

Chapter 2

A place to stay

- ① Welcoming guests
- ② Survey about hotels
- ③ Registration procedures
- ④ The staff structure of hotels
- ⑤ Hotel/Restaurant services
- ⑥ Registering new arrivals
- ⑦ Hotel information
- ⑧ Where things are
- ⑨ New vocabulary



Questionnaire

Users' perceptions of hotels

What's a hotel for you? Choose one or two of the options below and answer why?

- a A bed for the night
- b A place to hide away ✓
- c Home from home
- d The office when away from the office
- e A bit of luxury once in a while ✓
- f A place where you can let your hair down



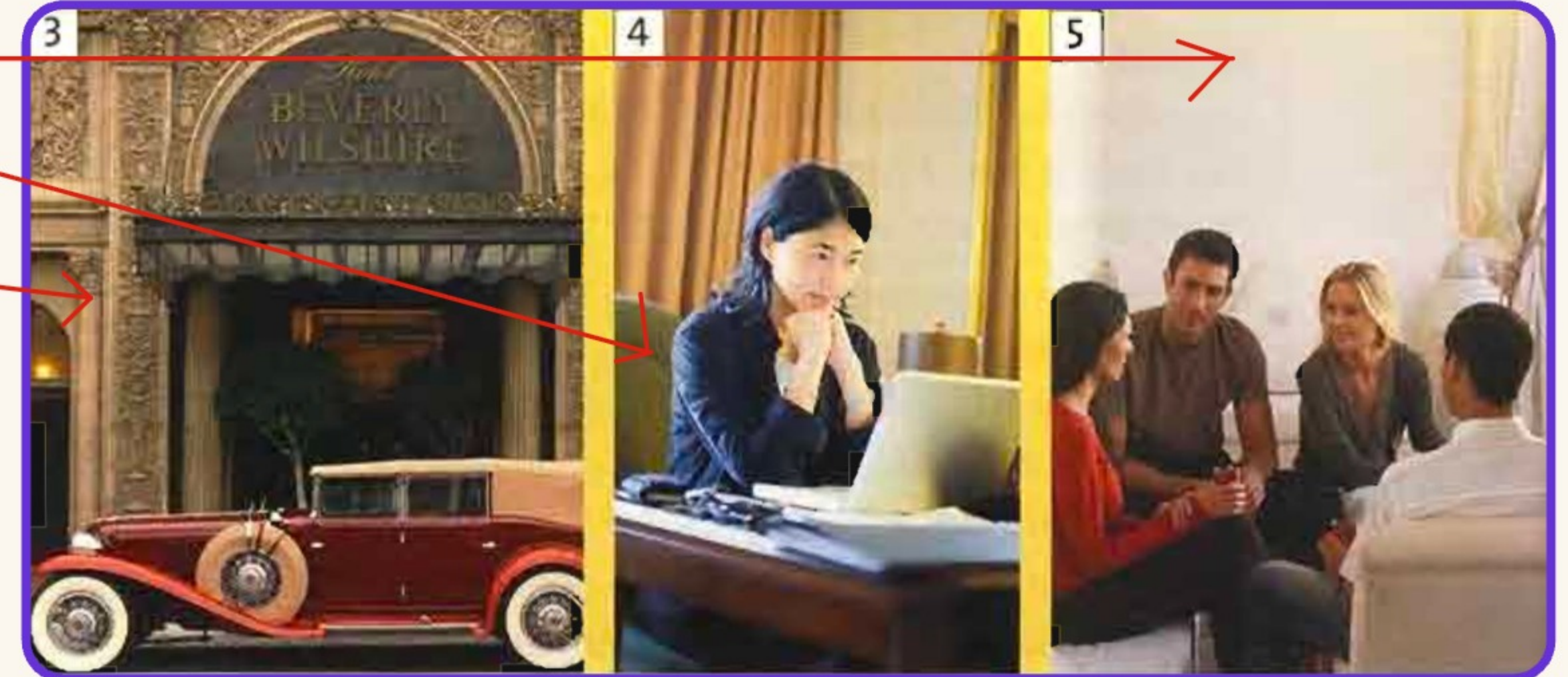
Questionnaire

Users' perceptions of hotels

Match the options in the questionnaire with the pictures.

- a A bed for the night
- b A place to hide away
- c Home from home
- d The office when away from the office
- e A bit of luxury once in a while
- f A place where you can let your hair down

Which option has no picture? f
What do you think this option means?



