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English for Future Specialists of the Hotel and Catering Industry

Методичні рекомендації для самостійної роботи студентів денної та заочної форм навчання спеціальності 241 «Готельно-ресторанна справа»

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Ковальова К.В., Манжос Е.О. Методичні рекомендації для практичних занять студентів спеціальності 241 «Готельно-ресторанна справа».

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Методичні рекомендації для самостійної роботи студентів денної та заочної форм навчання спеціальності 241 «Готельно-ресторанна справа» дають можливість перевірити ступінь засвоєння студентами основних граматичних і лексичних навичок, якість засвоєння студентами вивченого матеріалу за певний проміжок часу. Методичні рекомендації формують навички читання, розуміння та перекладу фахових текстів, вивчення студентами термінології та лексичних одиниць в професійній галузі. Рекомендації включають тексти для читання та словники для засвоєння лексичних одиниць.

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Передмова

Розширення економічних зв'язків України з зарубіжними партнерами робить нагальною потребу у висококваліфікованих спеціалістах з економіки та менеджменту, які б мали ґрунтовні знання з іноземної мови. На сьогодні багато навчальних закладів займається підготовкою фахівців економічних та інших спеціальностей, які б вміли брати активну участь у спілкуванні іноземною мовою. Зазначимо, що володіння мовою потенційних ділових партнерів стало не лише ознакою гарної освіти, але й невід'ємною характеристикою сучасного фахівця. Згідно з вимогами до студентів, передбачається набуття майбутнім фахівцем навичок практичного оволодіння іноземною мовою в різних видах мовленнєвої діяльності в обсязі тематики, обумовленої професійними потребами; одержання новітньої фахової інформації через іноземні джерела; користування усним монологічним та діалогічним мовленням у межах побутової, суспільно-політичної, загальноекономічної та фахової тематики. Таким чином, метою навчання іноземної мови майбутніх фахівців є формування необхідної комунікативної спроможності в сферах професійного та ситуативного спілкування в усній і письмовій формах. Тому поява методичних рекомендацій для самостійної роботи студентів під час викладання англійської мови є необхідним елементом в немовних вищих навчальних закладах освіти. Під самостійним опрацюванням ми розуміємо таку форму організації навчально-пізнавальної діяльності студентів, яку спрямовує і контролює викладач або сам студент відповідно до програми навчання на аудиторних заняттях та у поза аудиторний час з метою оволодіння знаннями, навичками й уміннями з англійської мови. Це, передусім, сприяє саморозвитку особистості, надає можливість диференційного підходу у навчанні та творчого підходу до організації самоосвіти студентів. В методичних рекомендаціях пропонується

перелік текстів та лексичні одиниці для оволодіння соціокультурними знаннями. Також майбутній фахівець повинен володіти не тільки лінгвістичними знаннями, тобто фоновими знаннями, але й володіти нелінгвістичними знаннями, тобто невербальними засобами спілкування.

Велике значення у навчанні майбутніх фахівців приділяється формуванню соціокультурної компетенції. Методичні рекомендації призначені для самостійної роботи студентів. Увагу зосереджено на вміннях студентів працювати з незнайомими оригінальними текстами. Мета-підготувати студентів до читання та перекладу на українську мову за допомогою словника автентичного англійського тексту за фахом. Подані тексти відповідають вимогам «Програми дисципліни іноземна мова професійного спрямування», та формують уміння студентів читати оригінальну літературу за фахом, з метою отримання наукової інформації і передання її рідною мовою. Зміст текстів відображає специфіку професійної діяльності. До текстів розроблено завдання, спрямовані на розвиток умінь щодо відтворення специфічних явищ англійської мови. Запропонований матеріал сприятиме формуванню та закріпленню у студентів навичок володіння спеціальною фаховою термінологією. Під час навчальної діяльності акцент робиться на самонавчанні, самоконтролі і самооцінці. Методичні рекомендації будуть корисними не лише для позааудиторної але й для аудиторної роботи.

Методичні рекомендації призначені для того, щоб допомогти студентам у самостійній роботі над розвитком практичних навичок оволодіння іноземною мовою.

Методичні рекомендації для самостійної роботи – це збірник оригінальних англійських текстів, призначений для самостійної та аудиторної роботи студентів, які вивчають англійську мову.

Отже, самостійна робота набуває особливого значення. Вона сприяє виробленню звички систематично з максимальною

продуктивністю працювати над мовою у відведені для занять години, продовжувати вивчення матеріалу позааудиторно за допомогою комп'ютера. Зауважимо, що завдань для самостійного опрацювання можна починати виконувати під керівництвом викладача. На першому занятті викладач проводить інструктаж щодо виконання завдань.

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Explaining and training

1. *New words to use*

compulsory	infection	stiff
contamination	overlapping	trim
glaze	prick	zero tolerance
hazard	roll out	whites
hygiene	hygiene	roughly

2. *Expressions to learn*

You must always follow the rules and regulations...

Infection and contamination can spread in lots of ways.

Do we have to wear clean whites every day?

Wearing a cap in the kitchen is compulsory.

It's important to report all illnesses and infections to Chef.

You mustn't handle food if you've got open cuts or wounds.

First wash your hands in the hand-washing basin over there.

Never wash hands in the food preparation areas.

3.1. *Read the dialogue №1*

Kitchen rules and regulations

Chef: ...We'll do some food preparation later, but first I want to talk about some very important dos and don'ts in the kitchen. OK?

Students: Yeah. OK.

Chef: I'm sure I don't have to tell you how important hygiene and food safety are in the kitchen. Chef has a zero tolerance policy so you must always follow the rules and regulations.

Students: OK.

Chef: Let's go through the basics. Have you all brought your kitchen whites to wear?

Students: Yeah. Yes.

Chef: Good. Please make sure you always wear clean, hygienic clothing. And wearing a cap in the kitchen is compulsory ... for everybody. Helen, you'll have to tie back your hair. Yours is OK, Annika. You needn't tie it back. Just wear your cap.

Girls: Oh. Right. OK.

Boy: Do we have to wear clean whites every day?

Chef: Yes. Chef checks every day. Anybody not wearing clean whites is out. Infection and contamination can spread in lots of ways. At the end of each shift all work surfaces have to be scrubbed and cleaned. You don't have to clean the bins – the kitchen porters, do that ... But you must remember to use the correct bins – general rubbish in one, food in the other.

Students: Right. Yeah.

Chef: OK. What else? Er ... Is anybody wearing jewellery?

Girl 1: Just some earrings.

Chef: Mm. They're a hazard, Annika. I'm sorry, but you can't wear them in the kitchen. They might fall into the food preparation. Now, let me see your hands.

Any cuts? No. Good. You mustn't handle food if you've got open cuts or wounds. And it's important to report all illnesses and infections to Chef.

Students: Mmm. Yes. Sure.

Chef: Do you know what this machine is?

Boy: It's a meat slicer.

Chef: Correct. And this is the guard to stop you slicing your fingers off. You mustn't use the slicer without the guard in place.

Chef: Now, go and get changed and come back here. ... Right. First wash your hands in the hand-washing basin over there. Never wash hands in the food preparation areas. Annika, no chewing gum, please. In fact, no eating at all in the kitchen.

Girl 1: What about breaks?

Chef: I'll show you the staff dining room and the storage areas later. You'll see how we have to keep all the raw, cooked and fresh foods separate.

Students: OK. Yeah.

Chef: Right. Let's start some food prep. Chef has asked us to do one of the desserts this morning...

3. Put the words in the correct order to make kitchen hygiene and food safety guidelines. Then listen again and check.

1. make sure / clothing / hygienic / you / clean / Please / always wear

2. compulsory / a cap / Wearing / in the kitchen / is

3. your hair / have to / You'll / tie / back

4. be scrubbed / At the end of / all work surfaces / each shift / have to / and cleaned

5. wear them / you can't / in the kitchen / I'm sorry, but

6. to Chef / It's / report / all illnesses / important to / and infections

7. the guard / You / without / in place / use / mustn't / the slicer

8. all the raw, / separate / have to / foods / keep / We / cooked and fresh

5. *Read the dialogue №2*

Following a recipe.

Chef: OK. We're going to make French apple flan. Has anybody made it before?

Students: No. No.

Chef: It's quite simple. First, we need a pastry case. How do we make pastry?

Boy: Er ... It's flour and butter mixed with water.

Chef: Yes. That's right. First, sift the flour with a pinch of salt and rub in the butter. Next, add a tablespoon of sugar and mix it in. Then mix to a stiff dough with a little cold water. OK?

Students: Mm. Right.

Chef: And we'll need apple puree, sliced apples and a glaze. So let's get going. Jay, here's the flour, butter and salt. You can make the pastry first.

Boy: Sure.

Chef: Next, make the puree. Helen, you peel and core the cooking apples and chop them up roughly.

Girl 1: OK, Chef.

Chef: Annika, melt this butter in a saucepan. Then when Helen has chopped the apples, add them to the pan with 90 grams of sugar. Stir well then simmer gently for ten minutes.

Chef: Right, Jay. That dough looks good. Just cover it and leave it for about 30 minutes. Has the apple softened, Annika?

Girl 2: Yes, it's nice and soft.

Chef: Right. Strain away the liquid and puree the apple in the liquidizer. Then leave it to cool.

Girl 2: OK.

Chef: Helen, these dessert apples are going on top of the puree. Peel and core them carefully. Then slice them into rings and squeeze some lemon over them.

Girl 1: Right, Chef. ... Are these rings OK?

Chef: Perfect. ...So, Jay. Let's roll out the pastry case. We need a big circle to cover this flan tin.

Boy: OK.

Chef: Good. Trim the pastry edges and prick the base with a fork. Then bake it for 15 minutes.

Chef: How does the pastry case look, Jay?

Boy: It looks good.

Chef: OK. Take it out and turn the oven temperature down a little. Now Annika, spoon the apple puree into the pastry case and smooth the top.

Girl 2: Like this?

Chef: That's right. Next, Helen, arrange the apple rings overlapping on top of the flan. That's good. Now the glaze. Annika, can you add the rest of the sugar to the apple cooking liquid? Put in two tablespoons of lemon juice and the apricot jam and heat to dissolve the sugar.

Girl 2: Shall I stir it?

Chef: Yes. Boil it for four minutes. Then we'll brush some of the glaze over the apple slices and bake the flan in the oven for another 45 minutes. Helen, would you like to brush some of this over the apples...?

6. Listen again and complete the phrases with the correct word.

slice	brush	rub in	puree	peel	sift	bake
trim	heat	mix	melt	core	simmer	

- 1 the flour
- 2 the butter
- 3to a stiff dough
- 4and the cooking apples
- 5the butter in a saucepan
- 6gently for ten minutes
- 7the apple in the liquidizer
- 8..... the apples into rings
- 9..... the pastry edges
- 10it for 15 minutes

11..... to dissolve the sugar

12..... the glaze over the apple slices

Topic №2

Health, safety and security

1. New words to use

minimize	monitor	threat
infestation	no-show(n)	toxic
germs	roll call	unattended package
bacteria	security guard	worn
assembly point	suffocation	

2. Expressions to learn

You should also use the anti-bacterial hand gel.

You ought to let your supervisor know and stay at home.

Always keep them clearly labelled and locked away.

Remember to put up a warning sign.

Someone will sound the fire alarm.

Everyone has to ... go to the assembly point.

We ought to let the duty manager know.

Inform security so they can monitor...

3. Read the dialogue №1

Minimizing risks

Woman: OK. Everyone who works here needs to understand about health, safety and security. You don't have to be a rocket scientist. You don't have to be a rocket scientist. It's mainly common sense. Now, clean uniforms and lots of hand washing are both very important but what other ways can we minimize the risk of contamination?

Trainee 1: We should wear rubber gloves.

Woman: Yes. Handling kitchen waste or servicing bathrooms. Rubber gloves provide good protection from germs and bacteria. You should also use the anti-bacterial hand gel when you're servicing rooms.

Trainee 2: We shouldn't come to work if we're feeling unwell.

Woman: You're right. Don't spread your germs. You ought to let your supervisor know and stay at home. Now, what about safety?

Trainee 3: The cleaning sprays we use can be toxic.

Woman: Yes. Always keep them clearly labelled and locked away. Make sure you protect your hands and eyes when you use them.

Trainee 3: Sometimes when we're cleaning the rooms, we find faulty electrical equipment or worn flexes.

Woman: Right. What do you do?

Trainee 3: We put them in our room report so maintenance will come and fix them before the next guest checks in.

Woman: Good. Anything else?

Trainee 2: If we're wet mopping floors, people can slip.

Woman: Yes. Remember to put up a warning sign.

Trainee 3: What about when we're vacuuming the corridors? People could trip over the flex.

Woman: Yes. You needn't put up a sign, but you can minimize the risk. You should make sure the flex is along the wall.

Trainee 2: Er... What about fires?

Woman: People can't smoke on the premises, so fire risk is minimized... But what if there's a fire in the kitchen?

