

**T.C.
MİLLİ EĞİTİM BAKANLIĞI**

KONAKLAMA VE SEYAHAT HİZMETLERİ

MESLEKİ YABANCI DİL 1 (KONAKLAMA-İNGİLİZCE)

Ankara 2013

- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
- Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
- **PARA İLE SATILMAZ.**

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AÇIKLAMALAR

ALAN	Konaklama ve Seyahat Hizmetleri
DAL/MESLEK	Önbüro Elemanı-Kat Hizmetleri Elemanı
MODÜLÜN ADI	Mesleki Yabancı Dil 1(Konaklama-İngilizce)
MODÜLÜN TANIMI	Rezervasyon, check-in işlemlerini ve konuk odasında çıkabilecek sorunları ve çözüm yollarını yabancı dilde eksiksiz olarak anlama ve konuşmanın öğretildiği bir öğrenme materyalidir.
SÜRE	40/32
ÖN KOŞUL	
YETERLİK	Mesleği ile ilgili yabancı dilde temel terim ve kavramları anlamak ve konuşmak.
MODÜLÜN AMACI	Genel Amaç Uygun ortam sağlandığında Konaklama Hizmetlerindeki İşlemleri yabancı dilde doğru olarak anlayabilecek ve konuşabileceksiniz. Amaçlar <ol style="list-style-type: none">1. Rezervasyon ve check-in işlemlerini yabancı dilde hatasız olarak yapabileceksiniz.2. Önbüro ve Kat Hizmetlerinde karşılaşılabilecek sorunları yabancı dilde hatasız olarak anlayabilecek ve çözebileceksiniz.
EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI	Ortam: Sınıf Donanım: Tv, video, video kasetleri, cd oynatıcı ve cd ler, bilgisayar, interaktif cd'ler kulaklık,sözlükler
ÖLÇME VE DEĞERLENDİRME	Modülün içinde yer alan her öğrenme faaliyetinden sonra verilen ölçme araçları ile kendinizi değerlendirebileceksiniz. Modül sonunda ise kazandığınız bilgi ve becerileri ölçmek amacıyla, öğretmeniniz tarafından hazırlanacak ölçme araçları ile değerlendirileceksiniz.

INTRODUCTION

Dear students,

Foreign language is known to be important in every field of sector in the present day. In the field of tourism it is still more important.

Our country has started full membership process for European Union. It would surely be possible to use the employment opportunities those will come up in this process only with qualified labor.

At this point the success of our country that will be one of the tourism center in Europe and even in the world depends on your qualified vocational training.

LEARNING ACTIVITY-1

AIM

If suitable conditions are provided you are going to make reservation and check in and you can understand and answer them correctly.

SEARCH

- You can listen to the dialogues between the guests by visiting accommodation facilities and you can act out the dialogues with your classmates in the classroom.
- You can listen to the phone calls of the staff at reception at accommodation facilities and you can act out the dialogues with your classmates in the classroom.
- You can investigate about reservation and check-in procedures at the accommodation facilities in your area.

1. RESERVATION AND CHECK-IN

1.1. Words to Learn:

- Beauty spot (n)
- Brochure (n)
- Cruise (n)
- Excursion (n)
- Foreign currency (n)
- Guidebook (n)
- Holiday-makers (n)
- Itinerary (n)
- Package tour (n)
- Resort (n)
- Sunbathing (n)
- View (n)
- Visa (n)
- Ensuite (room with a private bathroom) (adj)
- Make (a reservation) (v)
- Book /reserve(v)

- In advance (n/adj)
- Chambermaid (n)
- Tip (n)
- Disabled facilities (n)
- Facility (n)
- Include (v)
- Valet parking (n)
- VAT (Value Added Tax)
- P.P.N=Per person per night
- P.P=Per person
- Single(adj)
- Settle (v)
- Account (n/v)
- Arrival(n)
- Leaflet (n)
- Departure (n)
- Dine(v)
- Complete (v)
- Key card(n)
- Luggage (n)
- Bellboy(n)
- Possibly (adv)
- Meal(n)
- Bring up (v)
- Area(n)
- Fill in(v)
- Ground floor(n)
- Offer(v)
- Lounge(n)
- Cancel(v)
- Lobby (n)
- Accept (v)
- Reception desk(n)
- Colleague(n)
- Cuisine(n)
- Out of order (adj)
- Details (n)
- Refreshment (n)
- Written confirmation(n)
- Sign in(v)

