
	12. Billiards (n.)	A game played on an oblong table by driving small balls against one another or into pockets with a cue (long stick).
	13. Bin (n.)	A container for waste.
	14. Booking (n.)	An arrangement you make to have a hotel room, tickets, flight, etc.
	15. Brochure (n.)	A type of small magazine that contains pictures and information of a product or a company.
	16. Bureau (n.)	An office that collects and distributes information; agency.
	17. Business (n.)	The activity of buying and selling goods and services; commerce.
C	18. Campgrounds (n.)	A piece of land where people on holiday can camp, usually with toilets and places for washing.
	19. Caterer (n.)	A person or company that makes or serves food.
	20. Check-in (n.)	The act of formally announcing your arrival at an airport, Hotel or airport.
	21. Choice (n.)	An act or the possibility of choosing; a decision.
	22. Cloths (n.)	Pieces of material used for cleaning or drying things.
	23. Cork (n.)	A small piece of this material placed at the top of a wine bottle to close it.
	24. Course (n.)	A part of a meal.
D	25. Cruise (n.)	A holiday on a ship, sailing from place to place.
	26. Dessert (n.)	Sweet food that is eaten after the main part of a meal.
	27. Dish (n.)	A plate that you eat from.
	28. Draft (adj.)	Not yet in the final form.
	29. Dusting (n.)	The activity of cleaning and removing dust.
E	30. Duties (n.)	Something you do as part of your job; obligations.
	31. Ensure (v.)	To make certain that something happens.

F	<p>32. Fail (v.)</p> <p>33. Fancy (adj.)</p> <p>34. Feather duster (n.)</p> <p>35. Fee (n.)</p> <p>36. Fence (n.)</p> <p>37. Ferry (n.)</p> <p>38. Fittings (n.)</p> <p>39. Fixtures (n.)</p> <p>40. Floor (n.)</p> <p>41. Foyer (n.)</p> <p>42. Freshen up (v.)</p> <p>43. Fully equipped (adj.)</p> <p>44. Further to (adv.)</p>	<p>Not to succeed.</p> <p>Expensive and fashionable.</p> <p>A stick with feathers at one end, used for cleaning.</p> <p>An amount of money that you pay to do or use something.</p> <p>A wood or metal structure surrounding an area of land.</p> <p>A boat for carrying people, goods, and vehicles for short distances.</p> <p>Accessories or parts.</p> <p>Permanently fixed piece of furniture.</p> <p>The flat surface of a room on which you walk.</p> <p>A large open area just inside the entrance of a hotel where people can wait and meet each other.</p> <p>To do something to make yourself cleaner.</p> <p>Having all the necessary tools, clothes, equipment, etc.</p> <p>Used in business letters to refer to an earlier letter.</p>
G	<p>45. Garlic (n.)</p> <p>46. Gift shop (n.)</p> <p>47. Guest (n.)</p> <p>48. Grateful (adj.)</p>	<p>A plant of the onion family that has a strong taste and smell, and is used in cooking to add flavour.</p> <p>A small store that sells things which might be given to people as gifts.</p> <p>A person who is staying in a hotel.</p> <p>Showing or expressing thanks, especially to another person.</p>
H	<p>49. Heated (adj.)</p> <p>50. Housekeeper (n.)</p>	<p>Made hot or warm.</p> <p>An employee of a hotel who supervises the cleaning staff.</p>
I	<p>51. Indoor (adj.)</p>	<p>Located, used, or existing inside a building.</p>
K	<p>52. Key (n.)</p>	<p>A piece of metal used for opening or closing a lock.</p>
L	<p>53. Latest (adj.)</p> <p>54. Laundry (n.)</p> <p>55. Leaflet (n.)</p> <p>56. Leisure (n.)</p> <p>57. Linen (n.)</p> <p>58. Locked (n.)</p> <p>59. Lodging (n.)</p> <p>60. Lounge (n.)</p>	<p>Newest or most recent or modern.</p> <p>The dirty clothes and sheets that need to be washed.</p> <p>A piece of paper that gives information or advertises something.</p> <p>The time when you are not working or doing other duties.</p> <p>Sheets or tablecloths made from linen or a similar material.</p> <p>To put something in a safe place and fasten the lock.</p> <p>A temporary place to stay.</p> <p>A room in a hotel that is used for relaxing and entertaining guests.</p>
M	<p>61. Luggage (n.)</p> <p>62. Main (adj.)</p> <p>63. Meal (n.)</p>	<p>All the bags that you take with you when you travel.</p> <p>Larger, more important.</p> <p>An occasion when food is eaten or served (breakfast, lunch, or dinner).</p>
O	<p>64. Mound (n.)</p> <p>65. Outstanding (adj.)</p> <p>66. Overall (adv./adj.)</p> <p>67. Overnight (adv.)</p>	<p>A large pile of earth, stones, etc., like a small hill.</p> <p>Very much better than usual: excellent.</p> <p>Covering or including everything; from one end to the other.</p> <p>For or during the night.</p>

P	68. Package (n.)	A container in which something is packed.
	69. Participatory (adj.)	Allowing people to take part in an activity.
	70. Pleasure (n.)	Enjoyment, happiness, or satisfaction.
	71. Poach (v.)	To cook in a hot liquid just below the boiling point.
	72. Porter (n.)	A person whose job is to carry things at hotels.
Q	73. Pricing (n.)	The sum of money for which anything is bought, sold, or offered.
	74. Quotation (n.)	An estimate of a cost for doing some work.
R	75. Range (n.)	A set of similar things.
	76. Rate (n.)	An amount or level of payment.
S	77. Regarding (prep.)	About; concerning; with regard to.
	78. Reliable (adj.)	Trusty, authentic, consistent.
	79. Salutation (n.)	A greeting in words used at the beginning of a letter.
	80. Sausage (n.)	Finely chopped, seasoned meat stuffed into a casing.
	81. Scramble (v.)	To cook in a pan while stirring (usually eggs).
	82. Shift (n.)	A person's scheduled period of work.
	83. Sightseeing (n.)	The act of visiting places and things of interest.
	84. Sign (n.)	A board with writing or a drawing with a warning, advertisement, or other information for public view.
	85. Smoothly (adv.)	Easily and without interruption or difficulty.
	86. Soiled (adj.)	Dirty, not clean.
T	87. Starter (n.)	A small dish served as the first part of a meal.
	88. Stitching (n.)	A line or lines of thread that has been sewn in something.
	89. Strap (v.)	To fasten something in position by fastening a narrow piece of leather or other strong material around it.
	90. Submit (v.)	To formally send a document to a person so that they can make a decision about it.
	91. Suite (n.)	A set of connected rooms, especially in a hotel.
	92. Summer (n.)	The season of the year between spring and autumn
	93. Sweeping (n.)	The act or action of a person that clears dust or dirt with a broom/brush.
	94. Trainee (n.)	A person who is learning and practising the skills of a particular job.
	95. Truthful (adj.)	Honest and not containing or telling any lies.
	96. Twin (n.)	Used to describe two similar things that are a pair.
U	97. Uncomfortable (adj.)	Causing discomfort, distress, or annoyance.
V	98. Valet (n.)	An employee who performs personal services for customers.
W	99. Vendor (n.)	A person or agency that sells.
	100. Welcoming (adj.)	Friendly or making you feel welcome.

Unit I: Guest Service



Goal: To use one's knowledge of English to understand and produce short and clear written and oral texts with the aim of building a critical personal position within the hotel industry.

Skills: Listening, Reading, Speaking, and Writing.

Project: How important are hotel services in your area?

★ 25 KEY WORDS

Afraid (adj.)	Key (n.)	Salutation (n.)
Available (adj.)	Latest (adv.)	Sign (n.)
Booking (n.)	Laundry (n.)	Suite (n.)
Business (n.)	Leisure (n.)	Summer (n.)
Check-in (n.)	Locked (adj.)	Twin (n.)
Fully equipped (adj.)	Luggage (n.)	Uncomfortable (adj.)
Further to (adv.)	Porter (n.)	Valet (n.)
Heated (adj.)	Range (n.)	
Indoor (adj.)	Rate (n.)	



Lesson 1: Listening Comprehension

BEFORE YOU LISTEN

A. Look at these **room types**. Search the web and then match each room type to an abbreviation.

- | | | |
|--------|---------------|-------------------------|
| 1. S2 | <u> 4 </u> | SINGLE ROOM |
| 2. S2D | <u> </u> | TWIN ROOM |
| 3. DA | <u> </u> | ONE-BED SUITE |
| 4. S | <u> </u> | DOUBLE ROOM - ONE BED |
| 5. FD | <u> </u> | DOUBLE ROOM - TWIN BEDS |
| 6. D | <u> </u> | DELUXE DOUBLE |

B. Read these questions and answer them. Share your answers with a classmate.

1. What's today's date?
2. When's the next national holiday?
3. When's your birthday?

WHILE YOU LISTEN

Click here to listen: 

C. Listen to a phone call between the receptionist and Mr. Clark. Write the correct information in the hotel booking chart.

ROOM NO: ROOM TYPE:	402 S-BATH	421 D-SHOWER	437 D-JACUZZI
DATE JANUARY			
17	MS. JAMES		MR. YAMOTO
18	MS. JAMES		
19		MR. HOLDEN	
20			
21		MR. LEE	
22	MISS JONES	MR. LEE	
23	MISS JONES		

D. Order the sentences to create the dialogue between the guests, Mr. and Mrs. Clark, and the receptionist. There is one example.