Customer care

Welcoming guests



Eight simple rules for welcoming guests

1. Smile when you **g_____** the customer **GREET**
2. **L_____** to what the customer is saying **Listen**
3. Make **e_e c_____t**, but don't stare **eye contact**
4. Make sure you look **in_____ed** **interested**
5. Address the customer by **n_____** **name**
6. Don't **in_____t** the customer **interrupt**
7. Keep a reasonable **d_____e** from the customer,
not too **c_____** and not too **f_____** **distance/close/far**
8. Always **t_____** the **cu_____r** when appropriate
thank customer

Practise welcoming each other to your class 'hotel'. Use the simple rules for welcoming the guests from from above. Take turns to be:

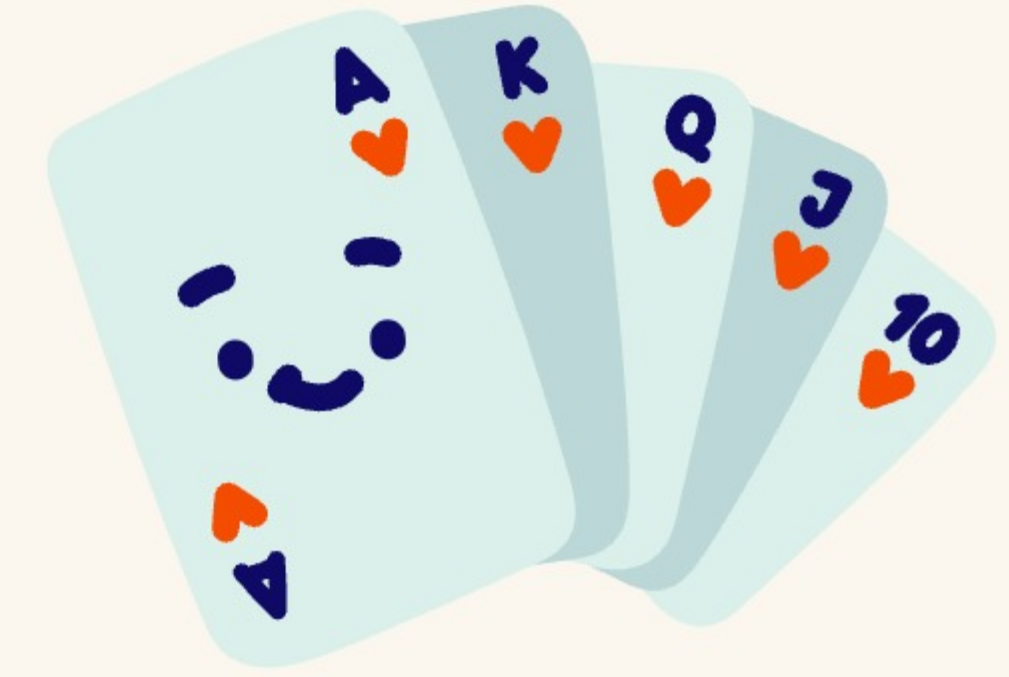
A the receptionist – ask some simple questions, eg. about the journey

B the guest – get the information you want

C the monitor – watch the receptionist and see how many of the eight simple rules he or she follows.

Vocabulary

New arrivals



Match the terms on the left with the definitions on the right.

- | | |
|---|---|
| <div style="border: 2px solid orange; padding: 10px; background-color: #fff9c4;"><ol style="list-style-type: none">1. to allocate2. identification3. a guest history4. a key card5. preferences6. room rack7. a registration card8. a walk-in9. guest status10. to swipe11. a VIP12. a voucher</div> | <ol style="list-style-type: none">a. a plastic card with a magnetic strip for opening a doorb. a paper document to show that a guest has already paid for a roomc. the level of importance a guest has for a hoteld. to give a guest a specific roome. a card showing details of a guest's stay in a hotelf. an important guest – either a regular (VIP 2) or a special guest (VIP 1)g. to pass a credit card through a terminal to register the card detailsh. the computer screen or the board that shows which rooms are freei. a computer file that shows details of a client's previous stays in a hotelj. e.g. smoking or non-smoking room, inside or outside room, near the lift, etc.k. e.g. a driving licence, a passport, an ID card, etc.l. a chance guest – someone who arrives without a room reservation |
|---|---|