Trainee 1: Well, someone will sound the fire alarm... And everyone has to leave the building and go to the assembly point immediately.

Woman: What if guests don't come to the assembly point?

Trainee 2: Well, reception can call them on the internal system.

Woman: Good. You shouldn't go to rooms looking for guests. Reception will check who's in and out... And if there are "no-shows", then inform...?

Trainee 2: The fire service.

Woman: Yes. Good. Finally, what about security? What should you do if you see unattended luggage or a package in reception?

Trainee 2: Well, if we see anything suspicious, we ought to let the duty manager know.

Woman: Definitely. It could be a bomb. What if a person you've never seen before walks straight into the lift or up the stairs?

Trainee 1: Er... Go after them and ask what they want?

Woman: No, you shouldn't do that. Inform security so they can monitor the person's movements. There are security cameras around the hotel and CCTV in the car park, as well as security guard patrols...

4. Listen again. Match 1-8 with a-h to make sentences.

1. What other ways can we minimize

2. You should also use
3. We shouldn't come to work if
4. Always keep them
5. Sometimes when ..., we find
6. People can't smoke on the premises,
7. Everyone has to leave the building
8. Well, if we see anything suspicious,
 - a. and go to the assembly point immediately.
 - b. clearly labelled and locked away.
 - c. faulty electrical equipment or worn flexes.
 - d. so fire risk is minimized.
 - e. the risk of contamination?
 - f. we ought to let the duty manager know.
 - g. we're feeling unwell.
 - h. the anti-bacterial hand gel.

5. Key words: health, safety and security.

A warning sign tells people about dangers or hazards, for example wet floors.

Infestation is when mice, rats or other vermin are found in food preparation areas.

People die from suffocation in a fire when they can't breathe.

Unauthorized personnel have no permission to be in a certain place, for example room attendants in the linen porter's store.

A bomb threat is a call warning that someone has put a bomb in the building.

Reception checks the names of all guests after a fire alarm in a roll call.

Everyone is asked to meet at an assembly point in an emergency.

A piece of equipment which sprays foam or sand to put out flames is a fire extinguisher.

Emergency procedures are the plans for what to do in case of fire or a security alert.

Bacteria cause contamination and spread illness.

Evacuation is when everyone must leave the building when there's an emergency.

The hotel's regular fire alert test is called a fire drill.

Topic №3

Conference and meeting enquiries

1. New words to use

Breakout	room	delegate	partition	(vb.)
capacity		layout	plenary	
comfortably		multimedia	purpose-built	

2. Expressions to learn

I'll take you over the conference suite and show you round.

We can discuss any details over the phone or by email.

So, this is the conference reception.

How many can it seat?

Seating capacity depends on layout.

Boardroom style they seat 30 comfortably.

All the breakout rooms have flipcharts and whiteboards.

The big rooms easily seat 50 classroom style.

3. *Read the dialogue №1*

A tour of the conference suite

Man: ... Nice to meet you, Mrs Tuttle. I'll take you over to the conference suite and show you round.

Woman: Thanks ... Oh ... I've got about half an hour ...

Man: Fine. We can discuss any details over the phone or by email. ... Well, it's a purpose-built centre with a full-time service team.

Woman: Good. We've got some international delegates coming. They generally have lots of requests.

Man: Oh ... that's fine. There are ... er ... nine meeting rooms altogether, of various sizes. Everything is on the ground floor and all the rooms have air conditioning and natural daylight.

Woman: Right.

Man: So, this is the conference reception.

Woman: Mmm very nice.

Man: Now, this first room on the right is the main hall.

Woman: Ah good. How many can it seat? **Man:** It will easily seat 200 for your plenary sessions and it'll be fine for your reception.

Woman: OK. Now, what about the breakout rooms?

Man: Well, they vary in size. There are three big ones like this.

Woman: Mm ...

Man: Seating capacity depends on layout. Boardroom style they seat 30 comfortably. We can lay them out however you'd like — boardroom, U-shaped, classroom ...

Woman: Actually, we might want to change the layout for different sessions ...

Man: No problem. Just give us your programme. ... Then there are these three smaller adjoining rooms. They seat around 15 boardroom style.

Woman: Mm ... OK.

Man: All the breakout rooms have flipcharts and whiteboards.

Woman: Right.

Man: Then with the two final rooms you have ... er ... the option of partitioning them with the sliding doors or having two large rooms.

Woman: I see.

Man: The big rooms easily seat 50 classroom style. Now, if we go back along the corridor, I'll just show you the restaurant ...

4. *Listen to the dialogue and complete the information.*

1. Number of rooms conference centre:.....(1)

2. Seating capacity of main hall:200

3. Seating capacity of large breakout rooms(boardroom

4. style):.....(2)

5. Possible layouts of breakout rooms:

boardroom,.....(3),.....(4)

6. Seating capacity of small breakout rooms(boardroom

style):.....(5)

7. Option with two final rooms:.....(6)

8. Seating capacity of two large meeting rooms(classroom

style):.....(7)

5. *Listen again and complete the sentence with the correct word or phrase.*

1. Whell, it's a.....centre with a full-time service team.

2. Weve got some international.....coming.

3. It will easily seat 200 for your.....sessions.....

4. Seating.....depends on layout.

5. Boardroom style they seat 30.....

6. No problem. Jast give us your.....

7. All the.....rooms have flipcharts...

8. ...you have the option of partitioning them with

the.....

Read the dialogue №2

Planning an event

Woman: The Meeting Place.

Man: Hello, this is Bob Delaney from Box International. I'd like to organize a training seminar at the hotel.

Woman: Hi, my name's Greta. What dates were you thinking of?

Man: The 5th to the 7th of June next year.

Woman: OK ... Yes ... The conference centre is available for those dates. So, if you can give me a few more details ...

Man: Well, we're planning a three-day seminar for 300 to 350 people. We'd like a plenary session each day. And we'd need around ten breakout rooms as well.

Woman: Right. No problem. The main lecture theatre seats 400 people. It's fitted with multimedia equipment.

Man: Great. And what about the breakout rooms?

Woman: We have 12 breakout rooms, each seating 35 plus. They're all fitted with whiteboards, screens, flipcharts and LCD projectors. And there's free wireless broadband throughout the centre.

Man: That sounds good. And the ... er ... catering?

Woman: Well, the day delegate conference package includes a buffet lunch and sitdown evening meal — plus refreshments during the day. The full residential package also includes overnight accommodation and breakfast.

Man: How much is the day delegate rate? I think about a third of the people will be non-residential.

Woman: Our standard day delegate rate is €66 per person. But we should be able to offer you a discount.

Man: Right. And the residential rate?

Woman: Our standard 24-hour residential rate is €180 per person, but again with large groups we can offer you a discount. Would you like me to do you a quote for both day and residential delegates?

Man: Please.

Woman: These rates include room hire and the equipment I've mentioned. Could I have your address and I'll send you an information pack...

6. *Listen to the dialogue and complete the information.*

-Main lecture theatre fitted with.....(1)equipment

-12.....(2)rooms fitted with.....(3),

screens,.....(4), LCD projectors

-Free.....(5)

- Full-time service team

-Day delegate rate-(6)

This includes: -.....(7)lunch

-.....(8)evening meal

-refreshments during the day

-.....(9)rate-.....(10)

-As above plus: - overnight accommodation including breakfast

-Free parking for up to 200 cars.

7. *Discuss the dialogue with your partner.*

Topic №4

Taking reservations

1. New words to use

Accommodation	contact number	locked
credit	card number	room rate
cancel	deduct	secure
change	double/twin/single room	security number
check	expiry date	type (of rooms)

2. Expressions to learn

What type of rooms would you like?

Let me just check our reservations.

So one double, one twin and ... for... nights...

Can I take your name, please?

Could you spell your name, please?

Please make the reservation in my name.

Can I have a contact number, please?

Could I take a credit card number to secure the reservation? If you wish to cancel your reservation, you must do so before...

3. *Read the dialogue №1*

Taking a room reservation

Reception: Good afternoon, Four Seasons Hotel. Marek speaking. How can I help?

Caller: Oh, hello. I'd like to book accommodation for a group of six, please. We'll arrive on Sunday the 10th of May and leave on the 15th of May.

Reception: Certainly. Did you say Sunday the 10th? Saturday is the 10th and Sunday is the 11th.

Caller: Oh, yes, of course! I mean Saturday the 10th.

Reception: OK And what type of rooms would you like?

Caller: Er, well, we need one double room, one twin room and two single rooms.

Reception: Let me just check our reservations. Umm ... Yes, that's fine.

Caller: Good.

Reception: So one double, one twin and two single rooms for five nights from the 10th of May to the 15th of May.

Caller: Yes, that's right. What's the price of the rooms?

Reception: The double and twin room rate is €200, and the single is €128.

Caller: That's fine, thanks.

Reception: Can I take your name, please?

Caller: Yeah. We're all from the Berlin Art Society, but please make the reservation in my name. Feinds. Peter Feinds.

Reception: Mr Peter ...? Er Could you spell your name, please?

Caller: Yes, it's P-E-T-E-R, F-A, sorry, F-E-I-N-D-S.

Reception: F-E-I-N-D-S. Feinds ... And can I have a contact number, please?

Caller: Er ... 07780 123 987. That's my mobile number.

Reception: Is that a German number?

Caller: Yes. I think you need to put 0048 before the number.

Reception: For Germany it's 0049.

Caller: Oh, yes. You may be right.

Reception: Thank you, Mr Feinds.

Caller: We'll probably arrive late in the evening, at about eleven o'clock.

Reception: No problem! The door's open during the day until 10 p.m. After 10 p.m. it's locked, but just ring the bell.

Caller: Fine! We'll definitely be there by midnight at the latest.

Reception: Could I take a credit card number to secure the reservation?

Caller: Yes, of course. ... Let's see ... It's 0998 4221 9898. The expiry date is 08/12.

Reception: And can you give me the three security numbers on the back of the card, too, please?

Caller: Oh, yes. It's 345.

Reception: Thank you, Mr Feinds. If you wish to cancel your reservation, you must do so before the 9th of May. After that, the full amount for one night will be deducted from your credit card.

Caller: That's fine,

Reception: Great. So ... We look forward to seeing you on the 10th of May.

Caller: Thanks. Bye.

4. *Listen to a receptionist taking a room reservation. Tick (✓) the points on your list that you hear. Make a note of any points not on your list. Compare with your partner.*

5. *Listen again and complete the sentences.*

1. I'd like to.....for aof six.

2. We.....on Sunday.....10th.....May....
3. We.....one double room, one twin room and.....rooms.
4. Let me.....our reservations.
5. The double and twin room.....is C200 and.....is €128.
6. Well.....arrive.....the evening.....about eleven o'clock.
7. And can you.....the three security.....numbers.....of the card, too.
please?
8. We.....to.....you.....the 10th of May.

6. *Read the dialogue №2*

Changing and cancelling reservations

1

Caller: ... So can I change my reservation? We'd like another double room instead of the twin, and an extra single room.

Reception: OK So you'd like two double and three single rooms?

Caller: Yes, and we'd like to stay for an extra night.

Reception: So you'd like to stay from the 10th to the 16th of May? Is that right?

Caller: Yes, that's right.

Reception: Er ... Let me just check. Yes, that's fine, Mr Feinds.

Caller: Oh, that's great! I'm sorry ...

2

Caller: ... I made a reservation for a family room on the 2nd of June, but I'm afraid I have to cancel it.

Reception: What was the name, please?

Caller: The room was booked in the name of Marsh.

Reception: That's fine.

Caller: Is there a charge for cancelling the room?

Reception: No. No charge will be made.

Caller: Oh, good. Thanks.

Reception: Thanks for letting us know.

3

Caller: This is Jane Andrews from Platt International. I'd like to change the reservation I made yesterday.

Reception: Yes, Ms Andrews. What would you like to change?

Caller: Instead of a single room for Mr Olson, can we have a double? He's bringing his wife. I also need to give you a different contact number.

Reception: OK.

Caller: It's 0046 7896 1744 09.

Reception: 0046 7896 1744 09.

Caller: That's right. And Ms Wong won't be coming, Her colleague, Ms Lee, will take her place. Can you change the name, please?

Reception: So a double for Olson and a single for Lee.

Caller: That's right.

7. *Discuss the dialogue with your partner.*

8. *Make up your own dialogue using words and word combinations from dialogue №3*

Topic №5

Meeting customer needs

2. *New words to use*

birthday	Improve	slip road
budget	log (vb)	succeed
exceed	motorway	successful
expectations	satisfied	wedding reception

3. *Expressions to learn*

I'll ask housekeeping to put some in your room.

I'll book a wake-up call for you now.

What time would you like to be called?

I'll see if we've someone available.

You need to come off the motorway at exit 33.

You'll need a card to get out of the car park in the morning.

My...needs pressing.

The bathroom towels need changing.

4. *Read the dialogue №1*

We're here to help you

1

Woman: Hello, reception? We need some more toiletries in the bathroom we're out of shampoo.