1.2. Making a Reservation on the Telephone

➤ Useful Hints

- Answer the phone/Greet customers friendly.
 - Good morning / Can I help you?
 - Good afternoon /Good evening.
- Ask who is calling (use Mrs, Ms, Miss, Madam, Mr, Dr, Sir while addressing the customers) and address the customer by name.
 - Who is calling?
 - Who's speaking?
- Listen what customers say and make eye contact.
- Be understandable.
- Be kind and make sure you look interested.
- Be prompt (If the customer has to wait say “Please hold the line”/ “Please hang on a minute.”)
- Don't talk too much, be brief.
- Don't be so curious about the customer.
- Take notes (caller, date and time, contact information).
- Take messages: Can I take a message?

Message Card

Message for: :

Room Number:

Caller:

Event :

Day:

Time:

Taken by:

- Transfer the calls (Avoid from unnecessary call transfers)
 - Reception : Good morning, Sunshine Hotel. Louis is speaking. Can I help you?
 - Caller : I would like to speak Mrs. Bauer in Room 114.
 - Reception : Just one moment. Who's speaking please?
 - Caller : This is Jack Smith.
 - Reception : One moment Mr. Smith, I'll connect you (pause).You're through now. (Or, I'll put you through Mr. Smith)
 - Caller : Thank you.
 - Receptionist: You're welcome.



Picture 1.1: Making a reservation

- Expressions to Learn
 - Mary Lee is speaking, How can I help you?
 - Can I have your name please?
 - I'd like to speak Mrs. Bader
 - One moment, I'll connect you.
 - Who's calling please?
 - You're through now.

- Types of Accommodation
 - A single room
 - A double room
 - A twin room
 - Adjoining/Connecting Room
 - Full board
 - Half board
 - B & B (Bed and Breakfast)

➤ Places to stay on holidays

- Boarding house
- Campsite
- Caravan
- Chalet
- Guest house
- Holiday camp
- Hotel
- Motel
- Self-catering (hostels)
- Spa
- Youth hostel

➤ Giving information about the hotel



Picture 1.2: Giving information about the hotel

- R : Good morning /Good afternoon/Good evening Sunshine Hotel, this is Esra, How can I help you?
- G : Can you give me information about the facilities in the hotel?
- R : Yes, Madam (Sir). Who is speaking please?
- G : Mary Doe.
- R : Mrs. Doe, our hotel is a five star hotel. We have a total of 380 rooms including deluxe rooms with sea and city view, executive suits, junior suits, connecting (adjoining) rooms, non smoking rooms, presidential suit, standard rooms.
- G : What about facilities within the rooms?
- R : There is a direct telephone, a mini-bar, a safe, Internet access, satellite TV, central air conditioning and heating, shower, toilet, hair dryer, bathroom phone and music in our rooms and there are coffee and tea making facilities in the rooms.
And there is also a breakfast hall, a patisserie, a lobby bar, a pool bar, a roof bar (a cocktail bar); there are two beautiful restaurants where delicious dishes of Ottoman and Italian cuisine are served. There is an à la carte restaurant and an exchange bureau. There aren't any shops at the hotel. There is a TV room, Internet, business center, hairdresser, laundry, dry cleaning, 24-hours room service, a generator, a doctor and a nurse

upon request, paid babysitting, closed car park. There is an open pool (suitable for kids as well) and we also have a spa center where you can find Turkish bath, sauna, massage, Jacuzzi, solarium, fitness center, aerobic services.

You should make a reservation before coming to the spa center and restaurants.

Generally, we have tailored programs specially designed for; 0-4, 4-12 and 13-17 age groups by persons having expertise in their profession.

Our hotel is in downtown Antalya and it is 30 km far from the Airport.

Would you like to book a room Mrs. Doe?

- G : Yes, please.

➤ Self Check

- What does the guest inquire about?
- What facilities does the hotel offer? (3 of them)
- How far is the hotel to the airport?
- Is the guest coming to the hotel alone?