- _____ Clark, yes, ... so that's a double room with jacuzzi for three nights.
- _____ Good evening sir, good evening madam.
- _____ Thank you, sir, here's your key. You have room 437 which is on the fourth floor.
- _____ Yes, of course.
- _____ Could you just sign here, please?
- _____ Thank you.
- _____ Good evening. We have a reservation. The name's Clark.
- _____ That's right.
- _____ I'll call a porter.
- 10** _____ Enjoy your stay.

AFTER YOU LISTEN

E. Look at the pictures and discuss: Which of these services makes for a positive experience for guests? What other situation makes guests feel uncomfortable? Provide examples.



Student A: I think makes them feel comfortable.

Student B: I agree... / I disagree. I think a warm welcome...



CHECK-IN



HELPING WITH LUGGAGE



Lesson II: Reading Comprehension

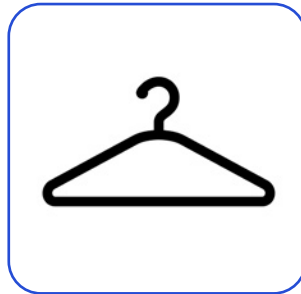
BEFORE YOU READ

A. Look at these services and label the pictures.

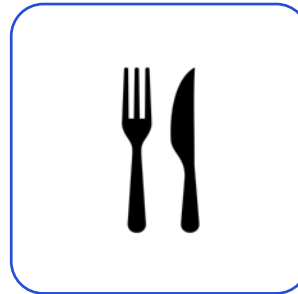
Bar - Restaurant - Fitness Centre - Car Park - Reception
Swimming Pool - Room Service - Laundry Service



1. Bar



2. _____



3. _____



4. _____



5. _____



6. _____



7. _____



8. _____

Extracted from O'Hara, F. (2002). *Be My Guest*. Cambridge University Press.

B. How many of these services are there in 3-star hotels? Can you name 2 hotels in your city?
Compare your answers with a classmate.

WHILE YOU READ

C. Read the following brochure. Tick the hotel services in the chart.



Extracted from O'Hara, F. (2002). *Be My Guest*. Cambridge University Press.

MONTEGRANDE HOTEL

We have a fully equipped business centre, including conference rooms with all the latest audio-visual equipment. Our range of high-tech computer services includes full internet access. We can arrange a full secretarial service, plus full translation and interpreting services in several languages.

Enjoy the wonderful panoramic views over the mountains as you work out in our health and fitness club, with all the latest exercise equipment. Visit the beauty salon, go to the sauna, or go for a swim in the heated indoor pool. If you would like to go sightseeing, we can arrange for a tour guide to show you the sights.

SAUNA	√	RESTAURANT	
CONFERENCE ROOMS		TOUR GUIDE	
INTERNET ACCESS		TRANSLATION AND INTERPRETING	
PARKING		INDOOR SWIMMING POOL	
AUDIO-VISUAL EQUIPMENT		LAUNDRY SERVICE	

D. Read the following short dialogues between a receptionist and a guest. Take turns with your classmates and make dialogues like this using the information from the brochure and the chart.

DIALOGUE 1

- A:** Can we use the Fitness Centre now?
B: Yes sir, you can. It's open until 8:00 pm.

DIALOGUE 2

- A:** Can we use the sauna now?
B: I'm afraid not madam, the sauna is closed.

AFTER YOU READ

E. Now, decide which are BUSINESS and which are LEISURE activities.



COMPUTER SERVICE



HEALTH & FITNESS CLUB



CONFERENCE ROOMS



SECRETARIAL SERVICES



TRANSLATION AND INTERPRETING SERVICES



SAUNA



AUDIO-VISUAL SERVICES



TOUR GUIDE



INDOOR SWIMMING POOL



EXERCISE EQUIPMENT



INTERNET ACCESS



BEAUTY SALON

BUSINESS ACTIVITY	LEISURE ACTIVITY
	SAUNA

F. In your opinion, which are the most important services in hotels? Share your opinion with the class.





Lesson III: Speaking

WARM UP

A. Look at the services in the hotels below. Look at the opening and closing times. What time do the services in the hotels open and close?

SERVICE	OPENING AND CLOSING TIMES
Fitness Centre	Open in summer
Restaurant	Available until 10:30 am
Room Service	Open every day from 7:00 am to 10:00 pm
Swimming Pool	Open every evening until 10:00 pm



SERVICE	OPENING AND CLOSING TIMES
Bar	By 11:00 am
Laundry	24-hour valet service
Check-in	Opens at 4:00 pm
Check-out	Same day
Parking	From 2:00 pm



Extracted from O'Hara, F. (2002). *Be My Guest*. Cambridge University Press.

INPUT AND ELICITING

B. Complete the questions using the words provided.

available – service open – ~~does~~ – what is – late – by – is – open

1. What time does the Fitness Centre close?
2. _____ the latest check-out time, please?
3. Is the laundry _____? I need these things _____ tonight.
4. Is room service _____? I know it's a bit _____.
5. _____ the car park locked at night?
6. When does the bar _____?

C. Complete the answers using the words below.

latest – 24 hour – Fitness – same day – available
service – opens – close at

1. Yes, sir, room service is _____ until 10:30.
2. The _____ check-out is at 11:00 am.
3. It _____ at 4:00 pm.
4. Yes, sir, and there's a _____ valet parking service.
5. The _____ Centre and Sauna _____ 10:00 pm.
6. Yes, madam, there is a _____ laundry service.

D. Now, match each question from activity **B** with the answers from activity **C** to create a dialogue in your notebook.

CONTROLLED PRACTICE

E. In pairs, take turns saying the dialogue.



FREER PRACTICE

F. In pairs, create a similar dialogue to the one in activity **D**. (10-12 LINES). Then, practise it.



RECEPTIONIST: _____

GUEST: _____



WRAP UP

G. In your opinion, which are the two most important services a hotel should offer? Compare your answer with a classmate.







Lesson IV: Writing

PRE-WRITING

A. Answer: What information should an email of a reservation confirmation contain? (Example: An email to confirm a reservation should contain the name of the person who writes the email.)

The screenshot shows an email client interface. At the top, there are three white dots on a blue background. Below that, the email header includes 'To : Mr Bouvier' and 'Subject : Booking Confirmation' with a paperclip icon. The main body of the email contains the following text:

Dear Mr Bouvier,

Further to our earlier telephone conversation, we are pleased to confirm your new booking as follows:

Arrival:	July, 19th	Departure:	July, 22nd
Room Type:	Double Room with bath and balcony		
Room rate:	\$189		
Confirmation:	JU19 FD1 408		

We look forward to welcoming you on July, 19th
Yours sincerely
Globe Hotel

At the bottom of the email, there is a toolbar with icons for location, star, paperclip, text, trash, and a dropdown arrow.


Extracted from O'Hara, F. (2002). *Be My Guest*. Cambridge University Press.

DRAFTING

B. Imagine you are the receptionist of an important hotel. Read the email of a guest who wants to change his reservation. Reply to the email including the following elements: Salutation, introductory sentence, details of arrival, room type and rate, details of confirmation, and closing sentences.

The screenshot shows an email interface with a blue header bar containing three white dots. The email content is as follows:

To : Globe Hotel

Subject : Change Reservation 

Dear Sir or Madam,

I have a reservation for two nights, the 12th and 13th July for a single room with bath. I would like to change the dates, if possible, to the 15th and 16th July.

Looking forward to receiving a prompt answer

Greg Jones


At the bottom of the email body is a grey bar with icons for location, star, paperclip, text, trash, and a dropdown arrow.

Extracted from O'Hara, F. (2002). *Be My Guest*. Cambridge University Press.

Use this template for your reply:

The screenshot shows an email interface with a blue header bar containing three white dots. The email content is a template for a reply:

To : Globe Hotel

Subject : Change Reservation 

(Salutation)

(Introductory sentence)

(Details of arrival, room type, room rate, confirmation)

(Closing sentence)

(Signature)

At the bottom of the email body is a grey bar with icons for location, star, paperclip, text, trash, and a dropdown arrow.

REVISING

C. Exchange your piece of writing with a classmate and check spelling and use of language.



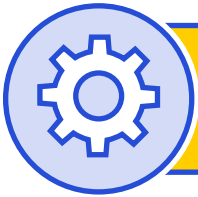
SPELLING CHECKLIST	YES	NO
All sentences make sense.		
Appropriate use of capital letters.		
Appropriate use of punctuation marks.		
Correct spelling.		
Includes all information required.		

EDITING

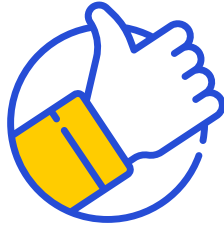
D. Using the feedback from your classmate, edit your email and write it again.

PUBLISHING

E. Now, submit the final version of your email.



Project: How important are hotel services in your area?



Name of the Project:	How Important are hotel services in your area? Survey Interviewing people on the most important services in regional hotels
Level:	Year 11
Time:	90-120 minutes
General aim:	Get information about regional hotel services.
Language aim:	Report on interviews about the most important services in regional hotels.
Resources / Materials:	Bilingual dictionary – Glossary – Booklet – Interview chart
Teacher's role:	Present project to students, give instructions, mediate group work, help with language.
Instrument of evaluation	Scale of appreciation
Student's roles	Students will work as a team to prepare an interview to know about the importance of hotel services. They should assign roles to each member such as timekeeper to meet the deadline, interviewer, language reviewer, and a leader to supervise the process of the project.

PROCEDURE

A. Work in groups of 4. Ask 3-4 people about hotel services in your area and complete the chart.

Example:

Which hotel services are important for you?

PERSON 1: _____

Services	Important	Not Important	Why?
Room Service	X		You have to feel comfortable.
Fitness and Sauna	X		You need some space for relaxing.