Reception: No problem. I'll ask housekeeping to put some in your room.

Woman: Can you help with a couple other things?

Reception: Yes, of course...

Woman: We fly home tomorrow so we need to get up real early.

Reception: I'll book a wake-up call for you now. What time would you like to be called?

Woman: Airport check-in sat 6:30 a.m. so I guess we need a call at five.

Reception: 5 a.m. Room 352. Right, that's logged for you.

Woman: Great. Thanks. Er...And we need a babysitter this evening someone to sit with the children a couple hours while we go to the conference reception.

Reception: Ok. I'll see if we've someone available. What time would you like...

2

Man: Hello, the Queens Hotel?

Reception: Yes, Tom speaking.

Man: We have a reservation tonight. We're just coming up the motor-way from London and we need directions to the hotel.

Reception: Right. You need to come off the motorway at exit 33. At the roundabout, at the end of the slip road, turn left onto the A69. The hotel is just 2 kilometers along that road...on the right.

Man: Great. Thanks. Do we need to get a parking permit from reception.

Reception: No, but you'll need a card to get out of the car park in the morning. You'll get that when you check in. Is there anything else I can help you with?

3

Guest: Hi, this is Mrs. Wong in room 342. My daughter's party dress needs pressing urgently.

Reception: No problem, Mrs. Wong. I'll send someone up to your room. The dress will be back with you by four this afternoon.

Guest: And the bathroom towels need changing. The children dropped them in the bath by accident.

Reception: That's Ok. I'll ask housekeeping to bring you some fresh towels.

5. Listen to three dialogues. What do the customers need? Use the information on the left to help.

Reason	Need
1. no shampoo	more toiletries in bathroom
early flight
reception party
2. driving to hotel
get out of car park
3. party dress
bathroom towels

6. Listen again and complete the sentences.

1. We need.....toiletries in the bathroom.
2. I'll ask housekeeping.....some in your room.
3. I'll see if.....available.

4. We need.....the hotel.
5. Do we need to get a.....from reception.
6. Is there.....I can help you with?
7. My daughter's.....dress needs.....urgently.
8. The dress will be back.....by four this afternoon.
9. The children.....in the bath by accident.

7. Read the dialogue №2

Customer care and customer service

Woman: This afternoon we're going to look at customer care in the hospitality industry. Please feel free to comment or ask a question at any time, ok? Right. The hospitality industry is all about the customer. A business can only succeed if management puts the customer first.

Students: Mmm/Yeah.

Woman: So a business must try to meet and even exceed customer needs and expectations in everything they do. A successful business is always working to improve customer service...

Student 1: But there must be lots of different levels of service...

Woman: Yes. There are many differences in type and level of customer care provided. A 5-star hotel has a porter service, but a 3-star doesn't. Customers at a 5-star expect this. They're paying more for this kind of service.

Student 2: Does that mean that the care in a 3-star isn't as good?

Woman: What at all? The basic customer care should be as good, but the level of service is different. Customers at 3-star hotels are mainly business travellers during the week, who don't have much luggage. Leisure travelers at the weekend are on a budget and would rather pay less for their room and only have basic services.

Student 2: Ah...

Woman: Also, the needs of different customers are very important. Er... You may be dealing with individual guests, groups, business travelers er... Families or VIPs. Guests may have specific needs because of disability or diet...

8. Listen to the presentation and underline the correct alternative.

1. The hospitality industry is all about the staff/customer.
2. A business must try to meet and even succeed/exceed customer needs and expectations...
3. A successful business is always working to improve/increase customer service.
4. A 5-star hotel has a laundry/porter service, but a 3-star doesn't.
5. Leisure/Business travelers at the weekend are on a budget.
6. Guests may have certain/specific needs because of disability or diet.
7. A satisfied/dissatisfies customer will come back.
8. They'll suggest/recommend the hotel to new customers.

8. Listen again. Match 1-8 with a-h to make phrases. Then practice saying the phrases.

- | | |
|-----------------|----------------|
| 1. Exceed | 5. Leisure |
| 2. A successful | 6. Basic |
| 3. Improve | 7. Specific |
| 4. Different | 8. A satisfied |

- a. Travelers
- b. Expectations
- c. Needs
- d. Customer
- e. Services
- f. Business
- g. Customer service
- h. levels of service

Topic №6

Giving advice and assistance

1. *New words to use*

airline	collapse	nauseous
baggage	faint	recovery position
belongings	heart attack	rucksack
breathe	label	steal
chest	lost property	unless

4. *Expressions to learn*

I'm sorry to hear that.

If they find the luggage this evening, they'll send it to the hotel.

I could contact the airport for an update.

Don't buy anything unless it's urgent.

If you ask your tour rep, she'll advise you.

When did you last see it?

Have you checked all your belongings?

If I spoke Turkish, I'd call them.

I can call them for you.

5. *Read the dialogue №1*

Lost property

1

Woman: Our luggage hasn't arrived, we waited ages at the baggage carousel. Then ground staff advised us to register the cases with the airline as lost.

Reception: Oh. I'm sorry to hear that. Are the cases labelled?

Woman: Oh, yes. They're clearly labelled. If they find the luggage this evening, they'll send it to the hotel.

Reception: Can I help? I could contact the airport for an update. Give me the reference number for the bags and I'll call them for you.

Woman: No, it's OK. They have my mobile number. They'd call if they had any information

Reception: Yes, you're right.

Woman: It's very frustrating. I only have my handbag. If the shops were still open, we'd be able to buy a few things.

Reception: There's a local store that's open till seven. But...er...Don't buy anything unless it's urgent. Your bags will probably turn up later. If you ask your tour rep, she'll advise you. Suraya will be here in 20 minutes for your welcome meeting.

Woman: OK. We'll go and freshen up before then.

Reception: Let's hope your luggage arrives tonight.

Woman: I hope so...

Reception: When did you last see it?

Man: At passport control. I've lost it somewhere between passport control and here.

Reception: Mm Have you checked all your belongings?

Man: Yeah. I've looked everywhere.

Reception: Maybe it's on the coach. The driver will contact the hotel if he finds it.

Man: Mm that's possible.

Reception: Perhaps it fell out of your rucksack. The zip is open.

Man: Oh, you're right. I wonder how long that's been open. Maybe someone took it.

Reception: If staff at the airport find it, they'll contact lost property.

Man: If I spoke Turkish, I'd call them.

Reception: I can call them for you.

Man: Thanks.

Reception: If they don't have it, the best thing will be to contact your consulate.

Man: Yes. I'll contact the consulate if lost property hasn't got it. Ah! ... I changed some money at the airport. I left my passport on the bank counter. That's it. I'm sure that's what I did..

6. Listen to the two dialogues and answer the question.

1. What is the woman's problem?
2. What does the receptionist offer to do?
3. What does the woman decide to do in the end?
4. What has the man lost?
5. What does the receptionist think could have happened to the lost item(two things)?

6. What does the man remember about the lost items?

7. Listen again and complete the sentences.

1. Are the cases.....?
2. There's a.....that's open till seven.
3. We'll go and.....before then.
4. Yeah. I've looked.....
5. Perhaps it.....your rucksack.
6. If they don't have it, the.....will be to contact your consulate.

6. Read the dialogue №2

Can you call a doctor?

Woman: Hello, reception?

Reception: Yes, Louise speaking.

Woman: My husband needs a doctor. He collapsed when we arrived back in our room. His chest is hurting.

Reception: Is that Mrs Yamamoto in room 256?

Woman: Yes, yes. Please hurry.

Reception: I'll call the doctor right away. Our first aider will come up to see you immediately.

Woman: Thank you...

Reception: ...David, Louise here on reception. We need your first aid help in

room 256. Mr Yamamoto. It sounds like he's fainted and he's got chest pains.
Shall I call a doctor?

David: Er...no. Call an ambulance. It could be a heart attack. It's best if we get him checked in hospital.

Reception: OK. Will you go up to 256 now?

David: I'm on my way ...

David: ...How are you feeling, Mr Yamamoto?

Man: Oh, a bit weak and dizzy. My chest hurts here.

David: Don't try to move. I'll undo your shirt button so that you can breathe more easily.

Man: Thank you.

David: Just lie flat. These pillows can go under your legs. Er...Do you feel nauseous at all?

Man: Mmm, yes, I do. I feel very sick now.

David: Right. I'm just going to turn you onto your side in the recovery position in case you're sick. That's good. Are you comfortable?

Woman: Is he going to be alright?

David: I think Mr Yamamoto really needs to be checked out thoroughly in case it's serious. We've sent for an ambulance. They should be here in a few minutes.

Woman: Oh. If you think that's best.

David: Mr Yamamoto, we're going to take you to hospital to be checked out...

7. Listen and tick (✓) the first-aid procedures carried out.

call ambulance	lie patient flat
apply ice	loosen clothing
keep patient warm	put in recovery position
cover with a dressing	raise legs
calm and reassure patient	apply firm pressure

8. *Listen again and number the sentences in the correct order of the story*

- a. His wife called reception for help.
- b. David told reception to call an ambulance.
- c. Mr Yamamoto felt weak and dizzy and his chest hurt.
- d. David put him in the recovery position.
- e. Mr Yamamoto collapsed in his room.
- f. David told him to lie flat and he put pillows under his legs.
- g. David undid the patient's shirt button so he could breathe more easily.
- h. Reception asked David, the first aider, to go to 256.
- i. Mr Yamamoto felt nauseous.

Topic №7

Correspondence

1. *New words to use*

abbreviation	correspondence	recipient
--------------	----------------	-----------

acronym	enquire	regarding (re)
amendment	look forward to sth	spaced
brochure	polite	tone

2. Expressions to learn

Thank you for your email.

We are pleased to confirm your reservation.

Regarding your request to change the dates of...

We also confirm your table booking for 4 on 1 October at 8 p.m.

However, we can offer you accommodation at our partner hotel.

We enclose / attach a copy of our brochure.

We hope we may be of service to you in the future

3. Read the dialogue №1

Customer messages

1

My name is Mrs. Pele. Do you have an en suite twin room for three nights from the 6th to the 9th of January? If so, please reserve it for me and let me know by email.

My email address is yvonnepele@wanadoo.es

2

Hello. It's Peter Feinds here from Berlin. I need to change my booking again, I'm afraid. I now need a third double plus three single rooms for nights not six, from

9

seven the 10th of May. You have my email address. Can you confirm as soon as possible that have the rooms available? Thank you. Goodbye.

3

Good morning. It's Magda Kowalski from Posnan. Could you check my booking dates for next month and email me, please? I've deleted your confirmation email. Thank you.

4

Hello. I'd like to enquire about booking a table for ten people at the restaurant on Wednesday the 13th of July at 1 p.m. Could you please email me at betty.lee@yahoo.com?

5

Can you send me some information about special events at the hotel? I'm planning a wedding party for my daughter on the 25th of June next year. Room availability, and buffet and sit-down menus would be useful. My name is Charles Fox, 62 The Avenue, Manchester M32 4AN, UK. Many thanks. Bye.

4. Listen to five voicemails. What does each caller want?

Caller 1:.....

Caller 2:.....

Caller 3:.....

Caller 4:.....

Caller 5:.....

5. *Use your answers from 1 and these prompts to write responses to the voicemails. Listen again if necessary*

Example *Dear Mrs Pele*

Regarding your booking enquiry, we confirm...

1. room available / confirm reservation (email)
2. rooms are available / confirm amendment (letter)
3. confirm booking / double room for 5 nights, 12-17 February (email)
4. restaurant fully booked / offer table in Terrace Bar / same menu (email)
5. party rooms are available / enclose events brochure and menus (letter)

6. *Discuss the dialogue with your partner.*

7. *Make up your own dialogue using words and word combinations from dialogue.*

8. *Writing: Letters and emails*

1. Complete the first gap of each correspondence with one of the phrases.
 - a) We enclose a copy of
 - b) We are pleased to confirm your reservation
 - c) Regarding your request to

2. Complete the second gap with one of the phrases

- a) Unfortunately we are fully booked
- b) It includes
- c) We have also reserved a parking space for you

3. Complete the third gap with one of the phrases.

- a) We hope we may be of
- b) We look forward
- c) We attach a copy of

Topic №8

Serving drinks

1. New words to use

Aperitif	half-bottle	security
Chilled	house white / red	single malt
Corked	ice bucket	sparkling
Draught	New World wine	still
Flute	popular	tab
Full-bodied	room temperature	

2. Expressions to learn

Can we start a tab behind the bar?

Who ordered this?

Excuse me. Where are the toilets?

Just down the stairs on the right.

I cant serve you any more drinks.

You*ve got five minutes to drink up

So thats...Is that right?

Do you have ID?

3. Read the dialogue

A Busy night in the bar

Mario: Good evening

Man 1 : Hi. Were eating in the restaurant later.

Tables in the name of Moss. Can we a start a tab behind the bar?

Mario: Yes, that's fine. Er..What can I get you?