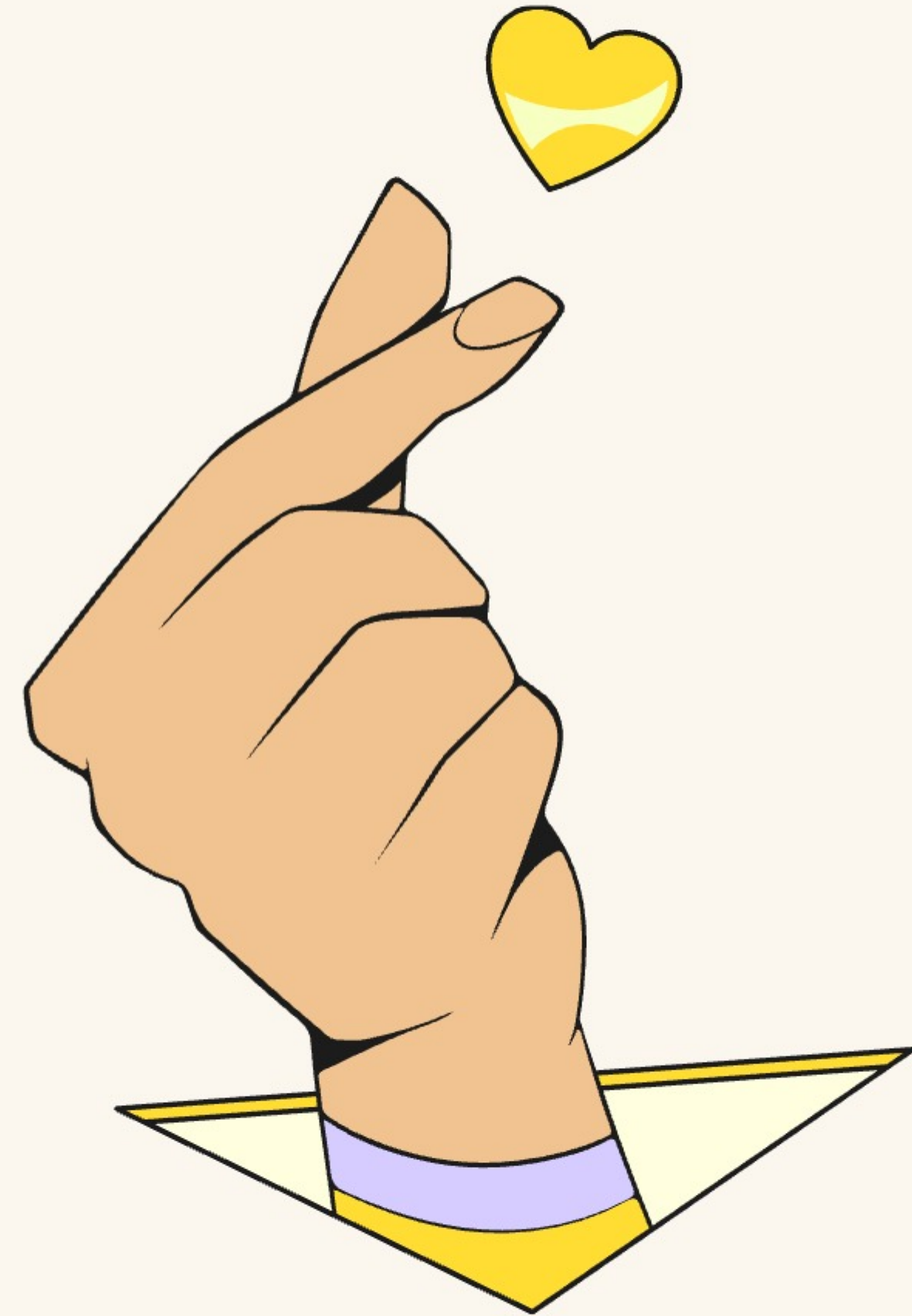
My take-away (exit ticket)

1. *I learned*

2. *When I get back to work I am going to*
.....

3. *I would like to know more about*
.....

4. *I am going to find out this by*
.....



Vocabulary

New arrivals

Complete the flow chart for the registration of a new arrival using words from A.

FAIRMONT HOTEL **DURBAN**

FRONT OFFICE PROCEDURES Code: Chk. 01
Process: Check-in & Check-out Revision: 1
Subprocess: Check-in Date: 21/04/20--

Procedure 1 – individual arrivals with reservation
Greet guest
↓
Check reservation details on computer
↓
Ask for some form of **identification** ¹
↓
Check guest **guest history** ² for status and preferences
No history? → Subroutine 1
↓ **guest status** **preferences**
Check ³ and ⁴ suitable room
↓
Check car parking needs
↓
Complete registration card
↓ **swipe** **voucher** ⁵ credit card (or request agency ⁶ if appropriate → Subroutine 2)

↓ **registration card**
Ask client to sign ⁷. Keep hotel section.
↓ **key card**
Hand client registration card and ⁸
↓
Give room number and indicate location of lifts, restaurant, etc.
↓
Give details of breakfast service
↓
Welcome guest

Vocabulary

Front office

Why is it called the front office?