B. Once you complete all the charts, write a short report on the services people consider are the most or least important. Use these phrases to help you.

- ✓ People think / believe / agree ...
- ✓ The most important services are...
- ✓ The least important services are ...
- ✓ Some people think / believe...

C. Prepare a short oral presentation to report to the class. Include visual aids.

PERSON 1: _____

Services	Important	Not Important	Why?
Fitness and Sauna			
Restaurant			
Room Service			
Check-in			
Check-out			
Swimming pool			
Parking			
Laundry			
Bar			

PERSON 2: _____

Services	Important	Not Important	Why?
Fitness and Sauna			
Restaurant			
Room Service			
Check-in			
Check-out			
Swimming pool			
Parking			
Laundry			
Bar			

PERSON 3: _____

Services	Important	Not Important	Why?
Fitness and Sauna			
Restaurant			
Room Service			
Check-in			
Check-out			
Swimming pool			
Parking			
Laundry			
Bar			

Report on the interview information

SCALE OF APPRECIATION TO EVALUATE THE PROJECTS IN HOTEL INDUSTRY

Name of project		
Names of student		
Date		
EXCELLENT: 5 POINTS	SUFFICIENT: 3 POINTS	WEAK: 1 POINT
CRITERION		SCORE
1. Student has attended classes and devoted to the work of the project.		
2. Student has worked on the project during classes.		
3. Student brought the necessary materials to work on the project.		
4. All required aspects are included in the project.		
5. Contents covered in class are present.		
6. The project is presented with accurate grammar and vocabulary.		
7. There are no spelling mistakes.		
8. The project has a good general presentation.		
9. The project is presented on the requested date.		
Comments:	Total Score:	45 points /
	Final Mark:	

Unit II: Housekeeping



Goals: To comprehend general information in oral and written texts in contexts related to students' interests and concerns.

Skills: Listening, Reading, Speaking, and Writing.

Project: A hotel guest satisfaction survey.

★ 25 KEY WORDS

Amenities (n.)	Fixtures (n.)	Smoothly (adv.)
Attendant (n.)	Floor (n.)	Soiled (adj.)
Bed sheets (n.)	Guest (n.)	Stick duster (n.)
Bin (n.)	Housekeeper (n.)	Stitching (n.)
Cloths (n.)	Linen (n.)	Sweeping (n.)
Dusting (n.)	Outstanding (adj.)	Trainee (n.)
Duties (n.)	Overall (adj.)	Welcoming (adj.)
Fail (v.)	Reliable (adj.)	
Fittings (n.)	Shift (n.)	



Lesson 1: Listening Comprehension

BEFORE YOU LISTEN

A. Look at the following picture. Identify the items on the room attendant's trolley. Use the words in the box to help you fill in the chart.

- bin - soiled laundry bag -
- toilet rolls - box of cleaning products -
- cloths - black rubbish bags
- stick duster - body lotion - shampoo -
- shower gel - soap - sheets -
- pillowcases - towels - shower hats -
- shoe shine cloths
- bathmat - glasses -



TOP SHELF	MIDDLE SHELF	BOTTOM SHELF	SIDE
shampoo			

B. Think and discuss: Can housekeeping help a hotel offer an outstanding room service?



Yes, because it

Is housekeeping done every day? Why?

Yes, ...

No, ...

WHILE YOU LISTEN

Click here to listen: 

C. Listen to a room attendant talking to a trainee. Number the tasks in the correct order.

- a. clear rubbish _____
- b. remake bed _____
- c. vacuum and spray air freshener **16**
- d. remove soiled linen _____
- e. clean bathroom _____
- f. replenish guest supplies _____
- g. air room and put cleaner in toilet _____
- h. reset air conditioning _____
- i. check for guest items left behind _____
- j. remove dirty glasses, cups, etc. _____
- k. note any faults or damage _____
- l. clean bedroom surfaces and fittings _____
- m. report any high-value items missing from the room _____
- n. replace toiletries _____
- o. strip bed _____
- p. check used linen for damage _____

AFTER YOU LISTEN

D. Look at the Housekeeping Standards in the thinking cloud. Discuss and then complete the following chart with 6 standards in order of importance.



0. Uniform
1.
2.
3.
4.
5.
6.



Lesson II: Reading Comprehension

BEFORE YOU READ

A. Discuss which part of housekeeping is the most important in a hotel. These words and sentence stems may help you. If you do not understand a word, you can use dictionaries (www.linguee.com – www.wordreference.com). Follow the model.



laundry area – linen room – uniform room – tailor room
housekeeping stores – housekeeping control desk
flower room – lost and found

Student A: I think the _____ is the most important because _____

Student B: I agree. And the _____ is important in a hotel because _____

WHILE YOU READ

B. Read the passage about housekeeping below and circle the best alternative.

1. One of the functions of hotel housekeeping is:

- a. running a business property.
- b. effective cleanliness at all times.
- c. using chemicals and equipment in certain areas.

2. Housekeeping means:

- a. understanding how to keep a place safe.
- b. maintaining a nice atmosphere in specific areas.
- c. cleaning and keeping hotels to a high standard.

3. The storage area for cleaning equipment is called:

- a. the Housekeeping Control Desk.
- b. the Housekeeping Store.
- c. the Office of the Executive Housekeeper.

4. The place where linen and uniforms are cleaned and folded is:

- a. the Laundry Area.
- b. the Linen Room.
- c. the Uniform Room.

5. When a hotel guest leaves an object in the room or the hotel, they take it to:

- a. the Tailor Room.
- b. the Housekeeping Control Desk.
- c. Lost and Found.

What is Housekeeping?

Housekeeping means performing all the duties towards cleaning, maintaining orderliness, and running a house or a business property. In case of hotels, the housekeeping duties involve maintaining the hotel to the best possible state in terms of cleanliness and keeping it at highly desirable ambience.

Objectives of Hotel Housekeeping

The main objectives of hotel housekeeping are:

- To maintain overall cleanliness of the entire hotel at all times.
- To perform cleanliness duties most efficiently and effectively.
- To use good quality, safe cleaning equipment and chemicals.
- To manage laundry and linen.
- To control pests.
- To maintain the visual appeal of the hotel with classy interior decoration.
- To take care of the furniture, fittings, and fixtures of the entire hotel.

The layout of the housekeeping department depends on the total number of guestrooms, outlets, and required Staff. The following areas of the department are the most prominent ones:

Office of the Executive Housekeeper: The administrative work of the department is carried out here.

Housekeeping Control Desk: It is accessible and operational 24 hours a day. The housekeeping staff reports at the start and end of the shift here. There are notice boards, storage shelves, registers, lost and found cupboard, and a key-hanger matrix.

Laundry Area: Washing, ironing, dry cleaning, folding of linen and staff uniforms takes place here.

Linen Room: Here, the linen of the hotel such as bedsheets, towels, pillowcases, etc., are stored, collected, and carried to the required places in the hotel.

Uniform Room: The staff uniforms are collected, stored, and distributed from here.

Housekeeping Stores: It is a storage area where the cleaning equipment and items, and guest supplies are securely stored.

Flower Room: It is an air-conditioned room with worktables, sink and water supply, cupboards to store vases and stones, and a counter.

Lost and found: It stores all the items left by the guests. It directly communicates with the front office desk, as there the guests tend to first enquire about their lost articles.

Adapted from Hotel Housekeeping Tutorial. (n.d.) Tutorialspoint.
https://www.tutorialspoint.com/hotel_housekeeping/index.htm

AFTER YOU READ

C. Use the following tasks to complete the chart under the correct heading.

1. Providing clean, ironed, and fresh uniforms to the hotel staff.
2. Inspecting linen and sending it to the laundry.
3. Ensuring overall sanitation, comfort, and ambience of the hotel.
4. Keeping the count of cleaning equipment and items such as cleaners and detergents.
5. Generating requisition to purchase the required material.
6. Checking linen from laundry and sending it for ironing.
7. Keeping track of number and conditions of uniforms.
8. Monitoring housekeeping equipment and hotel property.

MANAGER OF HOUSEKEEPER	UNIFORM ROOM SUPERVISOR	STOREKEEPER	LINEN ROOM SUPERVISOR
	Keeping track of number and conditions of uniforms.		



Lesson III: Speaking

WARM UP

A. Read the following text. Who do you think Mr. Jones is? What is he doing?

Mr. Jones is telling his staff about the principles of cleaning.

"You must follow this sequence when you clean a room: sweeping, dusting, mopping, suction cleaning if needed, disinfecting, air freshening"

INPUT AND ELICITING

B. Read the following sentences and decide if they are said by **Mr. Jones** or the **Cleaning Staff**. Then, think of one or two more questions the staff could ask in this situation.

- | | | |
|---|-----------|-------|
| 1. You must take care while cleaning and polishing. Be careful with surfaces. | Mr. Jones | Staff |
| 2. Do we have to park the attendant's trolley in the corridor? | Mr. Jones | Staff |
| 3. You must never use the linen for cleaning. | Mr. Jones | Staff |
| 4. Where should we start cleaning? | Mr. Jones | Staff |
| 5. You must be careful with detergents and chemicals. | Mr. Jones | Staff |

CONTROLLED PRACTICE

C. Take turns to practice the sentences in activity B as if you were having a conversation.



FREER PRACTICE

D. In pairs, create a conversation between the Housekeeper and the cleaning staff. Use the sentences from activity B.



Housekeeper _____

Cleaning Staff _____

Housekeeper _____

Cleaning Staff _____

Housekeeper _____

Cleaning Staff _____



WRAP UP

E. In your opinion, which are the 3 most relevant tasks housekeeping staff should do to offer a good room service? Compare with a partner.