Man 1: Well, have a bottle of champagne, please there are six of us.

Mario: Ok. Ill get that right away...Stef...Can I have a bottle of champagne and an ice bucket and six flutes.

Stef: Ok,Mario..Er..Who ordered this ? Did you say six glasses?

Mario: Yes, six. Its for the group on the terrace, the want to start a tab.

Staf: Ok..

Women:...Excus me. Where are the toilets?

Man: Just down the stairs on the night.

Women: Thanks.

Man 2: Can we order drinks at the bar?

Man: Er...Take a seat and Ill send the waitress over to you.

Man 2: Ok..thanks..

Mario: Stef, can you take the order for the couple over there? The group in the corner are very noisy. I've had complaints, so I'm going to talk to them

Mario: Hi, guys. We've had complaints. From the other customers, I need to ask you to calm down.

Men: No/Yeah/. You must be joking! We need some more beers.

Mario: I Think its time for some fresh air, en? You're had enough.

Man3: What about our beers?

Mario: I cant serve you any more drinks. Its time to go.

Man 4 :You cant make us.

Mario: Come on. I don't want to call security.

You've got five minutes to drink up.

Man: Ok/Whatever.

Mario: Thanks..Er..Stef. Can you serve that group whove just come in?

Will you check their ID? They don't look 18.

Stef:Ok...Hello. What can I get you ?

Girl: Two Bacardi Breezers-one pineapple and one coconut and two large beers, please.

Stef: So that's one pineapple Breezer and one coconut and two large beers. Is that right?

Girl: Yes..

Stef: Do you have ID?

Girl: Mmmm. Maybe Ill have a Coke. What other soft drinks have you got?

4. Listen and answer the questions.

1. What did Stef get for the group on the terrace?
2. How did they pay for their drinks?
3. Where are the bar*s toilets?
4. Do customers order drinks from the bar?
5. Why did Mario speak to the men in the corner?
6. Why did Stef ask for the girl*s ID?

5. Listen again. Match 1-8 with a-h to make sentences.

- | | |
|---------------------|-------------------------|
| 1 Can we start | a Their ID? |
| 2 Can we order | b call security. |
| 3 Take a seat and | c a tab behind the bar? |
| 4 I need to ask you | d have you got? |
| 5 I can*t serve | e drinks at the bar? |
| 6 I don't want to | f to calm down |
| 7 Will you check | g you any more drinks |

8 What other soft drinks

h Ill send the waitress over to you

6. *Read the dialogue*

Drinks have the table..

Server: Here are the menus and the wine list. Can I get you an aperitif?

Woman: A glass of chilled white wine for me, please. What's the house white?

Server: It's a pinot grigio , madam.

Woman: Where's it from?

Server :From Italy.

Woman : Good . A glass of that for me.

Man : Ill Have a whisky sour.

Server: Thank you...

Server: Would you like to order any wine with your meal?

Man: Umm...yes, lets see. You have a lot of New World wines on your wine list, Can you recommend the Chilean Merlot?

Server: It's a full bodied wine maybe not so dry as the French but excellent Value.

Man: Er... no, well have a bottle of Bordeaux .

Server: A very good choice, sir.

Man: Make sure its room temperature.

Server : Of course, Sir..

Server: Would you like to try the wine?

Man: Er..yeah,Huum, This wines corked..

Waiter: Corked sir? I do apologize. Ill replace it a at once.

Man: Thank you.

Woman : Could we have a bottle of mineral water too,please?

Server: Would you like anything to drink with youre desserts?

Man: mmm. Yes, Can you recommend a dessert wine?

Server: The Royal Tokayri is very popular.

Man: Good .. Well have a half-bottle...

Woman: that's was lovely. Thanks you. Yes, I'd love a coffee too.

Server: Would you like a liqueur with your coffee?

Woman: Mmmm. A grand Marnier, please.

Man: A large single malt for me. Have you got a Highland Park?

Server: I think so, sir. Ill double-check with the bar...

7. Listen to some customers ordering drinks in a restaurant. Answer the questions .

1. Is the house white wine from Italy or Spain?
2. Is the Chilean Merlot light or full-bodied?
3. What does the customer order at room temperature ?
4. What is the problem with the wine?
5. How much dessert wine do they order?

8. *Discuss the dialogue with your partner.*

9. *Make up your own dialogue using words and word combinations from dialogue*

Topic №9

Handling payments

1. *New words to use*

account	handle	query
amount	itemized	single room supplement
currency	overcharge	swipe
exchange rate	owe	worth
forgery	PIN	

2. *Expressions to learn*

I'll just do a printout for you.

Here's an itemized list of calls from...

That comes to...

Do you know what the exchange rate is?

Oh, I do apologize. Yes, it's our mistake.

The total now is...

Can you put your card into the machine?

Now enter your PIN.

That's gone through. You can remove your card.

3.1. *Read the dialogue №1*

Settling hotel bills

Man: I'd like to settle my bill. Room 234.

Reception: 234. ...I'll just do a printout for you. Have you had anything from the minibar?

Man: Yes. Two Cokes and a mineral water.

Reception: That's fine. They're complimentary. Have you had breakfast this morning?

Man: Yes. From the buffet.

Reception: OK... Here you are. This is your four night's accommodation, four breakfasts, phone calls, newspapers, and room service on Monday and Tuesday evening.

Man: Hmm... I don't think the amount for phone calls is right.

Reception: One moment. I'll just check your calls. ...OK. Here's an itemized list of calls from 234. Mm ... the total's the same, I'm afraid.

Man: Er ... That looks about right. OK. My company has an account with you... Can you invoice them for the room and breakfast and I'll pay the extras?

Reception: That's fine.

Man: I'd like to pay in cash. Do you take euros?

Reception: Only local currency or dollars, I'm afraid. But the foreign exchange desk is open.

Man: OK. What do I owe you in local currency?

Reception: Er... That comes to 1,026 dinars.

Man: Do you know what the exchange rate is?

Reception: There's a list on the desk over there. It's updated every morning.

Man: Right. I'll just get some currency...

3.2 Read the dialogue №2

Reception: ... So, here you are, Mrs Costa. Including the single room supplement and your restaurant bill, that comes to \$3,267.

Woman: Restaurant bill? But I paid in the restaurant for dinner. And this is wrong. You've overcharged by one night.

Reception: Oh, I do apologize. ...Yes, it's our mistake. Er...The total now is 2,843. How would you like to pay?

Woman: With Mastercard.

Reception: Fine. Can you put your card into the machine? ... Now enter your PIN. Right. That's gone through. You can remove your card. Thank you.

Woman: OK.

Reception: Here's your Mastercard receipt ... and your hotel receipt.

Woman: Thanks.

Reception: Er... Would you like help with your luggage?

Woman: No. I'm fine, thanks.

Reception: OK. Bye. We hope to see you again soon...

4. Match 1-7 with a-g to make dialogues. Then listen again and check.

1. Have you had breakfast this morning?
2. I don't think the amount for phone calls is right.
3. I'd like to pay in cash. Do you take euros?
4. What do I owe you in local currency?
5. You've overcharged by one night.
6. How would you like to pay?
7. Here's your Mastercard receipt ...
 - a. With Mastercard.
 - b. Thanks.
 - c. Yes. From the buffet.
 - d. Oh, I do apologize. Yes, it's our mistake.
 - e. Only local currency or dollars, I'm afraid.
 - f. One moment. I'll just check your calls.
 - g. That comes to 1,026 dinars.

5. Read the dialogue №3

Payment security.

Trainee: ... How do most people pay?

Trainer: Business people generally pay by credit card ... but a lot of travelers use their debit card.

Trainee: Right.

Trainer: Also we get charge cards like American Express, traveller's cheques, travel agent vouchers and of course cash.

Trainee: Do we accept foreign currencies?

Trainer: Local currency plus dollars and euros. We do sometimes get forgeries of large notes. If we suspect a note is a forgery, we don't say anything to the customer. We just come into the back office and inform the manager.

Trainee: OK. It's not very good for customer relations...

Trainer: No, it's not. When a customer queries a bill, too, we have to be careful. We always check the bill ... sometimes we make mistakes ... but if the customer is in the wrong, it's best to take them into the office and explain so that other guests can't hear.

Trainee: Yeah.

Trainer: When guests arrive, we always ask how they intend to pay. If it's by debit or credit card, we ask for the card and take a swipe of it. We reassure the customer that no payment is taken from their card at that point.

Trainee: Have we had any problems with cards?

Trainer: We have a list of stolen cards here on the desk. And sometimes cards are invalid because they're out of date.

Trainee: Right.

Trainer: For credit and debit card payments over the phone we always ask for the expiry date of the card and the starting date if it has one - also the 3-digit security number on the back of the card.

Trainee: As well as the long number on the front of the card?

Trainer: Oh, yes. Take that first. We also often take payment by traveller's cheques. The cheques are all signed by the holder when they're issued so if the signatures don't match when they sign in front of you, there could be a problem.

Trainee: Of course.

Trainer: We also check the signature in the passport so we know the cheques aren't stolen.

6. Discuss the dialogue with your partner.

7. Make up your own dialogue using words and word combinations from dialogue №3

Explaining and training

9. *New words to use*

compulsory	infection	stiff
contamination	overlapping	trim
glaze	prick	zero tolerance
hazard	roll out	whites
hygiene	hygiene	roughly

8. *Expressions to learn*

You must always follow the rules and regulations...

Infection and contamination can spread in lots of ways.

Do we have to wear clean whites every day?

Wearing a cap in the kitchen is compulsory.

It's important to report all illnesses and infections to Chef.

You mustn't handle food if you've got open cuts or wounds.

First wash your hands in the hand-washing basin over there.

Never wash hands in the food preparation areas.

3.1. *Read the dialogue №1*

Kitchen rules and regulations

Chef: ...We'll do some food preparation later, but first I want to talk about some very important dos and don'ts in the kitchen. OK?

Students: Yeah. OK.

Chef: I'm sure I don't have to tell you how important hygiene and food safety are in the kitchen. Chef has a zero tolerance policy so you must always follow the rules and regulations.

Students: OK.

Chef: Let's go through the basics. Have you all brought your kitchen whites to wear?

Students: Yeah. Yes.

Chef: Good. Please make sure you always wear clean, hygienic clothing. And wearing a cap in the kitchen is compulsory ... for everybody. Helen, you'll have to tie back your hair. Yours is OK, Annika. You needn't tie it back. Just wear your cap.

Girls: Oh. Right. OK.

Boy: Do we have to wear clean whites every day?

Chef: Yes. Chef checks every day. Anybody not wearing clean whites is out. Infection and contamination can spread in lots of ways. At the end of each shift all work surfaces have to be scrubbed and cleaned. You don't have to clean the bins – the kitchen porters, do that ... But you must remember to use the correct bins – general rubbish in one, food in the other.

Students: Right. Yeah.

Chef: OK. What else? Er ... Is anybody wearing jewellery?

Girl 1: Just some earrings.

Chef: Mm. They're a hazard, Annika. I'm sorry, but you can't wear them in the kitchen. They might fall into the food preparation. Now, let me see your hands.

Any cuts? No. Good. You mustn't handle food if you've got open cuts or wounds. And it's important to report all illnesses and infections to Chef.

Students: Mmm. Yes. Sure.

Chef: Do you know what this machine is?

Boy: It's a meat slicer.

Chef: Correct. And this is the guard to stop you slicing your fingers off. You mustn't use the slicer without the guard in place.

Chef: Now, go and get changed and come back here. ... Right. First wash your hands in the hand-washing basin over there. Never wash hands in the food preparation areas. Annika, no chewing gum, please. In fact, no eating at all in the kitchen.

Girl 1: What about breaks?

Chef: I'll show you the staff dining room and the storage areas later. You'll see how we have to keep all the raw, cooked and fresh foods separate.

Students: OK. Yeah.

Chef: Right. Let's start some food prep. Chef has asked us to do one of the desserts this morning...

9. Put the words in the correct order to make kitchen hygiene and food safety guidelines. Then listen again and check.

1. make sure / clothing / hygienic / you / clean / Please / always wear
2. compulsory / a cap / Wearing / in the kitchen / is
3. your hair / have to / You'll / tie / back

4. be scrubbed / At the end of / all work surfaces / each shift / have to / and cleaned

5. wear them / you can't / in the kitchen / I'm sorry, but

6. to Chef / It's / report / all illnesses / important to / and infections

7. the guard / You / without / in place / use / mustn't / the slicer

8. all the raw, / separate / have to / foods / keep / We / cooked and fresh

5. *Read the dialogue №2*

Following a recipe.

Chef: OK. We're going to make French apple flan. Has anybody made it before?

Students: No. No.

Chef: It's quite simple. First, we need a pastry case. How do we make pastry?

Boy: Er ... It's flour and butter mixed with water.

Chef: Yes. That's right. First, sift the flour with a pinch of salt and rub in the butter. Next, add a tablespoon of sugar and mix it in. Then mix to a stiff dough with a little cold water. OK?