Because working in the front office makes you the first and last person the guest sees in the hotel. You will be responsible for the all-important first impressions that the guest receives. *You can't get much more up front than that!*



Listening

Registration Procedure

1 🎧 Listen and identify the three types of guests.

Type of guest	Dialogue
1 New guest with a reservation	C
2 Regular guest (VIP 2)	A
3 Chance guest	B

2 🎧 Listen to each arrival again. How were you able to tell which was which?



Listening

Registration Procedure

3 🎧 Listen to the whole of dialogue c and complete these sentences.

- 1 Good evening, sir. **How** can I **help** you?
- 2 Could I just **have** some **identification**, please, Mr Scott?
- 3 And will you be **here just for** the **night**?
- 4 Will you be **paying** by **your credit** card?
- 5 Could I just **see/get** your card or **voucher**, please, to **sign** it?
- 6 And if you could **sign** **it** here on the registration card?
- 7 And **here** is your **registration** card.



Pronunciation

Registration Procedure

1 Look at this phrase.

How can I help you?

The word in bold is the **key word** in the phrase. We need to be sure the client hears this word. Practise doing this by saying the key word first. Then add other words, like this.

- 1 ... **help**?
- 2 ... **help** you?
- 3 ... can I **help** you?
- 4 How can I **help** you?

2 🎧 Listen and do the same with the other phrases in Listening 3 until you are fluent with all of them.

(Homework)



Speaking

Registering new arrivals

Work in pairs.

Student A, you are the **receptionist**.

Look at the information on the computer screen. Check with the guest that all the details are correct.

If they are, issue the key card and tell the guest which room and floor they are staying on.

Trainer, you are the guest.

C H E C K - I N			
Reservation number:		HSMO-011106	
Rm type:	SB	Terms:	B&B
No. rms:	1	Rate:	120

Arrive:	21.04.08	ETA:	18.00
Nights:	4		
Depart:	25.04.08	Pre-asig. rm(s):	408

Name:	Moyer	Initials:	A.R. VIP: --
Address:	A. Novaka, 78	Tel:	+420 1433 9967
	880 66 Brno	Email:	novakaa@ph.uni.cz
Nationality:	Czech	ID:	--
Guest 2:	--		
Guest 3:	--	Garage:	--

Deposit:	NO	Due:	-- Received: --
Reservation by:	Michel	Payment:	Amer. Exp.
Voucher/Credit card no.:	5672 3410 82382 4078		

Comments:	Non-smoking, lower floors		

[F2-Guest history] [F7-print] [F8-Arrivals]			