1. _____

2. _____

3. _____





Lesson IV: Writing

PRE WRITING

A. Complete the text with the following words.

ambience - duties - maintaining - cleanliness

Housekeeping means performing all the (1) _____ duties _____ towards cleaning, maintaining orderliness, and running a house or a business property. In the case of hotels, the housekeeping duties involve (2) _____ the hotel to the best possible state in terms of (3) _____, and keeping it at a highly desirable (4) _____.

Adapted from Hotel Housekeeping Tutorial. (n.d.) Tutorialspoint.
https://www.tutorialspoint.com/hotel_housekeeping/index.htm

B. Compare your answers with a classmate.

C. Read the following text and answer the questions.

What are the duties of housekeeping in a hotel?

Good housekeeping is an invisible service, in that guests only really take notice of it when your team fails to deliver the expected standard of cleanliness. A hotel room could play host to hundreds of different guests each year, but no guest wants their room to feel used, which is why it's the role of your housekeeping staff to ensure that there is no evidence of any previous occupants, and that every room is completely clean from top to bottom.

On a daily basis, the housekeeping team is responsible for cleaning guest rooms and 'turning down' beds, as well as replacing any dirty towels and replenishing any other amenities. On days when a bedroom needs to be prepared for a new guest's arrival, an intensive clean and complete change of bedding will be required. In addition to guest bedroom cleaning, some of your housekeepers should also be responsible for cleaning other front of house areas in the hotel, although generally there will be different teams and shift patterns for this.

Housekeeping teams are usually managed by a floor manager or supervisor, with a different manager overseeing each floor. They will usually be responsible for organising shifts, checking and inspecting the work of the housekeeping attendants, re-ordering supplies, and reporting any faults or problems with guest rooms to the relevant person. Laundry porters and linen room assistants also help to make sure that there's always a supply of fresh bed sheets and clean towels on hand. All of this is overseen by the overall housekeeping manager, who works alongside the rest of the hotel management team to ensure all operations run smoothly.

Adapted from Williams, B. (2019 June). *Hotel Housekeeping 101: Tips & Tricks for Clean Hotel Rooms*. Alliance Online. <https://www.allianceonline.co.uk/blog//tag/how-to-clean-a-hotel-room-step-by-step/>



1. What's the main role of the housekeeping staff?

2. What are the tasks of the housekeeping team on a daily basis?

3. What are the duties of floor managers/supervisors?

4. What is the main task of the Housekeeping Manager?

D. Imagine you are a Housekeeping Manager and you need to send a note about the main tasks of housekeeping to a group of new workers. Write your ideas in the following lines. You can use your booklet as a source or the web. Paraphrase or write with your own words.

DRAFTING

E. Write your note in the format of a memorandum. Use the model provided.

MEMO

To: All new staff members

From: Mr./Ms. _____

CC: Hotel Manager

Date: ____ / ____ /20....

Subject: Duties of housekeeping to new staff.

Welcome to our staff. First of all, we would like to share with you the role of housekeeping.
(Explanation)

Second, let me explain the main tasks of housekeeping in our hotel. (Give details)

Finally, you need to know who will be responsible for your work (Name the person in charge of different tasks)

If you have any questions, please feel free to let me know.

REVISING

F. Exchange your writing with another student in the class. Read, compare, and comment.



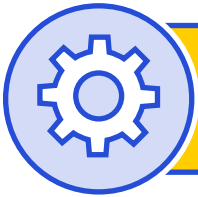
SPELLING CHECKLIST	YES	NO
All sentences make sense.		
Appropriate use of capital letters.		
Appropriate use of punctuation marks.		
Correct spelling.		
Includes all information required.		

EDITING

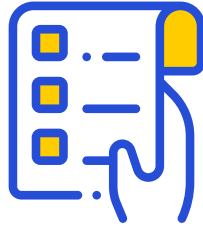
G. Revise your memo and correct it based on the feedback you received from your classmate.

PUBLISHING

H. Submit your memo to your class.



Project: A hotel guest satisfaction survey



Name of the Project:	A hotel guest satisfaction survey
Level:	Year 11
Time:	90 minutes
General aim:	To complete the following hotel guest satisfaction survey form according to student's experience.
Language aims	To use language from the Housekeeping service unit in context.
Resources/ Materials	Worksheet – Glossary – Booklet
Teacher's role	Present project to students, give instructions, mediate group work, help with language.
Instrument of evaluation	Scale of appreciation.
Student's Role	Students will work as a team. They will answer a satisfaction survey within their group. Suggested roles: material keeper, language reviewer, timekeeper, and interview collector.

PROCEDURE

A. In pairs/groups you are going to ask each other what the good and bad comments/opinions of hotel guests about room housekeeping are. You may use your own or family members' experiences to complete this activity.

Good Comments

Bad Comments

B. You are going to complete the following hotel guest satisfaction survey according to your or someone else's experience. Use the language learned in this unit.

(HOTEL NAME)					
(ADDRESS / STREET / CITY)					
Telephone number: (00) 1234 5678 Email: emailaddress@email.com					
We hope you enjoyed your stay with us. To help us serve you better, please complete this survey about your room and leave it in our reception desk at your convenience. Thank you!					
Comments	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Housekeeping services were timely and efficient during your stay.					
Guest room was clean and comfortable.					
Guest room was furnished appropriately.					
Bed, pillows, and bed sheets were comfortable.					
Quality room amenities package (shampoo, soaps, etc.) were present.					
Bathroom was properly cleaned and sanitised.					
Did you experience any problems during your stay? Yes No					
If you reported any problems, how satisfied are you with the resolution?					
Would you recommend us to others? Yes No Why, or why not?					
How might we make your stay more memorable?					
Please share any additional comments or suggestions					

FOLLOW UP

C. Students may show the results to their classmates or other people in the community.

VARIATION

D. Students can interview other people at school (teachers, students from other classes, school authorities).

SCALE OF APPRECIATION TO EVALUATE THE PROJECTS IN HOTEL INDUSTRY

Name of project		
Names of student		
Date		
EXCELLENT: 5 POINTS	SUFFICIENT: 3 POINTS	WEAK: 1 POINT
CRITERION		SCORE
1. Student has attended classes and devoted to the work of the project.		
2. Student has worked on the project during classes.		
3. Student brought the necessary materials to work on the project.		
4. All required aspects are included in the project.		
5. Contents covered in class are present.		
6. The project is presented with accurate grammar and vocabulary.		
7. There are no spelling mistakes.		
8. The project has a good general presentation.		
9. The project is presented on the requested date.		
Comments:	Total Score:	45 points /
	Final Mark:	

Unit III: Recreational and entertainment activities



Goal: Fluently produce and understand short and clear oral and written texts in communicative situations that involve differing points of view in order to interact and become aware of one's own identity.

Skills: Listening, Reading, Speaking, and Writing.

Project: Writing an itinerary.

★ 25 KEY WORDS

Anything (pron.)	Cruise (n.)	Overnight (adj.)
Arrangements (n.)	Fancy (adj.)	Package (n.)
Belt (n.)	Fence (n.)	Participatory (adj.)
Beverage (n.)	Ferry (n.)	Pleasure (n.)
Billiards (n.)	Gift shop (n.)	Sightseeing (n.)
Brochure (n.)	Leaflet (n.)	Strap (v.)
Bureau (n.)	Lodging (n.)	Truthful (adj.)
Campgrounds (n.)	Meal (n.)	
Choice (n.)	Mound (n.)	



Lesson 1: Listening Comprehension

BEFORE YOU LISTEN

A. Match the words (1-10) with the corresponding definition (a-j).

1.	museum		a. a building where works of art can be seen by the public.
2.	art gallery		b. an area in which animals, especially wild animals, are kept so that people can go and look at them.
3.	spa		c. a place where people can stay to improve their appearance or health by eating well and exercising and sometimes also by drinking or bathing in water with natural substances in it
4.	park		d. a place that is open late at night, where people can go dance and often see some type of entertainment.
5.	nightclub		e. a large area containing several different pools, usually with equipment and activities for swimmers, that visitors pay to use.
6.	swimming pool		f. a large area of land with grass and trees, usually surrounded by fences or walls, especially arranged so that people can walk in it for pleasure or where children can play in it.
7.	gift shop		g. a place where meals are prepared and served to customers.
8.	restaurant		h. an artificial area of water for swimming.
9.	zoo		i. a shop that sells goods that are suitable for giving as presents.
10.	water park	1	j. a building where objects of historical, scientific, or artistic interest are kept.

B. Think and discuss: What are the most interesting activities when going on holiday/vacation?



WHILE YOU LISTEN

Click here to listen: 

C. Listen and circle the correct answer.

1. The guest wants information about:

- a. a concert
- b. a karaoke bar
- c. a night club
- d. a museum

2. The receptionist offers the guest:

- a. an article
- b. a brochure
- c. a leaflet
- d. a newspaper

3. The main tourist places are:

- a. around the cathedral
- b. around the square
- c. along the river
- d. near the zoo

4. The guest wants to entertain his children on:

- a. Friday
- b. Saturday
- c. Sunday
- d. Monday

5. There are some cheap restaurants:

- a. near the park
- b. near the cathedral
- c. across from the zoo
- d. next to the National

6. The guest's wife is interested in:

- a. sightseeing
- b. singing karaoke
- c. relaxing at a spa
- d. swimming

AFTER YOU LISTEN



D. Use the transcript provided by your teacher as a model to write a short dialogue between a receptionist and a guest. Read your dialogue aloud and act it out.