Students: Mm. Right.

Chef: And we'll need apple puree, sliced apples and a glaze. So let's get going. Jay, here's the flour, butter and salt. You can make the pastry first.

Boy: Sure.

Chef: Next, make the puree. Helen, you peel and core the cooking apples and chop them up roughly.

Girl 1: OK, Chef.

Chef: Annika, melt this butter in a saucepan. Then when Helen has chopped the apples, add them to the pan with 90 grams of sugar. Stir well then simmer gently for ten minutes.

Chef: Right, Jay. That dough looks good. Just cover it and leave it for about 30 minutes. Has the apple softened, Annika?

Girl 2: Yes, it's nice and soft.

Chef: Right. Strain away the liquid and puree the apple in the liquidizer. Then leave it to cool.

Girl 2: OK.

Chef: Helen, these dessert apples are going on top of the puree. Peel and core them carefully. Then slice them into rings and squeeze some lemon over them.

Girl 1: Right, Chef. ... Are these rings OK?

Chef: Perfect. ...So, Jay. Let's roll out the pastry case. We need a big circle to cover this flan tin.

Boy: OK.

Chef: Good. Trim the pastry edges and prick the base with a fork. Then bake it for 15 minutes.

Chef: How does the pastry case look, Jay?

Boy: It looks good.

Chef: OK. Take it out and turn the oven temperature down a little. Now Annika, spoon the apple puree into the pastry case and smooth the top.

Girl 2: Like this?

Chef: That's right. Next, Helen, arrange the apple rings overlapping on top of the flan. That's good. Now the glaze. Annika, can you add the rest of the sugar to the apple cooking liquid? Put in two tablespoons of lemon juice and the apricot jam and heat to dissolve the sugar.

Girl 2: Shall I stir it?

Chef: Yes. Boil it for four minutes. Then we'll brush some of the glaze over the apple slices and bake the flan in the oven for another 45 minutes. Helen, would you like to brush some of this over the apples...?

6. Listen again and complete the phrases with the correct word.

slice	brush	rub in	puree	peel	sift	bake
trim	heat	mix	melt	core	simmer	

- 1 the flour
- 2 the butter
- 3to a stiff dough
- 4and the cooking apples
- 5the butter in a saucepan
- 6gently for ten minutes
- 7the apple in the liquidizer
- 8..... the apples into rings
- 9..... the pastry edges
- 10it for 15 minutes

11..... to dissolve the sugar

12..... the glaze over the apple slices

Topic №11

Working in housekeeping

1. *New words to use*

air(vb)	(re)fold	replenish	tile (bathroom)
bedspread	knot	sanitize	upholstery
dust(vb)	linen	soiled	wedge
fluff up	liner	spray	wipe
flush	polish(vb)	squirt	

2. *Expressions to learn*

Let's air the room first.

The hotel's having all the upholstery replaced soon.

We have to strip the bed.

Be careful in case there's anything sharp.

Now just smooth the bedspread so it's straight.

Can you wipe all the tiles and the shower door with the blue cloth?

Always throw away anything that looks like it's been used.

3. *Read the dialogue №1*

Servicing room

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

Gina: Right. ... Oh, this armchair's badly marked.

Hanna: Mm... I know. That's an old stain. The hotel's having all they 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.

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

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

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

Gina: Yeah. What's next?

Hanna: 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.

Hanna: 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.

Hanna: Now the rubbish. Be careful in case there's anything sharp. Can you put new liners in the bins? 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.

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

Gina: Like this?

Hanna: 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.

Hanna: I'll do the hand basin area and shine the laps 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?

Hanna: 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 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?

Hanna: 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.

Hanna: 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're finished...

4. Listen again and complete the sentences.

1. Just a wedge under the door toit open...
2. Flush the toilet and squirt the toilet cleaner the pan andthe rim.
3. the bedspread and the blanket and put them on the chair-never on the floor.
4. That's a pity! a big knot in it and put it in the soiled bag.
5. Be careful in case anything sharp.
6. Always anything that looks like it's been used.
7. Then we just replenish the guest supplies ...
8. There's a bad on the carpetthe bulb in the...

5. Read the dialogue №2

Providing added value

Hanna: ... The hotel has a nightly turndown service for the luxury rooms on the top floor. Guests often have a "Do not disturb" sign on the door or it's not convenient... So we'll have to keep a note and come back... OK, let's try Suite 2. ... Good evening, housekeeping.

Guest: Hello.

Hanna: Can we turn down your bed, Mrs Masood?

Guest: Yes, yes. Come in.

Hanna: Just fold the bedspread and put it in the wardrobe, Gina. Then we turn back the corner of the sheet and blanket like this. Fluff up the pillows and place a chocolate with a little message card like this.

Gina: Right.

Hanna: I'll close the curtains. Is there anything you need, Mrs Masood? Have you got enough toiletries and towels?

Guest: Yes, thank you, Hanna. I've got everything I need.

Hanna: Good night.

Guest: Good night. Thank you ...

Hanna: OK. Next is Suite 3. ...Unlock the door and knock again before you open it. ... Good evening, housekeeping. No, there's no one here. ...Mm... When the room's like this, Gina, we need to tidy up.

Gina: Yeah, it's a bit untidy!

Hanna: Put these room service trays in the corridor.

Gina: OK.

Hanna: I'll get some clean glasses. Can you do the bedspread and pillows? Turn down both corners of the bed as it's a double. Check the bathroom too.

Gina: Oh, the towels are really wet and the floor's covered in water.

Hanna: OK. Wipe the floor and change the towels. I'll tidy up here and empty the bins... Then can you get the chocolates, and the two clean bathrobes to put at the end of the bed?

Gina: Yeah.

Hanna: This time of year we close the curtains. And put one bedside lamp on to welcome the guest back into the room. OK? Make sure the door locks behind you...

6. *Discuss the dialogue with your partner.*

7. *Make up your own dialogue using words and word combinations from dialogue №2*

Topic №12

Health, safety and security

2. *New words to use*

minimize	monitor	threat
infestation	no-show(n)	toxic
germs	roll call	unattended package
bacteria	security guard	worn
assembly point	suffocation	

4. *Expressions to learn*

You should also use the anti-bacterial hand gel.

You ought to let your supervisor know and stay at home.

Always keep them clearly labelled and locked away.

Remember to put up a warning sign.

Someone will sound the fire alarm.

Everyone has to ... go to the assembly point.

We ought to let the duty manager know.

Inform security so they can monitor...

5. *Read the dialogue №1*

Minimizing risks

Woman: OK. Everyone who works here needs to understand about health, safety and security. You don't have to be a rocket scientist. You don't have to be a rocket scientist. It's mainly common sense. Now, clean uniforms and lots of hand washing are both very important but what other ways can we minimize the risk of contamination?

Trainee 1: We should wear rubber gloves.

Woman: Yes. Handling kitchen waste or servicing bathrooms. Rubber gloves provide good protection from germs and bacteria. You should also use the anti-bacterial hand gel when you're servicing rooms.

Trainee 2: We shouldn't come to work if we're feeling unwell.

Woman: You're right. Don't spread your germs. You ought to let your supervisor know and stay at home. Now, what about safety?

Trainee 3: The cleaning sprays we use can be toxic.

Woman: Yes. Always keep them clearly labelled and locked away. Make sure you protect your hands and eyes when you use them.

Trainee 3: Sometimes when we're cleaning the rooms, we find faulty electrical equipment or worn flexes.

Woman: Right. What do you do?

Trainee 3: We put them in our room report so maintenance will come and fix them before the next guest checks in.

Woman: Good. Anything else?

Trainee 2: If we're wet mopping floors, people can slip.

Woman: Yes. Remember to put up a warning sign.

Trainee 3: What about when we're vacuuming the corridors? People could trip over the flex.

Woman: Yes. You needn't put up a sign, but you can minimize the risk. You should make sure the flex is along the wall.

Trainee 2: Er... What about fires?

Woman: People can't smoke on the premises, so fire risk is minimized... But what if there's a fire in the kitchen?

Trainee 1: Well, someone will sound the fire alarm... And everyone has to leave the building and go to the assembly point immediately.

Woman: What if guests don't come to the assembly point?

Trainee 2: Well, reception can call them on the internal system.

Woman: Good. You shouldn't go to rooms looking for guests. Reception will check who's in and out... And if there are "no-shows", then inform...?

Trainee 2: The fire service.

Woman: Yes. Good. Finally, what about security? What should you do if you see unattended luggage or a package in reception?

Trainee 2: Well, if we see anything suspicious, we ought to let the duty manager know.

Woman: Definitely. It could be a bomb. What if a person you've never seen before walks straight into the lift or up the stairs?

Trainee 1: Er... Go after them and ask what they want?

Woman: No, you shouldn't do that. Inform security so they can monitor the person's movements. There are security cameras around the hotel and CCTV in the car park, as well as security guard patrols...

4. Listen again. Match 1-8 with a-h to make sentences.

1. What other ways can we minimize
2. You should also use
3. We shouldn't come to work if
4. Always keep them
5. Sometimes when ..., we find
6. People can't smoke on the premises,
7. Everyone has to leave the building
8. Well, if we see anything suspicious,
 - a. and go to the assembly point immediately.
 - b. clearly labelled and locked away.
 - c. faulty electrical equipment or worn flexes.
 - d. so fire risk is minimized.
 - e. the risk of contamination?
 - f. we ought to let the duty manager know.
 - g. we're feeling unwell.

h. the anti-bacterial hand gel.

5. Key words: health, safety and security.

A warning sign tells people about dangers or hazards, for example wet floors.

Infestation is when mice, rats or other vermin are found in food preparation areas.

People die from suffocation in a fire when they can't breathe.

Unauthorized personnel have no permission to be in a certain place, for example room attendants in the linen porter's store.

A bomb threat is a call warning that someone has put a bomb in the building.

Reception checks the names of all guests after a fire alarm in a roll call.

Everyone is asked to meet at an assembly point in an emergency.

A piece of equipment which sprays foam or sand to put out flames is a fire extinguisher.

Emergency procedures are the plans for what to do in case of fire or a security alert.

Bacteria cause contamination and spread illness.

Evacuation is when everyone must leave the building when there's an emergency.

The hotel's regular fire alert test is called a fire drill.

Countries and cultures

1. New words to use

abroad	conveyor belt	shift
aisle	departure lounge	straps
boarding card	gate	work permit
cabin luggage	hand luggage	
contract of employment	hostel	

2. Expressions to learn

I'm really looking forward to...

In the hotels, it's mainly English, Italian and a little German.

I plan to...and I'd love to...

I've decided to fly direct to...

I managed to find some really good websites for...

Have you got any hand luggage?

Did you pack your bags yourself?

Have you left them unattended at any time?

3. Read the dialogue №1

Work experience abroad

Part A

Alena: I'm going to France for six months. What about you?

Emil: Croatia! I can't wait! I'm really looking forward to all that swimming and sunbathing!

Alena: You'll be lucky if you have any time between shifts.

Emil: Yeah, but on my day off I can enjoy doing lots of other things!

Alena: Remember to send me some photos! Can you speak Croatian?

Emil: No. In the hotels, it's mainly English, Italian and a little German. I hope it'll help me improve my English.

Alena: I want to spend some time in Paris while I'm in France. The hotel's promised to give us a few days off. I plan to do some shopping and I'd love to climb the Eiffel Tower. I got my flight tickets yesterday. Have you booked yours yet?

Emil: Not yet. I've decided to fly direct to Dubrovnik but I'm waiting for my work permit. I filled in the details and sent it in last month. They promised to send it back soon.

Alena: I've got mine. But I want to travel through Europe after I finish working at the hotel. I need to look for some cheap places to stay.

Emil: I managed to find some really good websites for hostels. Let's go and check them out. We can print off anything interesting...

Part B

Official 1: Can I have your ticket and your passport, please? ... Thank you. ...How many bags are you checking in?

Emil: These two.

Official 1: Have you got any hand luggage?

Emil: Yes, I've got my rucksack.

Official 1: You'll have to check that in too, I'm afraid. It's too big for cabin luggage. Can you put it on the scales, please?

Emil: Oh! I'll just take my magazines out...

Official 1: Just tie these straps up so they don't get caught in the conveyor belt.

Emil: Right.

Official 1: Did you pack your bags yourself?

Emil: Yes.

Official 1: Have you left them unattended at any time?

Emil: No.

Official 1: Would you like an aisle seat or a window seat?

Emil: A window seat, please.

Official 1: Here's your boarding card. The gate hasn't been allocated yet. Keep checking the departures board after you go through to the departure lounge.

Emil: Thank you.

Official 1: Have a good flight.

Security

Official 2: Could you put your magazines in this tray, please? And your jacket. Have you got any metal objects in your pockets – money, jewellery?

Emil: Yes, I've got some money and what about my watch?

Official 2: Put them in the tray too, please. ...And, have you got a mobile phone?

Emil: Yes.

Official 2: Put it in the tray as well, please. ... Thank you. Now you can proceed through the detector.