1.2.1. Dialogue on Reservation

- R : Good morning /Good afternoon/Good evening Sunshine Hotel, this is Esra, How can I help you?
- G : I would like to make a room reservation for five nights from the 18th to the 22nd of July. (Do you have a double room for next Wednesday?)
- R : One moment please, I'll just check availability. Yes, we can do that. What name is it, please?
- G : Mary Doe.
- R : Could you spell that please?
- G : M-A-RY D-O-E.
- R : A single or double room, madam? (How many people will there be?) / (Would you like a room just for you?)
- G : No, there will be two of us, me and my daughter/husband/son
- R : All right madam, would you like a double or a twin room
- G : Either would be perfect, but in any case it should be non-smoking room. Is the bathroom en-suite?
- R : Yes, there is a washbasin and a shower.
- G : That's great.
- R : Well madam, would you like to have room with a view?
- G : That would be fine. How much is it?
- R : It's 225 Euros per night including a continental breakfast. May I have your reservation?

- G : Yes, please.
- R : Mrs. Doe, would you like to have your lunch and dinner at our hotel or outside?
- G : I'll decide about it later when I come to the hotel.
- R : As you like madam, I have booked a double room for you. (I confirm your reservation of a double room) May I have your information please?
- G : Of course.
- R : Can you please give your address, e-mail and your telephone number.
- G : marydoe@hotmail.com, and my phone number is 555 324 54 63
- R : How would you like to pay?
- G : I will be sending the payment through bank.
- R : Here are our bank details then (bank details: bank name, branch, account name and account number, SWIFT code etc.)?And could you please send a email or fax to confirm your reservation?
- G : Yes, of course. I will be sending it during the day. See you
- R : Thank you for calling, we would be happy to welcome you at our hotel. Goodbye.

➤ **Self check**

- What kind of room does Mary want?
- How does Mary make her payment?
- How many nights is Mary going to stay at the hotel?
- Who will be Mary be staying with?
- Is Mary going to have the dinner at the hotel?

1.2.2. Payment by Credit Card

- R : How would you like to pay?
- G : By credit card. It is the easiest.
- R : Can you give me the number of the card?
- G : Yes, it is 49, double 2 6481 62 74 double 3 83.
- R : So, that's 49, double 2 6481 62 74 double 3 83.
- G : Yes, that's it.
- R : Is that a Visa or MasterCard?
- G : It is a MasterCard.
- R : What's the name on the card please?
- G : Mary Doe.
- R : Ok, and could you tell me the expiry date? (and last three digits on the back of your card)
- G : It expires August 2012.

- R : Thank you, madam. We look forward to seeing you on the 12th July. Thank you for calling.
- G : Thank you, Goodbye.
- R : Goodbye.

1.2.3. Speaking Practice

- A guest is calling Sunshine Hotel. You are the receptionist. Make the dialogue using below sentences:
 - Hello. Is that Sunshine Hotel? Do you have a room for two for tonight and tomorrow?....
 - Yes, a double room....
 - Is the bathroom ensuite?...
 - A washbasin and a shower is fine...
 - Oh, supper, it would be wonderful. That saves us going back out again....
 - Davidson...
 - Yes, OK. We'll see you this evening, then.

Exercise:

You work at the reception of Sunshine Hotel. Take this phone conversation. Remember to ask for confirmation in writing:

- Phone and book a room at the Sunshine Hotel
 - Say hello and ask to book a room.
 - Give details of the room you'd like.
 - Say how many nights you'd like to stay.
 - Ask what is available.
 - Ask the price of a double room.
 - Accept the double room and say why you must book a room quickly.
 - Offer to confirm by e-mail.
 - Offer to send credit card details.
 - Agree with the confirmation details.
 - Say Goodbye.

You are a receptionist and you are talking to a customer on the phone. Role play the conversation with your partner.

Change the name of the hotel, hotel's location and period of accommodation at the hotel.

- Read these notes and talk about the advantages and disadvantages of different kinds of holiday accommodations;

<u>ACCOMMODATION</u>	<u>ADVANTAGES</u>	<u>DISADVANTAGES</u>
Renting a room	See how local people live Meet local people Personal service Cheaper than a hotel	Not always convenient (must obey certain rules) Sometimes far from the center
Hotel	You can be independent Often near the centre Can be very comfortable	Sometimes you have to have half board Don't meet local people Can be very expensive often crowded
Camping	Open air life Meet people easily Very cheap A lot of freedom	sometimes bad weather very little privacy usually far from the center
Staying with friends	You are with local people They can advise you want to see And do, etc You have good company You don't pay for your room.	You are not independent You become obliged to your friends

1.2.4. Writing

Complete the following e-mail using the word below.

would like/ to reserve / a shower/ parking place/ arrive at

Dear Sir/Madam,

I (1)..... (2)..... a room with twin beds on 12th of July for five nights. If possible I would like a room with (3)..... .I also need a (4) for my car. We will (5)..... around 6 pm.