RECEPTIONIST _____

GUEST _____

RECEPTIONIST _____

GUEST _____

RECEPTIONIST _____

GUEST _____

RECEPTIONIST _____

GUEST _____



Lesson II: Reading Comprehension

BEFORE YOU READ

A. Match the concept with the correct definition.

- | | |
|--------------------------|--|
| 1. <u> d </u> beverage | a. for or during a night. |
| 2. _____ lodging | b. an office that collects and distributes information. |
| 3. _____ overnight | c. accommodation in a house, for example, rooms for rent. |
| 4. _____ arrangements | d. any liquid that can be drunk, especially a liquid other than water. |
| 5. _____ bureau | e. a place for a camp in a tent or in the open air. |
| 6. _____ Bed & Breakfast | f. plans, preparations. |
| 7. _____ campgrounds | g. an accommodation offered by an inn or hotel, consisting of a room for the night and breakfast in the morning for one inclusive price. |

WHILE YOU READ

B. Read the following text about the Hospitality Industry. Choose the best heading for each segment.

- Travel
- Tourism
- Food and Beverage
- Lodging/Accommodation
- Recreation

The hospitality industry is complex, consisting of five major segments: **recreation, travel, food, tourism, and lodging**. Part of the complexity is the blending of segments, such as a hotel that houses a restaurant, theater, and a gift shop. ALL segments of the hospitality industry must work together to successfully meet customer needs.

1. The Food and Beverage segment consists of businesses that prepare food for customers. It is also known as the food service industry. Many food and beverage businesses are located in another business, such as movie theatres, airports, malls. These businesses vary from large to small, casual to fancy/formal.

2. The _____ segment provide a place to sleep or stay overnight or longer. These businesses vary by level of service (budget/casual to expensive resort), price, location, and type. Bed and Breakfasts are located in private homes and are a part of the Lodging segment; so are campgrounds and hostels.

3. The _____ segment is the industry that moves people from one place to another. Travel can be for business or pleasure. Business travel is responsible for 23% of all travel in the US. Modes of transportation include automobiles, buses, trains, ships, and airplanes. Businesses in this segment include car rentals, taxi services, ferry services, bus services, train services, cruise lines, and airlines.

4. The _____ segment consists of businesses that organize and promote travel and vacations. Businesses in the tourism industry include travel agencies, tour operators, cruise companies, meeting & convention planners, and convention and visitors' bureaus. A vacation might involve several different hospitality businesses. A **Travel Package** is a trip that includes several segments of the hospitality industry, such as transportation, lodging, meals, and entertainment. One fee is charged for the package that covers all the arrangements. Professional Travel Planners work for Tour Companies to sell packages to consumers.

5. The _____ segment includes businesses that provide activities for people to rest, relax, and enjoy. The goal of recreation is to refresh a person's body and mind. Types of recreation businesses are:

entertainment – provide shows for you to watch, as well as movies, live theater, concerts.

attractions – places of special interest to visit such as festivals, state fairs, museums, zoos.

spectator sports – sports that you watch others play such as the MLB, NBA, NFL, MLS.

participatory sports – sports that you take part in, such as golf, tennis, etc.

Adapted from *Chapter 1 – The Hospitality Industry*. (n.d.). CourseHero.

<https://www.coursehero.com/file/16802393/Chapter-1-The-Hospitality-Industry/>

C. Read the text again. Answer True (T) or False (F). Correct the false sentences.

1. **T** The text shows how the Hospitality Industry segments have to work together to meet customer needs.

2. Food and Beverage segments are only found in the Hotel Industry.

3. Places to stay overnight are all expensive and difficult to find.

4. You can travel for business or pleasure.

5. When people buy a travel package, they book transport, lodging, meals, and entertainment.

6. The goal of recreation is to sell packages to consumers.

7. Some types of recreation include sports, festivals, or shows.

AFTER YOU READ

D. Complete the chart. Provide additional examples for the recreation categories.

RECREATION BUSINESS	EXAMPLES
ENTERTAINMENT	
ATTRACTIONS	
PARTICIPATORY SPORTS	



Lesson III: Speaking

WARM UP

A. Discuss: Have you ever participated in exotic activities or extreme sports?

Example: Yes, I have. I went rock climbing once. / No, I haven't.



INPUT & ELICITING

B. Read the following dialogue with a partner. Act it out.



Guest: Good evening. We're looking for a good restaurant for dinner.

Staff: What kind of food are you interested in?

Guest: Since we are in Thailand, we would like to try Thai food.

Staff: The Thai Thai Restaurant is always a good choice.

Guest: Thank you very much. We'll try it.

Guest: Could you recommend a place to take our children? They're getting bored at the beach.

Staff: There's a movie theatre in Phuket Town at the Central Festival they might enjoy.

Guest: Well, that could be an option. Is there anything else more exciting?

Staff: Lots of kids seem to have a great time at the Go-Cart track.

Guest: Oh no, no way. That's way too dangerous.

Staff: Have they ever ridden an elephant?

Guest: Not really. Is it safe?

Staff: Oh, absolutely. The elephants are well trained, and the trainer leads the elephant along the path. Riders are strapped into the seats with safety belts, just like in a car. And the rides are not that long: about 30 minutes or so.

Guest: That sounds interesting, thank you.

Adapted from Yada Yada English. (n.d.). *Hotel and Resort English*. PDFCOFFEE.

<https://pdfcoffee.com/english-lesson-plans-for-the-hospitality-industry-hotel-tefl-yada-yada-english-pdf-free.html#Thanh+L>

CONTROLLED PRACTICE

C. Role-play: one of you is the guest, and the other is someone from the staff. Practise some questions and answers:



GUEST	STAFF
<ul style="list-style-type: none">• Could you recommend a place to eat? Take my kids? Have fun?• Is there anything else more interesting? Exciting? Fun?• Is it fun? Safe? Exciting?• That sounds OK / Perfect / Fun.	<ul style="list-style-type: none">• There's a movie theatre/theme park/a karaoke bar.• Yes, lots of people/kids seem to have a great time at the cinema rooms/games room/restaurants.• Oh, absolutely / certainly / of course.

FREER PRACTICE

D. Work in pairs. Use words and expressions from the lesson and write your own dialogue. You can also use the information from activities **B** and **C**.

STUDENT A is a guest who needs some entertainment for their children.
STUDENT B works at the front desk.

A: _____

B: _____

A: _____

B: _____



WRAP UP

E. In 1 minute, write down all the new words and expressions you learned in this lesson.





Lesson IV: Writing

PRE WRITING

A. Complete the text with the following words. One is already done for you.

fun - bar - room - billiards - cinema

HOTEL MARINA

In our hotel you can find:

A karaoke (1) **bar**, a (2) _____ table, and a huge (3) _____ room for you and your family.

Visit our games (4) _____. Your children will have lots of (5) _____!

More information at www.marinahotel.org

DRAFTING

B. You work for a hotel communications office and you need to write a leaflet/flyer (one page) to offer new recreational and entertainment activities for the guests. Use words from Lessons I-II-III-IV, pictures, and PPT or Word to help you.

REVISING

C. Once you finish, revise, and edit grammar and spelling.

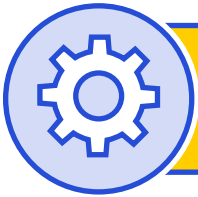
EDITING

D. Rewrite your text, correcting the grammar and/or spelling mistakes.

	YES	NO
All sentences make sense.		
Use of capital letters.		
Use of punctuation marks.		
Correct spelling.		
Includes all information required.		

PUBLISHING

E. Finally, show another student your leaflet and report your work.



Project: Writing an itinerary



Name of the Project:	WRITING AN ITINERARY
Level:	Year 11
Time:	90 minutes
General aims:	Give information about recreational activities.
Language aims:	Write a two-day itinerary for tourists.
Resources / Materials:	Bilingual dictionary – Glossary – Booklet – Itinerary example
Teacher's role:	Present project to students, give instructions, mediate group work, help with language doubts.
Instrument of Evaluation	Scale of appreciation
Students' roles:	Students will work as a team. They will have to create an itinerary following a model. They will discuss and agree on the most interesting place to create their itinerary. They should assign roles to each member of the team such as: language checker, material and timekeeper, designer.

PROCEDURE

A. Look at this example of an itinerary

<p style="text-align: center;">China Tour Excursion</p> <p style="text-align: center;">Xian Tour Itinerary</p> 	<p>Day 1</p> <p>15.00 Transfer from the hotel to the airport for a flight to Xian.</p> <p>Stay overnight at the Bell Tower Hotel, Xian.</p> <p>Day 2</p> <p>07.30 Take the bus to the emperor's burial mound.</p> <p>See the terracotta warriors.</p> <p>12.00 Return to the bus. Have lunch in Ban Po.</p> <p>13.30 Take the tour of the ancient village at Ban Po.</p> <p>15.30 Return to the coach. Visit the hot springs at Huaqing.</p> <p>17.00 Return to Xian.</p> <p>Evening: See the Tang Dynasty Dance Show.</p> <p>Have dinner and stay overnight at the hotel.</p>
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Adapted from Stott, T. & Buckingham, A. (1995). *At Your Service. English for the Travel and Tourist Industry*. Oxford University Press.

B. Get in groups and write a similar itinerary for tourists in your city or town. Use the example as a model. Include the following aspects:

1. Name of the tour operator.
2. Name of the tour.
3. Write the activities and the time below the days (4-6 maximum).
4. Add a picture.



FOLLOW UP

C. Students will share their itineraries with their classmates, trying to convince them to “buy” their tour.

VARIATION

D. Students can create a short video or a PowerPoint showing the best places to visit the place they have chosen for their itinerary.