Official 3: Could you come over here, please? Lift up your arms, please. ...Could you take off your shoes, please?

Emil: Yes, of course. Here you are.

Official 3: Thank you. I'll put them through the scanner. Could you wait there, please?

Emil: OK. Can I take my jacket and money now?

Official 3: Yes, of course. You can take your shoes now, too.

Emil: Thanks.

Official 3: One moment!

Emil: Yes?

Official 3: You've left your mobile behind!

Arrivals

Passports: Passport, please.

Emil: Here's my passport and my work permit.

Passports: How long do you plan to stay in Croatia?

Emil: Six months. I'm working at a hotel in Dubrovnik.

Passports: Do you have your contract of employment?

Emil: Yes, it's here.

Passports: And where are you staying while you're here?

Emil: The hotel provides us with accommodation.

Passports: Thank you... Enjoy your stay.

Emil: Thanks.

4. Listen to both parts again and complete the sentences.

1. I want to spend..... in Paris while I'm in France.
2. I'd love.....the Eiffel Tower.
3. work permit. I..... the details and sent it.....last month.
4. Have you left them..... at any time?
5. allocated yet..... the departures board after you go through to the departure lounge.
6. Now you can proceed..... the detector.
7. You've left your.....!
8. The hotel.....with accommodation.

6. Reading.

Festival around the world

1. Read the names of the six different festivals. Have you heard of them? Do you know when or where they are held, and why they are celebrated?

Santa Lucia	Carnival	Hanami

Carnival of Viareggio

Up Helly Ae

Loy Krathong

2. Work with a partner. Student A's texts are opposite. Student B's texts are on page 66. Read your three texts quickly and find out where and when the festival are celebrated. Share this information with your partner.

3. Read your texts again more carefully.

4. Work with your partner to answer the questions. Discuss and share the information from your texts (don't read your partner's texts).

1. Which festivals are religious?
2. In which festivals does light play an important role? How?
3. Which festivals are full of energy and noisy? How?
4. Which festivals are calm and peaceful? How?
5. Which texts mention eating as part of the festival?
6. Which is probably the oldest festival?

Santa Lucia

The people of Sweden have celebrated the Santa Lucia festival for over 400 years. It is held on 13th December, which was the longest night of the year according to the old Swedish calendar. St Lucia was born in Sicily and lived in Rome. She was a very kind person and a Christian but when she refused to marry a non-

Carnival

In many countries and cities throughout the world, people celebrate Carnival during February and March, immediately before Lent, parties should not be held and certain food, such as meat, is forbidden, so people celebrate before this period begins. In Brazil, millions of tourists watch parades of people wearing fantastic

Christian, she was killed. In Sweden, people said she went out early in the morning to bring food and drink to the poor. Nowadays, a young girl is chosen to wear a long white dress and a headdress of green leaves and burning candles. She takes food to her parents, friends and neighbours, and her sisters and brothers follow her. They also dress in white and the boys wear a tall pointed hat with stars on it. There are special biscuits and drinks for all.

costumes and enjoy the music and dance of South America.

Loy Krathong

This festival is celebrated in Thailand on the full moon of the 12th month in the traditional Thai calendar, usually in November in the western calendar. People prepare rafts made of banana leaves with flowers, candles and incense sticks and float them on the river. The festival is to honour Buddha with light, but as the raft floats away on the water, it signifies letting old habits go so one can make a clean start.

Exploring different cultures

1. *New words to use*

accept	fault	rude
blame	indicate	save face
embarrassing	litter	sensitive to
eye contact	respect	suspicious

2. *Expressions to learn*

Families/People usually...

The best way is to...

People should be aware that...

It's against the law to...

It's a sign of respect in (Japanese) culture for people to...

It's important (not) to (present)...

It's considered wrong/rude/polite (not) to...

3. *Unexpected experiences*

1

I was really tired when I arrived at the hotel. I went to reception and introduced myself. There was a vase of flowers sitting on the reception desk and somehow I knocked it onto the floor. Crash, bang. Flowers and water everywhere. I apologized for making a mess, but the receptionist said it was her fault. She

blamed herself for putting the vase in such a position and apologized again. That was very kind!

2

We went to the restaurant with the children at about half past five, but it was empty. The waiter assured us that the restaurant was open and offered to take us to our table. We had an excellent meal, but we were the only guests. Very strange! I think we were lucky with the food we had. If no one eats there, it can't be any good!

3

It was an excellent meal. We all enjoyed it, but when we'd finished, it seemed a long time before the waiter came to clear the plates. We could see him looking over but he never came to our table. We'd left some food on the plate to show we'd finished. We had to wave to him and ask him to clear the table.

4

The staff in the hotel were really polite, but when they spoke to us they always bowed their heads and looked down. You know, people who don't give you eye contact make me suspicious. And then when the receptionist asked my name, I dropped my business card on the desk in front of him. Well, he looked really shocked. Do you think there was something wrong with my business card?

5

As I was walking out of the hotel, I dropped an old train ticket which was in my pocket. The receptionist ran over to me and warned me not to drop any litter. It was only an old train ticket! Then he also advised me not to chew gum. I thanked him but thought he was very strange. Later I gave him a tip when he helped me with my bags, but he refused to accept it and asked us not to tip staff in the hotel. I really didn't understand

4. *Work in a group. Discuss what happened in each situation in 1 and try to think of an explanation for it.*

- a. It's a sign of respect in Japanese culture for people to lower their eyes when speaking to someone. When handing something like a business card to someone, it's important to present it with both hands and not drop it in front of the person.
- b. In Spain, families usually eat late in the evening, often after nine o'clock. In contrast, in Scandinavia, families usually eat between five and six o'clock.
- c. In some Asian countries, it's important to help someone save face when something embarrassing happens. The best way is to take the blame from them.
- d. In Singapore, people should be aware that it's against the law to drop litter and chew chewing gum. It's also considered wrong to accept tips.
- e. In many countries, including Iran, it's polite to leave a little food on your plate when you've finished eating to indicate that you've had enough to eat.

7. *Read the dialogue №1*

Cultural differences

Hotelier: You know, working in a hotel is really interesting! People come from all around the world and from all around the world and from such different cultures.

Trainee: Yeah! I've noticed that people behave differently. Some people greet you like an old friend, Hi! How are you today? But others don't want to stop and talk.

Hotelier: Mm. You have to be sensitive to others. Don't blow your nose at the reception desk or scratch your head. And some people will think you're really rude if you laugh loudly.

Trainee: Oh! Do these things really matter?

Hotelier: They do to some people. So just be sensitive.

Trainee: Why are people different? Is it their history?

Hotelier: Well, yes. History is part of it. But it's also the climate, the geography. And of course, religion plays a big role. Then there are social factors. For example, in some cultures old people get more respect than in others.

Trainee: In China, old people are very important. It's often the grandparents who bring up the children.

Hotelier: You see. The family is important to you, but not necessarily in every culture. ... Language is also important. Someone told me that the number four is unlucky in China?

Trainee: Yes, because it sounds like the word for death so people don't like being on the 4th floor... or the 14th. Hotels don't usually have floors and rooms with the number four in them.

Hotelier: In many European cultures, 13 is an unlucky number. Hotels often don't have a room number 13.

Trainee: Oh!

Hotelier: I'm sure you'll work in lots of different hotels in your life. Hotels have their own culture too.

Trainee: Oh. How?

Hotelier: Well some have a very traditional image. Others want the guests to see them as modern and exciting. Also hotels are organized differently. Some want the staff to be involved in making decisions but others keep managers and junior staff far apart.

Trainee: I think I've got a lot to learn.

Hotelier: Well, just try to understand others. Listen, and show that you're listening. Look for signs from the person you're talking to. Are they uncomfortable, confused, frightened?

Trainee: I'll try.

Hotelier: That's good. And if you make a mistake, learn from it!

6. *Discuss the dialogue with your partner.*

7. *Make up your own dialogue using words and word combinations from dialogue №1*

Topic №15

Complaints and apologies

1. *New words to use*

high season	maintenance	surrounding area
freshen up	page (vb)	sympathize
courtesy room	priority	transfer (vb)
exhausted	reassure	unacceptable
changeover	resort	
apologize	short- staffed	

2. *Expressions to learn*

What seems to be the problem?

I want to complain about the delay in checking into our rooms.

This really is unacceptable.

I understand. I'll speak to housekeeping straightaway.

Your rooms won't be ready for another two hours.

You're quite right.

I do understand. I'm very sorry that you've had to wait.

I'm sure we can do something to make your wait easier.

3 *Read the dialogue №1*

This is unacceptable

Woman: Could you see if our rooms are ready? We've been here for two hours.

Reception: Of course. I'll check if housekeeping has finished servicing your rooms yet. Have we offered you refreshments?

Woman: Yes, thanks. We've already had coffee ... But we're exhausted. We've had a long flight plus a three-hour coach transfer from the airport.

Reception: I understand. I'll speak to housekeeping straightaway. ... They haven't finished yet, I'm afraid. Your rooms won't be ready for another two hours. Housekeeping is short-staffed today.

Woman: This is not acceptable. Could I speak to the hotel manager?

Reception: Of course. I'll page the duty manager for you. ... Mr Rossi to reception, please.

Manager: ... What seems to be the problem?

Woman: I want to complain about the delay in checking into our rooms. We've been here for more than two hours.

Manager: Right. Paola, will you check the situation with housekeeping?

Reception: I've just checked with them, Mr Rossi. It's going to be another two hours before the rooms are ready.

Woman: We've had a 12-hour flight plus three hours on the coach with no sleep.

Manager: Mmm That's not good. **Woman:** The travel company has transferred us with no tour representative or information. We don't know where we are in the resort, we're tired and hungry and we want to check into our rooms. What can you do to help us?

Manager: I'm afraid that when the hotelk fully booked in high season we do need several hours for the changeover of guests.

Woman: We shouldn't have to wait for more than four hours before we can check in. This really is unacceptable.

Manager: You're quite right.

Woman: We need a shower, sleep and we haven't eaten since yesterday evening.

Manager: do understand. I'm very sorry that you've had to wait. I'm sure we can do something to make your wait easier.

Woman: At last, some service.

Manager: You can leave your luggage here behind the reception desk. The receptionist will give you a key to our courtesy room on the ground floor. You can freshen up there.

Woman: Good.

Manager: Then go into the restaurant or relax in the garden. The waiter will come and take your drinks order. I'll ask the kitchen if they can provide a late lunch menu for you.

Woman: Thank you.

Manager: We'll put together an information pack for you about the town and the surrounding area so that you can start planning your week. And I'll speak to housekeeping now and ask them to make your rooms a priority. **Woman:** Thank you .

4.Listen to the customer's complaint and underline the correct alternative.

1. The woman has been waiting for four/two hours.

2. Housekeeping has/hasn't finished servicing the rooms.
3. The guests have been travelling for 12/15 hours/.
4. The hotel needs several hours for transfer/changeover of guests.
5. The courtesy room is on the second/ground floor.
6. The manager offers a breakfast/late lunch menu.

5. Listen again and complete the sentences.

1. I'll check if housekeeping has finished...your rooms yet.
2. Yes, thanks. We've...coffee.
3. We've had a long flight plus a...coach...from the airport.
4. Your rooms won't...for another two hours.
5. Of course. I'll...the...manager for you.
6. I want to...the delay in checking into our rooms.
7. The travel company has...with no your representative or...
8. We shouldn't...wait for more than four hours before we can check in

6. Read the dialogue №2

I'm really very sorry

1

A: Our room hasn't been serviced yet today.

B: Oh, I'm sorry. I'll ask housekeeping to do it now.

2

A: The people in the room next door played loud music all night.

B: I'm very sorry. I'll speak to them about it. Let reception know if it continues tonight.

3

A: The Internet connection isn't very good.

It keeps disconnecting.

B: Mmm ... I'm sorry about that. I'll ask maintenance to come and check your connection.

4

A: The traffic noise kept us awake all night. B: I'm sorry. Would you like me to try' and change you to a room away from the road?

5

A: We've been waiting 25 minutes for our drinks,

B: I do apologize. I'll bring them straightaway.

6

A: This fish is really undercooked. It's still frozen in the middle.

B: You're right. I'm really sorry. I'll return it to the kitchen and tell Chef.

7

A: This glass is dirty. There's a lipstick mark on it.

B: I do apologize. I'll get you a fresh glass.

8

A: Our bathroom tap is constantly dripping. B: I'm sorry. That's very annoying. I'll arrange for maintenance to fix it.

7. Match the complaints 1-8 with the apologies a-h. Then listen and check.

1. ...Our room hasn't been serviced yet today.
2. ...The people in the room next door played loud music all night.
3. ...The Internet connection isn't very good. It keeps disconnecting.
4. ...The traffic noise kept us awake all night.
5. ...We've been waiting 25 minutes for our drinks.
6. ...This fish is really undercooked. It's still frozen in the middle.
7. ...This glass is dirty. There's a lipstick mark on it.