Regards/Sincerely

Jack Robertson

You are receptionist. Write e-mail confirmation for this guest.

1.2.5. Extra Dialogues

- Caller : What facilities are there in the hotel?
- Receptionist: Well, all rooms have air conditioning and satellite TV
- Caller : I see. Is there a swimming pool?

- Receptionist: No, there isn't
- Caller : OK. What about money? Can I change money in the hotel?
- Receptionist: Yes, there is an exchange bureau in reception.

- Receptionist: Hello, Sunshine Hotel.
- Caller : Can I speak to Sarah Jones, please?
- Receptionist: Who? Can you repeat that, please?
- Caller : Sarah Jones, the sales manager.
- Receptionist: No, sorry. She is out at the moment. Can I take a message?
- Receptionist: Hello, Sunshine Hotel, Can I help you?
- Caller : Yes, can you put me through to Emily Mckay, its room is 125.
- Receptionist: I'm afraid the line is busy, would you like to hold the line?
- Caller : OK, I'll wait.
- Receptionist: The line is still busy, I'm afraid.
- Caller : In that case, I'll leave a message.

- Receptionist: Can I help you, madam?
- Guest : Hello, I'd like a room for the night.
- Receptionist: Do you have a reservation?
- Guest : No, I don't.
- Receptionist: OK. Just one night?
- Guest : Yes.
- Receptionist: What kind of room would you like?
- Guest : Just a standard room.
- Receptionist: OK. Do you have a preference for a twin or a double room?
- Guest : Twin, please.
- Receptionist: You are in room 106.

1.2.6. Problems During Reservation

- R : Good morning /Good afternoon/Good evening Sunshine Hotel, this is Esra, How can I help you?
- G : I would like to book a room for one person for tomorrow.
- R : May I have your name please?

- G : Ateş Albayrak.
 - R : I'm afraid; our hotel is booked full for tomorrow. We have no available places. But we would be happy to welcome you if you can arrive two days later.
 - G : I see, but I have to be there tomorrow.
 - R : Mr Albayrak, would you like me to direct you to a nearby hotel.
 - G : Oh, that would be great.
 - R : The Moon Hotel, telephone number is 242 55 37 with an area code 242.
 - G : Thank you.
 - R : Thank you for calling us, sir.
 - G : You're welcome, Goodbye.
- No available places because of overbooking.
- R : Good morning /Good afternoon/Good evening Sunshine Hotel, this is Esra. Is that Mr Joe?
 - G : Yes.
 - R : You have a reservation at our hotel for tomorrow. However, you booking has been cancelled resulting from a mistake of us.
 - G : How could that happen? What shall I do now? This is irresponsible.
 - R : You're right, sir. We have just booked another room at a hotel nearby with the same facilities. All your extra charges shall be paid by us.
 - G : Ok, but I do not know what I should say to you.
 - R : We are really sorry, sir. Please accept our apologies. Goodbye.
- Misunderstanding the preferences of the guest while talking on the phone.
- R : Good morning madam, are you available right now?
 - G : Yes.
 - R : I'm calling from the Moon Hotel. I am calling you to confirm your reservation for 2 days as from December 15th for two single rooms. Can you please confirm that madam?
 - G : But, I booked for a double room.
 - R : Well, I should take a look at the records to see availability of the double rooms.
 - G : I would be really appreciated if you can find me a double room. As I wanted a double room, I booked a couple of days ago.
 - R : Don't worry, Madam, yes we have a double room available and I have booked it for you. See you on 15th December. Goodbye.
 - G : Goodbye.
 - G : We asked you to reserve a parking space but car park attendant says the car park is full.
 - R : I'm sorry, we overbooked the car park yesterday and today. I'll reserve you a space for tomorrow.

- G : We reserved connecting rooms but these are on different floors.
- R : I'm sorry. I'll change your rooms at once.

Don't forget!