SCALE OF APPRECIATION TO EVALUATE THE PROJECTS IN HOTEL INDUSTRY

Name of project		
Names of student		
Date		
EXCELLENT: 5 POINTS	SUFFICIENT: 3 POINTS	WEAK: 1 POINT
CRITERION		SCORE
1. Student has attended classes and devoted to the work of the project.		
2. Student has worked on the project during classes.		
3. Student brought the necessary materials to work on the project.		
4. All required aspects are included in the project.		
5. Contents covered in class are present.		
6. The project is presented with accurate grammar and vocabulary.		
7. There are no spelling mistakes.		
8. The project has a good general presentation.		
9. The project is presented on the requested date.		
Comments:	Total Score:	45 points /
	Final Mark:	

Unit IV: Event Services



Goals: To use one's knowledge of English to understand and produce short and clear written and oral texts with the aim of building a critical personal position within the hotel industry.

Skills: Listening, Reading, Speaking, Writing.

Project: Creating a menu with local food for a special event.

★ 20 KEY WORDS

Accommodate (v.)

Assistant (n.)

Caterer (n.)

Cork (n.)

Course (n.)

Dessert (n.)

Dishes (n.)

Draft (adj.)

Ensure (v.)

Fee (n.)

Foyer (n.)

Freshen up (v.)

Garlic (n.)

Grateful (adj.)

Lounge (n.)

Main (adj.)

Poach (v.)

Pricing (n.)

Quotation (n.)

Regarding (prep.)

Sausage (n.)

Scramble (v.)

Starter (n.)

Submit (v.)

Vendor (n.)



Lesson 1: Listening Comprehension

BEFORE YOU LISTEN

A. Discuss the following questions (use the phrase and word bank to help you).



1. What is usually served for breakfast in a hotel in your city/country?
2. What do people usually have for breakfast when they are at home?

Useful phrase: People usually have for breakfast in hotels / at home.



WORD BANK	
FOOD	DRINKS
CEREAL	MILK
EGGS	JUICE
PANCAKES	TEA
BREAD	BREAD COFFEE
FRUIT	LEMONADE

WHILE YOU LISTEN

Click here to listen: 

C. You will hear a phone call in which a guest is asking for breakfast in her room. Listen and write down what the guest wants by writing the number of orders and ticking the breakfast menu.

BREAKFAST

Kindly indicate the number of orders and the time you wish breakfast to be served.
Please hang this menu on the outside doorknob before 11.00 P.M.

Date	Room No.	Name	No. of People

To be served between:

- | | |
|--------------------------------------|---------------------------------------|
| <input type="checkbox"/> 6:30 - 7:00 | <input type="checkbox"/> 8:30 - 9:00 |
| <input type="checkbox"/> 7:00 - 7:30 | <input type="checkbox"/> 9:00 - 9:30 |
| <input type="checkbox"/> 7:30 - 8:00 | <input type="checkbox"/> 9:30 - 10:00 |
| <input type="checkbox"/> 8:00 - 8:30 | |

Orders:

AMERICAN BREAKFAST \$25.00

- Juice Orange Tomato Strawberry
- Fried
- Scrambled with Ham Bacon Sausage
- Poached
- Boiled

Breakfast rolls with Jam and Marmalade

- Beverage Coffee
- Tea with Milk Lemon
- Milk

CONTINENTAL BREAKFAST \$20.00

- Juice Orange Tomato Strawberry
- Breakfast rolls with Jam and Marmalade
- Beverage Coffee
- Tea with Milk Lemon
- Milk

Orders:

C. Listen to the phone call again. Complete the following dialogue extract.

Waiter: Good morning, room service.

Guest: Hello this is Mrs. (1) Kennedy in Room (2) _____. Can I order (3) _____ in my room, please?

Waiter: Certainly madam. What would you (4) _____ to have?

Guest: Well, can I have one (5) _____ breakfast with orange (6) _____, scrambled (7) _____ with (8) _____, breakfast rolls, and (9) _____ with milk, please?

Waiter: Now, what (10) _____ would you like your breakfast (11) _____?

Guest: At a (12) _____.

AFTER YOU LISTEN

D. Use the extract in C and the transcript provided by your teacher as a model to write a dialogue between a waiter/waitress and a guest. Read aloud your dialogue and act it out.



A: _____

B: _____

A: _____

B: _____



Lesson II: Reading Comprehension

BEFORE YOU READ

A. Match the following words to their definitions. There is one extra word.

1.	caterer		a. A person who receives or entertains guests; owner or manager of a hotel.
2.	duties		b. The place where something happens, especially an organised event.
3.	venue		c. A person whose occupation is making fitted clothes.
4.	refund		d. A person or company providing food and drink at a social event or other gathering.
5.	disrupt		e. A charge for opening a bottle of wine bought elsewhere.
6.	tailor		f. Tasks or actions that people are required to perform as part of their job.
7.	contingency		g. A repayment of a sum of money.
8.	host	5	h. To interrupt an event, activity or process by causing a disturbance or problem.
9.	cork fee		

WHILE YOU READ

B. Read the following text of a hotel brochure and answer the questions.

SPECIAL EVENTS AT GL RESORT

Let the Golden Lands Resort be a part of your celebration. You are welcome to contract a number of venues that are ideal for hosting special events like weddings, anniversary parties, or galas.

Facilities

- The Blue Ballroom provides seating for up to 300 guests.
- The adjoining garden accommodates 50 guests. It's perfect for small weddings and parties!
- Changing rooms are available for wedding parties.



Planning and Services

- Plan every detail of your special event with the help of our event coordinator. Our event coordinators are very knowledgeable and will be able to refer to you reputable vendors, including florists, tailors, and decorators.
- Book a block or rooms for you guests. Our booking agents can help you with group sales.
- We have several contingency plans in place to make sure your event does not get interrupted.



Food and Beverages

- We offer you the option of using our catering services at a discounted fee, as you are welcome to hire an outside caterer.
- Choose between a cash bar or open bar for your event. Please note that if you are bringing your own wine, we will charge a \$10 cork fee per bottle.



Adapted from Evans, V., Dooley, J., Garza, V. (2018). *Career Paths - Hotels & Catering*. Express Publishing.

1. What is the main idea of the text?

- a. What kind of rooms the hotel offers.
- b. Why the hotel is good for hosting events.
- c. The benefits of using outside caterers.
- d. The duties of an event coordinator at a hotel.

2. Using the hotel catering services is good because...

- a. the hotel provides free catering.
- b. guests can have an open bar.
- c. guests receive discounts on alcoholic beverages.
- d. the hotel offers special pricing for catering services.

3. According to the brochure what doesn't the hotel offer?

- a. It provides refunds for disrupted events.
- b. Its facilities are specifically for hosting weddings.
- c. It does not provide floral arrangements.
- d. Its planning services are expensive.

AFTER YOU READ

C. Provide examples of special events that can be held/celebrated at hotels.



FAMILY EVENTS	SOCIAL EVENTS
BIRTHDAYS	

D. Discuss: Which are the most common events in your city or area?





Lesson III: Speaking

WARM UP

A. Have you ever organised a special meeting or event? What was it like?

INPUT AND ELICITING

B. Try to define the following concepts in English. Use your own words.

Draft program: _____

Foyer lounge: _____

Freshen up: _____

CONTROLLED PRACTICE

C. Read the following dialogue between an events coordinator and his or her assistant. Choose a partner and practise it.

Coordinator: Okay. Let's just run through the arrangements for the conference. I've got the original draft program here.

Assistant: Yes. I'd like to check some of the arrangements, just in case.

Coordinator: Well, registration is at 4 o'clock and, after registration, they want to have tea in the foyer lounge.

Assistant: Ok, that means the opening speech will be at 5 o'clock.

Coordinator: Yes, and after that, all delegates will need time to freshen up and change before the reception and dinner.

Assistant: Okay. At dinner, we've been asked to ensure fresh flower arrangements are on all the tables, remember?

Coordinator: Right. Can you phone the florists and check arrangements there?

Assistant: Sure.

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

FREER PRACTICE

D. Work in pairs. Use vocabulary and expressions from the lesson and write your own dialogue. Use the information in activity **C** to help you.

STUDENT A: You are the Hotel Events Coordinator. There is a business dinner in the evening. Check all necessary details with your assistant.

STUDENT B: You are the Events assistant. Help the coordinator run through all the arrangements before the dinner starts.

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

A: _____

B: _____

WRAP UP

E. Name other events that can be held at hotels in addition to conferences and business dinners.



Lesson IV: Writing

PRE-WRITING

A. Read the following letter. What information does the Conference Coordinator want?

Mr. Wrightson
Conference & Banqueting Manager
Grosvenor House Hotel
Park Lane
LONDON W1

6th January 2021

Dear Mr. Wrightson

I am writing to you regarding a conference we are planning to hold in October this year. We are looking for a venue in central London and we anticipate approximately fifty delegates who will stay for two nights, probably on a Friday and a Saturday. We will require a large banqueting room for opening and closing events and a number of smaller meeting rooms for other sessions. We will also need to mount an exhibition.

I would be grateful if you could send me some information about your conference facilities together with your current rates, and any information you may have on social events which can be arranged to accompany the conference.

I would welcome the opportunity of discussing possible arrangements with you.

Yours sincerely,

Brenda White
Conference Coordinator
ETOA

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

DRAFTING



B. Work in pairs. First, look at the letter in activity A and list the information about conference facilities, rates, and special social events for the delegates coming to the conference.

Use this example of an event proposal to help you.