8. ...Our bathroom tap is constantly dripping.

- a) I do apologize. I'll get you a fresh glass.
- b) I'm sorry about that. I'll ask maintenance to come and check your connection.
- c) I'm sorry. Would you like me to try and change you to a room away from the road?
- d) You're right. I'm really sorry. I'll return in to the kitchen and tell Chef.
- e) I'm sorry. That's very annoying. I'll arrange for maintenance to fix it.
- f) Oh. I'm sorry. I'll ask housekeeping to do it now.
- g) I'm very sorry. I'll speak to them about it. Let reception know if it continues tonight.
- h) I do apologize. I'll bring them straightaway.

8. *Language check*

Present Perfect

Remember! The Present Perfect (have + past participle of the verb) is used for

- Actions that happened in the past at no specific time, but have important results now
- Recent past actions
- Actions not yet completed

Look out for key words **already**, **just** and **yet** which are usually used with the Present Perfect.

Examples

We've **had** a long flight. (so we're exhausted now)

I've **just** checked.

We've **already** had coffee.

They **haven't** finished **yet**.

Use the prompts to make sentences with the Present Perfect and **already, just** or **yet**.

1. Housekeeping / finish / the rooms – no
Housekeeping hasn't finished the rooms yet.
2. Pay / his bill – no
He's already paid his bill.
3. The guests / complete / the registration card – yes
4. They / book / table for dinner – no
5. Porter / take / the luggage to room 43 – just
6. Mr and Mrs Laval / have / their lunch – no
7. He / call / to say they'll be late – just
8. The guest / talk / to the tour rep – yes

Topic №16

Welcoming guests

1. *New words to use*

collect	(do) our best	ready
correct	patience	registration details
deal with	printout	sign
home address	quickly	voucher

2. *Expressions to learn*

Good morning, everyone, and welcome.

We'll do our best to deal with ... as quickly as possible.

Can you take a seat? And we'll serve you with a welcome drink.

Could you just check the registration details are correct on this printout?

Just sign here, please.

Could you give me your passport(s)?

You can collect them from reception in the morning.

Enjoy your stay with us.

3. *Read the dialogue №1*

Dealing with arrivals

Reception: Good morning, everyone, and welcome.

Guests: Good morning.Hi.

Reception: I'm sure you're all tired after your long flight.

Guests:Yeah.

Reception: We'll do our best to deal with your reservations as quickly as possible.

Guests: Good.Fine.

Reception: Can you take a seat? And we'll serve you with a welcome drink.

Guests: Thank you. Thanks.

Reception: We'll call your name when we're ready to check you in.

Guests: Right.OK.

Reception: Could you have your passports and accommodation vouchers ready?

Thank you for your patience. Mrs Lobo and family, please ... OK. Can I have your accommodation vouchers, please? Thank you. Could you just check the registration details are correct on this printout? ... Your name and home address ...

Mrs Lobo: Yes. They're fine.

Reception: The dates of your stay ...

Mrs Lobo: Yes — today's the 22nd. And we're here for three nights. So, departure on the 25th...

Reception: And your passport number ...
Mrs Lobo: Yeah, that's right. Great. Just sign here, please ... Thank you, Mrs Lobo.

And could you give me your passports?

Mrs Lobo: Sure.

Reception: You can collect them from reception in the morning.

Mrs Lobo: OK.

Reception: OK. So, here's your key card. Your room number is 251 — on the second floor.

Mrs Lobo: Thanks.

Reception: The porter will take your luggage to your room. Enjoy your stay with us.

4. *Read the dialogue №2*

When and where?

1

Mr Brown: Good morning. My name's Brown. I'm here for the conference. I have a reservation for a single room for four nights.

Reception: Good morning, sir. ... Yes, here we are. Could you just check the details and sign at the bottom? The account will be sent to your company.

Mr Brown: That's right.

Reception: Here's your key card. Room 643.
Mr Brown: Thanks. Er ... What time's breakfast?

Reception: Breakfast is served in the first floor restaurant from 7.30 to 10.00 a.m.

Mr Brown: Is the business centre open in the evenings?

Reception: Yes. It's open 24 hours.

Mr Brown: And where's the fitness centre? **Reception:** Take the lift to the top floor ...

2

Reception: ... We don't have any ground floor guest rooms, but with the large lift I'm sure Mrs Hobbs will manage.

Mr Hobbs: OK. Er ... Where can we have dinner?

Reception: Dinner is served in the ground floor Terrace Restaurant, from 7.00 to 9.30 p.m.

Mr Hobbs: Fine. And what time does the currency exchange desk open?

Reception: 9.00 a.m.

Mr Hobbs: I'd like to buy a map of the area. **Reception:** Here's a small street plan. You can buy a city map in the hotel shop.

Mr Hobbs: Thanks. When can we have our passports back?

Reception: You can collect them from reception in the morning.

5. Listen to a receptionist checking in some guests. Tick the information which is on the registration printout.

- 1 date of birth
- 2 name
- 3 number of bags
- 4 passport number
- 5 accommodation voucher
- 6 flight number
- 7 departure date
- 8 arrival date
- 9 home address

6. *Listen again and complete the sentences.*

1. Can you a seat? And we'll serve you with a drink.
2. We'll call when we're ready to
3. Could you have your and accommodation ready.
4. forpatience.
5. Could you just check the are correct on this printout.
6. Great. Just, please.
7. OK. So,your key card.
8. Your 251 – on floor.
9. The porter will.....to your room.

Topic №17

Dealing with check-in problems

1. *New words to use*

Adjoining	free(available)	ramp
Allergy	happen	service(a room)
Allergy-tested	high chair	smoke-free
Alternative	occasionally	special
Complimentary	overbook	

2. *Expressions to learn*

I'm afraid your room isn't ready for you yet.

The porter will take care of your luggage.

I'll ask housekeeping to inform me as soon as your room is ready.

I'm really sorry, but we're overbooked tonight.

I've reserved a room for you at our partner hotel...

We don't seem to have your reservation.

I'm afraid we don't have a parking space tonight.
What's the best thing to do?

3. *Read the dialogue №1*

Problems at check-in

1

Reception: Good morning. Can help you?

Woman: Yes ... We have a reservation.

Reception: What name is it, please?

Woman: Johnson.

Reception: I'm afraid your room isn't ready for you yet, Mrs Johnson.

Woman: Oh. We're really tired. We didn't sleep on the plane. When will it be ready?

Reception: Well, most of the rooms are usually serviced by two o'clock and then we can check guests in.

Woman: That's not for another two hours!

Reception: You're very welcome to take a seat here in reception. Would you like tea or coffee? Or do you want to leave your luggage behind the desk and go and have lunch?

Woman: Yes, yes. That's a good idea. We'll do that.

Reception: The porter will take care of your luggage and I'll ask housekeeping to inform me as soon as your room is ready. **Woman:** Thank you ...

2

Reception: ... I'm really sorry, but we're overbooked tonight. We haven't got a free room. I've reserved a room for you at our partner hotel a few minutes away from here.

Man: I'm not happy about this ... We booked our room several weeks ago.

Reception: I'm very sorry. It happens occasionally. I can get a taxi to take you

straightaway and I've asked for complimentary wine and fruit for your room, sir..

3

Reception: ... We don't seem to have your reservation.

Man: Well, you sent an email confirmation last week.

Reception: Could I see the email, please? Ah, I see what's happened. You're actually in the wrong hotel. You want the Plaza Hotel. This is the Park Plaza. I'll get a taxi for you. It's not far from here ...

4

Reception: ... Er ... Did you pre-book parking?

Woman: No, we didn't. I forgot about that.

Reception: I'm afraid we don't have a parking space tonight.

Woman: Oh ... What's the best thing to do?

Reception: You can park in the public car park just opposite. Would you like help with your luggage? You can leave it at reception while you park.

Woman: Um ... I think we can manage, thank you.

Reception: We've got spaces tomorrow. I'll book one for you ...

4. *Read the dialogue №2*

Dealing with special needs

1

Woman: ... When we booked, we requested a room and bathroom with wheelchair access.

Reception: Yes. I've got your request here. If there's a problem with your room, just contact me.

Woman: Thank you. What about access to the restaurant and bar?

Reception: That's fine. You can use the lift to all floors. There's a short ramp down to the restaurant ...

Man: ... Do you have a double room available for two nights?

Reception: Yes, we do.

Man: Oh, good. Can I just check with you?

I have an allergy to cigarette smoke.

Reception: Don't worry. The hotel is completely smoke-free since our refurbishment last year.

Man: Good. What about the pillows? Are they allergy-tested?

Reception: Ah ... possibly not. I can ask someone from housekeeping about alternatives for you.

Man: Right. OK. I'd like to check in then ...

Woman: ... and an adjoining room for the children? That's great. And could we have a crib in the double for the baby?

Reception: Yes, of course. I'll ask housekeeping to arrange that for you. Is there anything else?

Woman: Is there a high chair in the dining room?

Reception: Yes. Just ask the waiter when you arrive for your meal.

Woman: What about a children's menu? Oh, and I'd like hot water for the baby's bottle.

Reception: Breakfast is a buffet. And yes, there are children's menus for both lunch and dinner. Just ask any of the serving staff about hot water. They'll be pleased to help you...

5. *Listen and match the four dialogues with these problem situations.*

- A guests arrived at wrong hotel
- B guest's room isn't ready
- C car park full
- D hotel has overbooked rooms

6. *Listen again and complete the sentences.*

1. I'm afraid your room.....for you yet....
2. ... in reception. Would..... Tea or coffee?
- 3.I..... a room for you at our partner hotel....
4. We booked our room several.....
- 5....straightaway and I.....for
6. Well,you.....an email.....last week.
- 7....a taxi for you.It's.....from here.
8. Did you.....parking?

7. *Work with a partner. Take turn to be guest and receptionist. Use the prompts to complete the receptionist's part of the dialogue.*

Guest Good afternoon. My name's Robert Colas. I have a reservation for tonight.

Receptionist room not ready/offer complimentary tea or coffee in reception.

Guest I'd like to park my car first.

Receptionist pre-book parking?

Guest Yes,I did/

Receptionist car park at back of hotel/offer help with luggage

Guest No, thank you. When will my room be ready?

Receptionist rooms ready by 3 p.m / offer to ask housekeeping about room

Know your region

1. New words to use

Alley	Definitely	Informative
Archeology	Fascination	Period (of history)
Architecture	Further	Traditional
Concert season	Guidebook	Up to date
Culture	Hiking	

2. Expressions to learn

What about the opera or the English theatre&

Which is more interesting, the...or the...?

I think the most interesting...is...

The cathedral is a definitely worth a visit too.

It's not so...as some of the... , but it's certainly more...

Another thing that might interest you is...

Which is the best area for restaurants and bars?

The main in tourist places are all around the cathedral.

3. Read the dialogue №1

Advising tourists

Woman: ... Er ... Could you recommend something musical for Saturday evening?

Reception: The concert season has finished – until September – but what about the opera or the English theatre?

Man: Hmm ... The opera is usually expensive ...

Reception: Well, the opera is more expensive than the theatre, but the prices are reasonable here. You can ask the concierge to help you with tickets.

Man: OK. Er ... What about today? Which is more interesting, the Folk Museum or the Local. It tells the story of life here in the Middle Ages – farming and early industries. The Local History Museum is more up to date and has a big section on present-day life in the region.

Man: Ah.

Reception: I think the most interesting museum is the longest period in history, back to pre-Roman times. Also, part of it is now a Modern Art Gallery.

Woman: Um ... maybe that's the best one for us. We love history and art. Is it near the cathedral?

Reception: Yes. The cathedral is definitely worth a visit too. It's not so old as some of the churches but it's certainly more beautiful. The area around the cathedral is the oldest part of the city. It's full of history.

Woman: Oh, yeah, we'll definitely go there.

Reception: Another thing that might interest you is the history walks. They leave from the cathedral square every morning at 10.30. They're more informative than a guidebook. Some of them cover the archaeology of the region too.

Man: That's a good idea. We could do that this morning.

Woman: Which is the best area for restaurants and bars?

Reception: the main tourist places are all around the cathedral, but if you walk a little further, towards the park, the food is as good as in the cathedral square and cheaper. There are lots of bars near the park too ...

4. *Listen again and complete the sentences.*

1. Could something musical for Saturday evening?
2. Well, the is more expensive than, but ...
3. You canto help you with tickets.
4. The Folk Museum is more the Local.
5. The Local History Museum is more..... and has ...
6. I think the museum is the National Museum.
7. It's not as some of the churches, but it's more beautiful.
8. Which is the for restaurants and bars?

5. *Listening and number the places in the order that you hear them.*

- a) city centre
- b) Alhambra and Generalife
- c) Sacromonte
- d) Sierra Nevada
- e) Albaicin quarter

6. *Listen again. Which of these things can be found in the places in 1)? Some things can be found in more than one place.*

flamenco

shopping

hiking

architecture

tapas bars

history

gardens

museums

Islamic culture

7. *Language check*

Comparisons

Check you know how to make comparisons. Look at these examples.