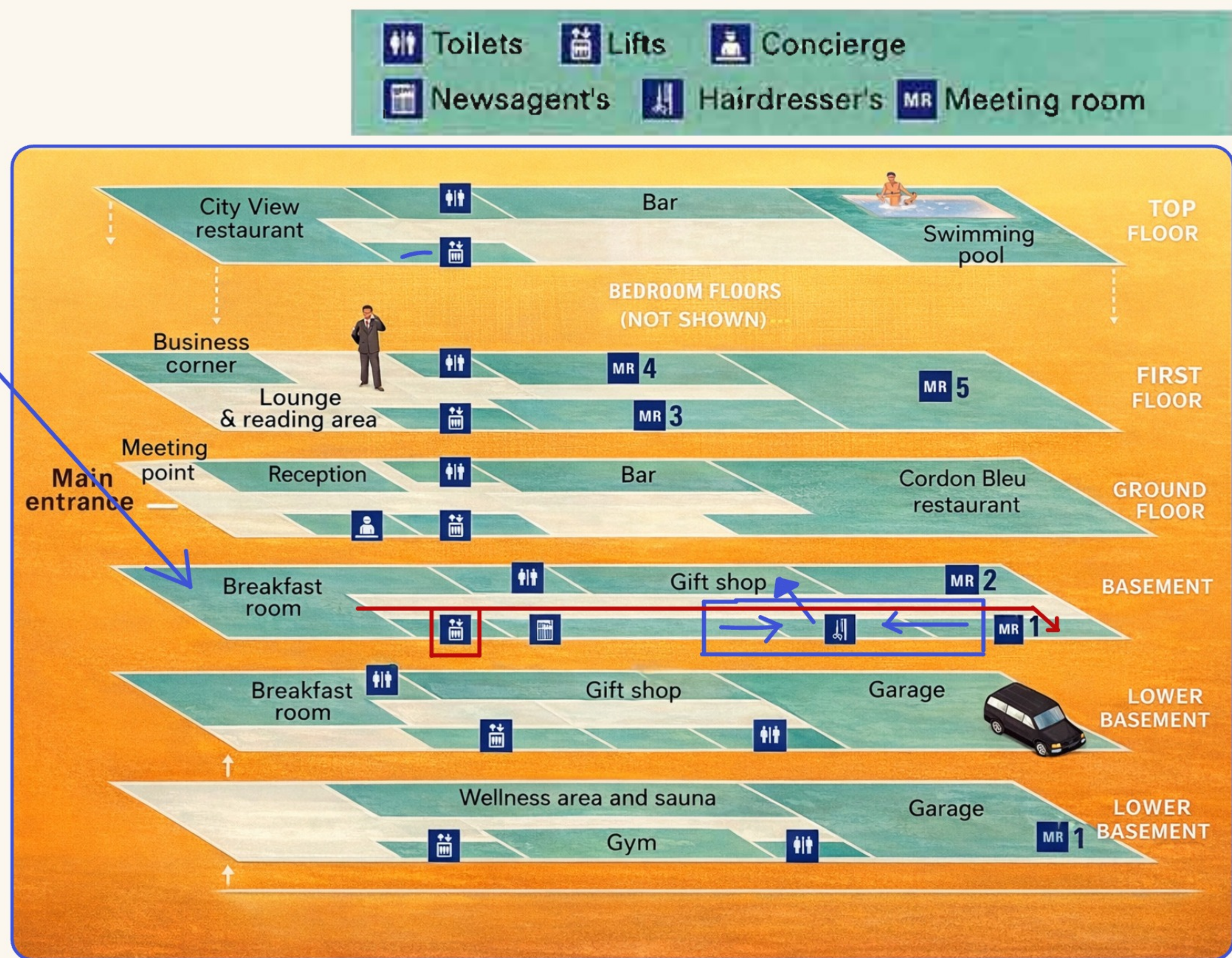
Language spot

Where things are

Look at the hotel plan.

1. Find the **breakfast room**, the **Cordon Bleu restaurant**, and the ground floor **lifts**.
2. Now find the **hairstdresser's**, the **gift shop**, and **Meeting room 1**. Where are they?
3. Listen to the receptionist and check your answers.

-in the lower basement



Speaking

Tell me where

Match the options in the questionnaire with the pictures.

Think about the restaurant you work in.

Think of **five places** a customer/colleague might need to find.

Be the colleague/customer and ask your partner where they are.

List of those 5 things:

1. Toilet
2. Church
3. Castle
4. Shopping centre

Where things are

We can use several prepositions and phrases to describe where a person or thing is located.

in

enclosed spaces, eg. rooms, buildings, furniture

- *in the basement*
- *in the hotel*
- *in the corner*

limited areas, e.g. towns, parks, countries, continents

- *in the hotel forecourt*
- *in America*

at

general location, ie. it is not important whether something or someone is inside or outside a building

- *Mr Hamer called to say that he is already at the airport.*

a specific point or feature in the room

- *I'll wait for you at the meeting point.*

in expressions such as at the end (of)

- *Go down this corridor, and you'll find the gym at the end.*
- *You'll find the gym at the end of the corridor.*

on

surfaces, e.g. walls, floors, shelves

- *on the first floor*
- *on the roof*
- *on the left / right*
- *Turn left and the hairdresser's is on the right.*

NOT ~~in the left~~

Where things are

We can use several prepositions and phrases to describe where a person or thing is located.

next to / near to

We use both *next to* and *near to* to talk about how close things or people are, but *next to* means that one thing or person is at the side of another, while *near* tells us only that one thing or person is not far away from another.

- *Is the garage next to the hotel? – No, but it's very near.*

Between

Between means having someone or something on each side.

- *The toilets are located between the restaurant and the bar.*

next to / near to

Opposite means that one thing or person is facing another.

- *You'll see the lifts immediately—they're opposite the main entrance.*

next to / near to

Over there is similar to *there*, but indicates a longer distance away from ourselves. We can combine *over there* with other prepositions to describe more accurately where something is.

- *Don't use that lift. Use the one over there.*
- *The business corner is over there next to the lounge.*