To, _____ (name of the person to whom the proposal is being submitted)
_____ (proposed date of the event in dd/mm/yy format)

Event Outline:
_____ (name of the event)
_____ (topic on which the event is based)
_____ (estimated duration of the event)

List of facilities	Rate/Price
_____	_____
_____	_____

Special social events	Rate/Price
_____	_____
_____	_____

Total cost: _____

Format adapted from McArthur, J. (2018 July 31). Craft the Perfect Event Proposal Template Now. *Guidebook*.
<https://guidebook.com/mobile-guides/perfect-event-proposal-template/>

REVISING

C. Now, check vocabulary, grammar, spelling, and information required from the coordinator with a classmate.

	YES	NO
All sentences make sense.		
Appropriate use of capital letters.		
Appropriate use of punctuation marks.		
Correct spelling.		
Includes all information required.		

EDITING

D. Work with your partner, completing a response for Ms. Brenda White, the Conference Coordinator. Use this quotation template to help you.

Ms _____ (name)
_____ (position)
ETOA
127 Clerkenwell Rd, Holborn
London, _____ (date)

Dear Ms. _____

Thank you very much for your interest in our hotel facilities for your _____ (event).

Our hotel has more than 8 years of experience in the field of hotels and restaurants in Central London. We pride ourselves in creating a comfortable atmosphere for delegates.

Please find the details of _____
_____ (information required by the coordinator).

FACILITIES/SOCIAL EVENTS

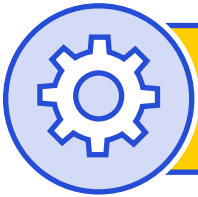
RATES

TOTAL AMOUNT

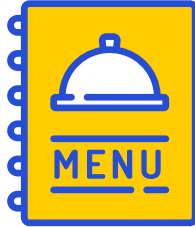
Boris Wrightson
Conference & Banqueting Manager
Grosvenor House Hotel

PUBLISHING

E. Share your response with the rest of the class.



Project: Creating a local food menu for a special event



Name of the Project	CREATING A LOCAL FOOD MENU FOR A SPECIAL EVENT
Level	Year 11
Time	90 minutes
General aim	Give information about food for special events.
Language aim	Create a menu for a special event using local ingredients.
Resources / Materials	Bilingual dictionary – Glossary – Booklet – Itinerary example
Teacher's role	Present project to students, give instructions, mediate group work, help with language.
Instrument of Evaluation	Scale of appreciation
Student's role	Students will work as a team to design and create a menu.

PROCEDURE

A. Look at this example of a menu.

**CELEBRATE YOUR SPECIAL EVENT
WITH OUR LOCAL MENU**

MENU

STARTERS

- LOCAL SEAFOOD COCKTAIL
- TOMATO SOUP
- GARLIC CHICKEN WINGS

MAIN COURSE

- SPAGHETTI CARBONARA
- COD, CHIPS, AND PEAS
- CHICKEN WITH ROAST POTATOES AND CARROTS
- CHEESEBURGER, CHIPS, AND SALAD

DESSERT

- STRAWBERRY ICE CREAM
- CHOCOLATE MOUSSE
- FRESH FRUIT SALAD

Contact: menu@palmhotel.org
Phone N° 555 5656

B. In groups, create an original three-course menu with ingredients from your region, zone, or area for a special event in your school. Discuss which dishes are the best for your menu. Include the following:



1. Three – four starters
2. Four – five main courses
3. Three types of dessert
4. Contact information/phone number
5. Add special decorations/pictures of food.

C. Use the following table to classify your types of courses.

STARTERS	MAIN COURSES	DESSERTS

D. Use PowerPoint, Word, or any other tool of your preference.

E. Present your menu to the class and teacher through a gallery walk, so everyone can see each other's menus.

FOLLOW UP

F. You can role-play a restaurant situation using the menu you have created.

VARIATION

G. If you can, design and make a wine list, a desserts menu, or a cocktail card. Share your products with the rest of the class.

SCALE OF APPRECIATION TO EVALUATE THE PROJECTS IN HOTEL INDUSTRY

Name of project		
Names of student		
Date		
EXCELLENT: 5 POINTS	SUFFICIENT: 3 POINTS	WEAK: 1 POINT
CRITERION		SCORE
1. Student has attended classes and devoted to the work of the project.		
2. Student has worked on the project during classes.		
3. Student brought the necessary materials to work on the project.		
4. All required aspects are included in the project.		
5. Contents covered in class are present.		
6. The project is presented with accurate grammar and vocabulary.		
7. There are no spelling mistakes.		
8. The project has a good general presentation.		
9. The project is presented on the requested date.		
Comments:	Total Score:	45 points /
	Final Mark:	

Appendix



ANSWER KEY UNIT I

LESSON I:

Activity A:

1. twin room
2. double room – twin beds
3. deluxe double
- 4. single room (example)**
5. one-bed suite
6. double room – one bed

Activity B:

Students' own answers.

Activity C:

ROOM NO: ROOM TYPE:	402 S-BATH	421 D-SHOWER	437 D-JACUZZI
DATE JANUARY			
17	MS. JAMES		MR. YAMOTO
18	MS. JAMES		
19		MR. HOLDEN	
20			MR. CLARK
21		MR. LEE	MR. CLARK
22	MISS JONES	MR. LEE	MR. CLARK
23	MISS JONES		

Activity D:

- 1_ Good evening sir, good evening madam.
- 3_ Clark, yes, ... so that's a double room with jacuzzi for three nights.
- 7_ Thank you, sir, here's your key. You have room 437, which is on the fourth floor.
- 6_ Yes, of course.
- 5_ Could you just sign here, please?

- 9_ Thank you.
- 2_ Good evening. We have a reservation. The name's Clark.
- 4_ That's right.
- 8_ I'll call a porter.
- 10 (example) Enjoy your stay.**

Activity E:

Students' own answers.

LESSON II

Activity A:

1. Bar (example)
2. Laundry Service
3. Restaurant
4. Swimming Pool
5. Fitness Centre
6. Car Park
7. Room Service
8. Reception

Activity B:

Students' own answers.

Activity C:

SAUNA	√	RESTAURANT	
CONFERENCE ROOMS	√	TOUR GUIDE	√
INTERNET ACCESS	√	TRANSLATION AND INTERPRETING	√
PARKING		INDOOR SWIMMING POOL	√
AUDIO-VISUAL EQUIPMENT	√	LAUNDRY SERVICE	

Activity D:

Students' own answers.

Activity E:

BUSINESS ACTIVITY	LEISURE ACTIVITY
CONFERENCE ROOMS	SAUNA (example)
INTERNET ACCESS	INDOOR SWIMMING POOL
AUDIO-VISUAL EQUIPMENT	TOUR GUIDE
SECRETARIAL SERVICES	EXERCISE EQUIPMENT
TRANSLATION AND INTERPRETING SERVICES	HEALTH & FITNESS CLUB
COMPUTER CENTER	BEAUTY SALON

Activity D:

Students' own answers.

LESSON III

Activity A:

Student's own answers.

Activity B:

1. does (example)

2. What is
3. service open - by
4. available - late
5. Is
6. open

Activity C:

1. service (example) - available

2. latest
3. opens
4. 24-hour
5. Fitness- close at
6. Same day

Activity D:

Q: What time does the fitness Centre close?

A: The Fitness Centre and the Sauna close at 10 pm.

Q: What is the latest check-out time, please?

A: The latest check-out is at 11 am.

Q: Is the laundry service open? I need these things by tonight.

A: Yes, madam, there is a late laundry service.

Q: Is the car park locked at night?

A: Yes, sir, and there's a 24-hour valet parking service.

Q: When does the bar open?

A: It opens at 4 pm.

Activity E:

Student's own answers.

Activity F:

Student's own answers.

Activity G:

Student's own answers.

LESSON IV

Student's own answers.

ANSWER KEYS UNIT II:

LESSON I

Activity A:

Students' own answers.

TOP SHELF	MIDDLE SHELF	BOTTOM SHELF	SIDE
shampoo (example)	sheets	toilet rolls	bin
body lotion	pillowcases	stick duster	soiled laundry bag
shower gel	bathmat	box of cleaning products	
soap	towels	cloths	
shoe shine cloths		black rubbish bags	
glasses			
shower hats			

Activity B:

Students' own answers.

Activity C:

- a. 7
- b. 9
- c. 16 (example)
- d. 5
- e. 10
- f. 13
- g. 1
- h. 15
- i. 2
- j. 8
- k. 14
- l. 12
- m. 3
- n. 11
- o. 4
- p. 6

Activity D:

Students' own answers.

LESSON II READING

Activity A:

Students' own answers.

Activity B:

1. b
2. c
3. b
4. b
5. c

Activity C:

MANAGER OF HOUSEKEEPER	UNIFORM ROOM SUPERVISOR	STOREKEEPER	LINEN ROOM SUPERVISOR
Monitoring housekeeping equipment and hotel property.	Providing clean, ironed, and fresh uniforms to the hotel staff.	Checking the count of cleaning equipment such as cleaners and detergents.	Inspecting linen and sending it to the laundry.
Ensuring overall sanitation, comfort, and ambience of the hotel.	Keeping track of number and conditions of uniforms. (example)	Generating requisition to purchase the required material.	Checking linen from laundry and sending it for ironing.

LESSON III SPEAKING

Activity A:

Students' own answers.

Activity B:

1. Mr. Jones (example)
2. Staff
3. Mr. Jones
4. Staff
5. Mr. Jones

Activity C:

Students' own answers.

Activity D:

Students' own answers.

Activity E:

Students' own answers.