*The food is ... **cheaper**.*

*The area around the cathedral is **the oldest** part of the city.*

(add *-er/the -est* to short adjectives)

*The opera is **more expensive** than the theatre.*

*I think **the most** interesting ... is the National Museum.*

(use *more/the most* with longer adjectives)

*The food is **as good as** in the cathedral square. (= the same as)*

*It's **not so old as** some of the churches. (= some of the churches are older)*

Note these irregular adjectives: *good/better/the best, bad/worse/the worst, little/less/the least, far/further/the furthest.*

Work with a partner. Take turns to be visitor and resident in Granada. Ask questions about the places and things to do in 1) and 2).

Topic №19

Giving directions

1. *New words to use*

Changing	room	footpath	reception area
corridor		either	steps
coast		library	town hall
continue		follow	track

2. *Expression to learn*

You can take the lift to the...

Go down the stairs, along the corridor and then into...

Continue along the corridor, past the...

Take the next door on the right.

Follow the sign for the business center.

As you come out of the ..., they're on the left.

When you leave the hotel, turn left...

Take the second road on your left.

You'll see ... on your right.

Continue until you come to...

3. *Read the dialogue №1*

Giving directions inside the hotel

1.

Reception: Here are your keys. You can take the lift to the third floor. Just walk across the reception area and past the shop. The lifts are on the right.

Guest: And ... er... Can you tell me how to get to the swimming pool, please?

Reception: Of course. It`s in the basement. Go down the stairs, along the corridor and then into the changing rooms on the right.

Guest: Thanks. And the fitness centre?

Reception: Yes... It`s also in the basement. You can either walk through the changing rooms to a blue door, which will take you into the fitness centre... Or continue along the corridor, past the changing rooms and take the next door on the right.

2.

Customer: I called earlier about conference rooms.

Reception: Oh, yes... That`s right.

Customer: Could I see the rooms, please?

Reception: Yes, certainly. It`s this way... Along this corridor opposite the entrance... Follow the sign for the business centre. Then... This is the main conference room on the left.

Customer: Mm! It`s a nice big room.

Reception: Yes, it is. And we can arrange the tables and chairs as you`d like them.

Customer: That`s fine.

Reception: If we go through the conference room to the other side, we can have a look at the two small breakout rooms.

Customer: Mm...These look fine.

Reception: On a warm day, it`s nice to go out onto the terrace. You can go up the steps to the rose garden. From there you can straight on, then round the hotel to the car park.

Customer: Yeah – it'd be good to go outside at lunch time. OK...And what about toilets?

Reception: As you come out of the conference room, they're on the left.

Customer: That's fine. Now, I'd like to discuss meals, etc.

Reception: Of course, sir. If we go back to reception, I can show you menus and...

4. Listen again and complete the sentences.

1 ...to the third floor. Just the reception area and past the shop.

2 Can you tell me how the swimming pool, please?

3 Go the stairs, the corridor and then into the changing rooms on the

4 You can eitherthe changing rooms a blue door, which will you into the fitness centre...

5 Or the corridor, past the changing rooms and The next door on the right.

6 On a warm day, it's nice to go the terrace.

7 From there you can go, then round the hotel the car park.

8 As you of the conference room, they're left.

5. Read the dialogue №2

Giving directions to places outside the hotel

When you leave the hotel, turn left and go down Main Street past the church. Continue across Market Square until you come to the post office. Go along High Street to the right of the post office. You`ll go past some very nice art shops and tearooms. Before the road turns left, you`ll see it on your right. There are some good views of the river from the top floor.

2

Turn left outside the hotel and drive down Main Street. Turn right into Bridge Street and drive across the river. Take the second road on your left. You`ll see the new school on your right. Continue until you come to the car park. Leave your car there and walk a few metres to the beach. You`ll see it at the end of the beach.

3

Walk down Main Street and across Market Square. Then along King Street. You`ll go past the town hall on your right and then the library on your left. Walk round the library and onto a narrow footpath. Follow the path along the coast until you see it. It shouldn`t take you longer than 20 minutes. From there, you can walk back to town along a wide track to Mill Road. You can see the new wind turbine on your right. Turn left and you`re back in Market Square.

4

Walk down Main Street past the church. Turn right into Bridge Street and walk across the river on the old bridge. There are some old cottages on the left. Continue along the road until you see it on your right. Take the footpath from the road. It`s nice to go there in the evening. You can see the whole town and the lights from the harbor.

6. *Listen again. Correct the false information in the sentences.*

1. There are art shops and tearooms in King Street.
2. You can see the harbour from the top of the art gallery.
3. The school is an old building.
4. You should leave your car on the beach.
5. You can drive from the library to the windmill.
6. The old cottages are on the right.

Topic №20

Giving advice and assistance

1. New words to use

airline	collapse	nauseous
baggage	faint	recovery position
belongings	heart attack	rucksack
breathe	label	steal
chest	lost property	unless

2. Expressions to learn

I'm sorry to hear that.

If they find the luggage this evening, they'll send it to the hotel.

I could contact the airport for an update.

Don't buy anything unless it's urgent.

If you ask your tour rep, she'll advise you.

When did you last see it?

Have you checked all your belongings?

If I spoke Turkish, I'd call them.

I can call them for you.

3. *Dialogue №1*

Lost property

Woman: Our luggage hasn't arrived, we waited ages at the baggage carousel. Then ground staff advised us to register the cases with the airline as lost.

Reception: Oh. I'm sorry to hear that. Are the cases labelled?

Woman: Oh, yes. They're clearly labelled. If they find the luggage this evening, they'll send it to the hotel.

Reception: Can I help? I could contact the airport for an update. Give me the reference number for the bags and I'll call them for you.

Woman: No, it's OK. They have my mobile number. They'd call if they had any information

Reception: Yes, you're right.

Woman: It's very frustrating. I only have my handbag. If the shops were still open, we'd be able to buy a few things.

Reception: There's a local store that's open till seven. But...er...Don't buy anything unless it's urgent. Your bags will probably turn up later. If you ask your tour rep, she'll advise you. Suraya will be here in 20 minutes for your welcome meeting.

Woman: OK. We'll go and freshen up before then.

Reception: Let's hope your luggage arrives tonight.

Woman: I hope so...

4. *Read the dialogue №1*

Can you call a doctor?

Woman: Hello, reception?

Reception: Yes, Louise speaking.

Woman: My husband needs a doctor. He collapsed when we arrived back in our room. His chest is hurting.

Reception: Is that Mrs Yamamoto in room 256?

Woman: Yes, yes. Please hurry.

Reception: I'll call the doctor right away. Our first aider will come up to see you immediately.

Woman: Thank you...

Reception: ...David, Louise here on reception. We need your first aid help in room 256. Mr Yamamoto. It sounds like he's fainted and he's got chest pains. Shall I call a doctor?

David: Er...no. Call an ambulance. It could be a heart attack. It's best if we get him checked in hospital.

Reception: OK. Will you go up to 256 now?

David: I'm on my way ...

David: ...How are you feeling, Mr Yamamoto?

Man: Oh, a bit weak and dizzy. My chest hurts here.

David: Don't try to move. I'll undo your shirt button so that you can breathe more easily.

Man: Thank you.

David: Just lie flat. These pillows can go under your legs. Er...Do you feel nauseous at all?

Man: Mmm, yes, I do. I feel very sick now.

David: Right. I'm just going to turn you onto your side in the recovery position in case you're sick. That's good. Are you comfortable?

Woman: Is he going to be alright?

David: I think Mr Yamamoto really needs to be checked out thoroughly in case it's serious. We've sent for an ambulance. They should be here in a few minutes.

Woman: Oh. If you think that's best.

David: Mr Yamamoto, we're going to take You to hospital to be checked out...

5. Listen to the two dialogues and answer the question.

What is the woman's problem?

What does the receptionist offer to do?

What does the woman decide to do in the end?

What has the man lost?

What does the receptionist think could have happened to the lost item(two things)?

What does the man remember about the lost items?

6. Listen again and complete the sentences.

Are the cases.....?

There's a.....that's open till seven.

We'll go and.....before then.

Yeah. I've looked..... .

Perhaps it.....your rucksack.

If they don't have it, the.....will be to contact your consulate.

7. Language check

First and second conditionals

Use the first conditional for likely or possible situations in the future.

Examples

If you ask your tour rep. she'll advise you.

{if* Present Simple *'ll)

I'll contact the consulate if lost property hasn't got it.

{'ll * if * Present Simple)

Use the second conditional for unlikely or unreal situations now or in the future.

If the shops were still open, we'd be able to buy a few things.

{if + Past Simple * 'd) (But they're not open, so we can't!)
*They'd call if they had any information, ('d *if* Past Simple)*

(But there's no information, so they haven't called.)

You can use *unless* instead of *if... not*.

Don't buy anything if it isn't/unless it's urgent.

Underline the correct alternative

If the room is ready before 2 p.m., we will/ would tell you.

I contact/would contact the police if my wallet was stolen.

If guest notify us of late arrival, we will/would hold their rooms.

Reception would call an ambulance if a guest would have/had a heart attack.

If they visit the castle, they would/will see the old walls.

If I lost my passport in London, I will/would go to my Embassy for a replacement.

8. *Complete the sentences with the correct form of the verbs
in brackets.*

If they find (find) the luggage this evening, they'll send it to the hotel. (likely)

I wouldn't check in (not check in) my luggage unless it was (be) clearly labelled.
(unlikely)

We(not call) home unless we.....(have) an emergency. (likely)

If I.....(speak) their language, I..... (ask) them. (unlikely)

The driver..... (not contact) the hotel unless he..... (find) the passport. (likely)

If they.....(go) travelling, they..... (visit) India and Thailand. (unlikely)

Unless you(close) the zip of your rucksack, your passport(fall out). (likely)

Topic №21

Taking reservations

9. New words to use

Accommodation	card number	room rate
credit	deduct	secure
change	double/twin/single room	security number
check	expiry date	type (of rooms)
contact number	locked	
cancel		

10. Expressions to learn

What type of rooms would you like?

Let me just check our reservations.

So one double, one twin and ... for... nights...

Can I take your name, please?

Could you spell your name, please?

Please make the reservation in my name.

Can I have a contact number, please?

Could I take a credit card number to secure the reservation? If you wish to cancel your reservation, you must do so before...

11. *Read the dialogue №1*

Taking a room reservation

Reception: Good afternoon, four Seasons Hotel. Marek speaking. How can I help?

Caller: Oh, hello. I'd like to book accommodation for a group of six, please. We'll arrive on Sunday the 10th of May and leave on the 15th of May.

Reception: Certainly. Did you say Sunday the 10th? Saturday is the 10th and Sunday is the 11th.

Caller: Oh, yes, of course! I mean Saturday the 10th.

Reception: OK ... And what type of rooms would you like?

Caller: Er, well, we need one double room one twin room and two single rooms.

Reception: Let me just check our reservations. Dmm ... Yes. that's fine

4. Listen again and complete the sentences.

1 I'd like to book for six.

2 We.....on Sunday.....10th.....May....

3 We.....one double room, one twin room and.....rooms.

4 Let me.....our reservations.

5 The double and twin rooms are €200 and.....is €128.

6 Well.....arrive in the evening.....about eleven o'clock.

7 And can you give me the three security.....numbers.....of the card, too. please?

8 We.....to.....you.....the 10th of May.

5. Read the dialogue №2

1

Caller: So can I change my reservation?

We'd like another double room instead of the twin, and an extra single room.

Reception: OK ... So you'd like two double and three single rooms?

Caller: Yea, and we'd like to stay for an extra night.

Reception: So you'd like to stay from the Kith to the 16th of May? I» that right?

Caller: Yes, that's right

Reception:Er ... Let me just check Yes, that's fine, Mr Feinds.

Caller: Oh. It's great! I'm sorry

2

Caller:... I made a reservation for a family room on the 2nd of June, but I'm afraid I have to cancel it.

Reception: What was the name, please?

Caller: The room was booked in the name of Marsh.

Reception: That's fine.

Caller: Is there a charge for cancelling the room?

Reception: No. No charge will be made.

Caller: Oh, good. Thanks.

Reception: Thanks for letting us know.

3

Caller: This is jane Andrews from Platt International. I'd like to change the reservation I made yesterday.

Reception: Yes, Ms Andrews. What would you like to change?

Caller: Instead of a single room for Mr Olson, can we have a double? He's bringing his wife. I also need to give you a different contact number.

Reception: OK.

Caller: It's 0046 7896 1744 09.

Reception: 0046 7896 1744 09.

Caller: That's right. And Ms Wong wont be coming. Her colleague, Ms Lee, will take her place. Can you change the name, please?

Reception: So a double for Olson and a single for Lee.

Caller: That's right.

6. *Discuss the dialogue with your partner.*

7. *Make up your own dialogue using words and word combinations from dialogue №1*

References:

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Навчальне видання

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