LESSON IV WRITING

Activity A:

1. duties (example)
2. maintaining
3. cleanliness
4. ambience

Activity B:

Students' own answers.

Activity C:

1. The main role of the housekeeping staff is to ensure there is no evidence of previous occupants and that every room is clean from top to bottom.
2. The tasks are cleaning guest rooms, turning down beds, replacing dirty towels, and replenishing amenities.

3. Floor managers are responsible for organising shifts, checking, and inspecting the work of attendants, reordering supplies, and reporting faults or problems with guest rooms.
4. The task of the Housekeeping Manager is to ensure that all operations run smoothly in the hotel.

Activity D:

Students' own answers.

Activity E:

Students' own answers.

Activity F:

Students' own answers.

Activity G:

Students' own answers.

Activity H:

H. Students' own answers

ANSWER KEY UNIT III

LESSON I LISTENING

Activity A:

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

Activity B:

Student's own answers.

Activity C:

1. c
2. b
3. a
4. c
5. a
6. c

Activity D:

Student's own answers

LESSON II READING COMPREHENSION

Activity A:

1. D (example)
2. C
3. A
4. F
5. B
6. G
7. E

Activity B:

1. Food and Beverage (example)
2. Lodging/Accommodation
3. Travel
4. Tourism
5. Recreation

Activity C:

1. T. (example)
2. F. Many Food and beverage segments are located in other businesses, for example, movie theatres, airports, malls.
3. F. Places to stay overnight vary by level of service, price, location, and type.
4. T.
5. T.
6. F. The goal of recreation is to refresh a person's body and mind.
7. T.

Activity D:

Student's own answers

LESSON III SPEAKING

Activity A:

Students' own answers.

Activity B:

Students' own answers.

Activity C:

Students' own answers.

Activity D:

Students' own answers.

Activity E:

Students' own answers.

LESSON IV WRITING

Activity A:

1. bar (example)
2. billiards
3. cinema
4. room
5. fun

Activity B:

Students' own answers.

Activity C:

Students' own answers.

Activity D:

Students' own answers.

Activity E:

Students' own answers.

ANSWER KEY UNIT IV

LESSON I LISTENING COMPREHENSION

Activity A:

Students' own answers

Activity B:

To be served between 7.30-8.00

American Breakfast Orders: 1

Juice: orange

Eggs: scrambled with bacon

Breakfast rolls

Coffee with milk

Continental Breakfast orders: 1

Juice: Strawberry

Breakfast rolls

Tea with lemon

Activity C:

1. Kennedy (example)

2. 213

3. breakfast

4. like

5. American

6. juice

7. eggs

8. bacon

9. coffee

10. time

11. served

12. quarter to 8

Activity D:

Student's own answers

LESSON II READING COMPREHENSION

Activity A:

1. d

2. f

3. b

4. g

5. h (example)

6. c

7. extra word

8. a

9. e

Activity B:

1. b

2. d

3. c

Activity C:

Students' own answers.

Activity D:

Student's own answers

LESSON III SPEAKING

Activity A:

Students' own answers.

Activity B:

Students' own answers.

Activity C:

Students' own answers.

Activity D:

Students' own answers.

Activity E:

Students' own answers.

LESSON IV WRITING

Activity A:

Students' own answers
(suggested: information about conference facilities, current rates, and extra information about social events).

Activity B:

Students' own answers.

Activity C:

Students' own answers.

Activity D:

Students' own answers.

Activity E:

Students' own answers.

AUDIO SCRIPTS

UNIT I LESSON I

RECEPTIONIST: Hello, this is Stardust Hotel, how can I help you?

MR. CLARK: Yes, I have a reservation from the 18th to 21st January for a double room with a jacuzzi.

RECEPTIONIST: And your name please, sir?

MR. CLARK: Clark. I would like to change the dates, if possible, from the 19th to the 22nd January.

RECEPTIONIST: One moment please so that I can check, Mr. Clark, but I think that's possible. You said from the 19th to the 22nd, right?

MR. CLARK: Yes, that's right.

RECEPTIONIST: I'm just checking... the 19th to the 22nd... Yes, that's fine Mr. Clark. A double with jacuzzi for three nights, from the 19th to the 22nd.

MR. CLARK: Thank you, so that's fixed up then?

RECEPTIONIST: Yes, it is done, Mr. Clark. We look forward to welcoming you on the 19th. Have a nice evening.

MR. CLARK: Thank you. Goodbye.

RECEPTIONIST: Goodbye.

Adapted from O'Hara, F. (2002). *Be My Guest*. Cambridge University Press.

AUDIO SCRIPTS

UNIT II LESSON I

GEORGE: OK, Gina. Let's air the room first. Just a wedge under the door to keep it open and open a window.

GINA: Right. Oh, this armchair is badly marked.

GEORGE: Mm. I know. That's an old stain. The hotel's having all the upholstery replaced soon. So, can you start in the bathroom? Flush the toilet and squirt the toilet cleaner around the pan and under the rim. We'll leave it for a while before we brush and flush again.

GINA: OK.

GEORGE: Are there any guest items left behind in there?

GINA: Oh, there's a watch...

GEORGE: Mm. It looks quite valuable. Can you make a note of it and take it to the housekeeper as soon as we've finished in here? Tell her the room number.

GINA: Yeah. What's next?

GEORGE: We have to strip the bed. Fold the bedspread and the blanket and put them on the chair with the pillows – never on the floor. OK?

GINA: Oh, there's a tear in this sheet.

GEORGE: That's a pity! Tie a big knot in it and put it in the soiled linen bag. The linen porter will deal with it. Here's the other sheet and the pillow slips for the bag.

GINA: OK.

GEORGE: Now the rubbish. Be careful in case there's anything sharp. Can you put new liners in the bin? They're on the trolley. I'll see to these mugs and the glasses from the bathroom. They all have to be sanitized. Then we'll remake the bed.

GEORGE: ... Right. That's the blanket. Now just smooth the bedspread so it's straight.

GINA: Like this?

GEORGE: Good. OK. Back to the bathroom. Towels to the soiled linen bag, please. I'll brush the bowl and clean round the toilet with this cloth. Can you wipe all the tiles and the shower door with the blue cloth? Spray them first.

GINA: Yeah.

GEORGE: I'll do the hand basin area and shine the taps with a dry cloth. Then we'll replace the toiletries. Always throw away anything that looks like it's been used. Er.. You get the fresh towels and I'll mop the floor...

GINA: Shall I bring in the vacuum cleaner?

GEORGE: No, that's the very last thing we do. Start here and damp wipe all the surfaces, working your way around the room. There's some glass spray on the trolley for the windows and mirrors. We have the outside windows done once a month by a cleaning firm.

GINA: Shall I check the drawers as I go round?

GEORGE: Oh, yes. Dust the inside of all the drawers and the wardrobe shelf. Then we just have to replenish the guest supplies – the laundry list, minibar, shoe shine cloth, notepaper and envelopes, and sewing kit.

GINA: There's a bad stain on the carpet here and the bulb in the table lamp has gone.

GEORGE: Mm... I'll have to make a note of those. The housekeeper had all the carpets on this floor shampooed last week. OK. I'll reset the air con and then you can vacuum the carpet. Finally, spray some air freshener and we've finished...

Adapted from Stott, T. & Pohl, A. (2011). *Highly Recommended 2: English for the Hotel and Catering Industry*. Oxford University Press.

UNIT III LESSON I

GUEST: Good evening. Could you please recommend something interesting for Friday evening?

RECEPTIONIST: Well, there is a concert next Friday at 8 pm near the hotel.

GUEST: Hmm, I prefer listening to live music at a smaller place. Are there any night clubs near here?

RECEPTIONIST: Certainly, sir. In this brochure, you can find a pair of night clubs you may find interesting to visit.

GUEST: Thank you. What about Saturday? Which is the best area for restaurants and bars?

RECEPTIONIST: The main tourist places are all around the cathedral, but if you walk a little further towards the park, the food is better and cheaper there.

GUEST: Thanks, we'll give it a try. What about something for our kids? Are there any fun places for next Sunday?

RECEPTIONIST: Sure, sir. There is a water park and local swimming pool near the park. They are open from 9 am to 5 pm.

GUEST: Fantastic! I'd like to take the children while my wife is at the spa. Good night, thank you.

UNIT IV LESSON I

WAITER: Good morning, room service.

GUEST: Hello, this is Mrs. Kennedy in Room 213. Can I order breakfast in my room, please?

WAITER: Certainly. Mrs. Kennedy, what would you like to have?

GUEST: Er, well, can I have one American breakfast with orange juice, um, scrambled eggs with bacon, breakfast rolls, and coffee with milk, please? And also, one continental breakfast with strawberry juice, breakfast rolls, and tea with lemon.

WAITER: Now, what time would you like your breakfast served?

GUEST: At a quarter to 8.

WAITER: 7.45 right. Would you like a morning newspaper, too?

GUEST: Oh, yes please. Er.. Can I have The Guardian please?

WAITER: The Guardian, certainly. Thank you very much, madam. Good night, Mrs. Kennedy.

GUEST: Good night, thank you

Adapted from Jones L. (1998). *Welcome! English for the Travel and Tourism Industry*. Cambridge University Press.

Flashcards





CLEANLINESS



DOUBLE ROOM



LOST AND FOUND



ROOM SERVICE



TROLLEY



SEAFOOD COCKTAIL



BANQUET SERVICE



CATERER



FLOWER ARRANGEMENT



DINNER



REFUND



CONTINENTAL BREAKFAST



AMERICAN BREAKFAST



KARAOKE BAR



BILLIARD TABLE



LODGING

LODGING



BED AND BREAKFAST

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