Dates with month:

5th November or 5 November (British) 5/11/2011 (day/month/year)

(The fifth of November)

November 5th or November 5 (American) 2011/11/05 (year/month/day=international)

(November the fifth)

Sample Reservation Form:

Adı Soyadı :	<input type="text"/>		
Şirket :	<input type="text"/>		
Email :	<input type="text"/>		
Telefon :	<input type="text"/>		
Fax :	<input type="text"/>		
Adres :	<input type="text"/>		
Oda Tipi	Yetişkin sayısı	Çocuk Sayısı	Oda Sayısı
Standart :	<input type="text"/>	<input type="text"/>	<input type="text"/>
Junior Suit :	<input type="text"/>	<input type="text"/>	<input type="text"/>
King Suit :	<input type="text"/>	<input type="text"/>	<input type="text"/>
Giriş Tarihi :	<input type="text"/>		
Çıkış Tarihi :	<input type="text"/>		
Uçuş Numarası :	<input type="text"/>		
Havayolu Şirketi :	<input type="text"/>		

Geliş Yeri	:	<input type="text"/>
Geliş Saati	:	<input type="text"/>
Mesaj	:	<input type="text"/>
<input type="button" value="Temizle"/> <input type="button" value="Gönder"/>		

1.3. Check in Procedures

➤ Individual Check-In



Picture 1.3: Check -in

- A guest arrives at the hotel. The doorman opens the doors and welcomes the guest and says “Welcome to ...Hotel.
- (If you know the guest stayed at the hotel before say “It is so nice to see you here again.”) Check the guest’s luggage to see if there is a name tag.
- Introduce the guest to the bellboy, say “This is Mr/Mrs ..X... and bellboy takes the guest’s luggage to the reception.
- The receptionist asks the guest’s name and check reservation details on computer.
- The receptionist asks the guest to fill in the registration form and confirms the type of room.The guest fills in the form including his/her home address.
- The receptionist asks for his passport/identification card and checks the length of stay. (and Certificate of Residence during his/her stay in Turkey)
- Tax ID No/Passport No is registered in the system as Identification Number
- (It is a legal obligation to use such number on the invoices)

- The receptionist asks the guest about method of payment (credit card/cash/traveller's check etc.).
- The guest signs the registration form.
- The receptionist gives the guest his key card and tells the guest where the room is.
- The bellboy helps the guest with his/her luggage.

➤ **Group Check-In**

- The rooms and key cards must be ready before the group arrives at the hotel.
- The doorman opens the doors and welcomes the guest and says "Welcome to Sunshine Hotel".
- Direct the group to the area specified below for check in procedures and say "Enjoy your stay".
- Say "Goodbye" to the driver of the coach.
- Bellboy welcomes the group leader and says "Welcome toHotel".
- The guests are then directed to the venue reserved for the group. "This way, please."
- If all information (about identities etc.) is delivered before group arrives at the hotel, the key cards are given to the group leader. If not, when the group arrives, all passports are taken, photocopied. The passports must be counted before returning such to the group leader.
- The guests are directed to the lifts (elevators).



Picture 1.4: Group check-in

➤ Hotels use a variety of documents with guests. Here is a list of records used by the Front Office:

- Hotel Register
- Reservation Form or Card
- Reservation Diary or Daily Arrival List
- Reservation Chart
- Room Status Board
- Guest Index
- Guest History

- Can you match the documents above with the definitions below?
- Provides a visual record of all reservations for a period and shows at a glance rooms reserved and those remaining to be sold.
 - Lists all current guests in alphabetical order with their room numbers and provides an additional quick point of reference in larger hotels.
 - Standardizes the details of each booking, forms the top sheet of any documents relating to it, and enables a speedy reference to any individual case.
 - Records all previous visits to the hotel for any individual and contains important statistical reservation and revenue data.
 - Shows all rooms by room number and floors, and gives the current and projected status of all rooms on a particular day, with details of occupation.
 - Records all bookings by date of arrival and shows all arrivals for a particular day at a glance.
 - Records all arrivals as they occur and gives details of all current and past guests.

1.3.1. Dialogue on Check- in

- R : Welcome to Sunshine Hotel. Do you have a reservation?
- G : Yes, we have. My name is Lenny Trudo.
- R : Yes, we have your reservation Mr.Trudo. Please fill in this registration form. May I have your passport (identification card)?
- G : Here it is.
- R : Mr. Trudo May I take your home address? /Could I possibly take your business card?
- G : It's 24 Victoria Road, Surry, England.
- R : Mr.Trudo, Would you like to have your dinner at the hotel?
- G : Yes, We'd like to have our dinner here this evening.
- R : We have two cuisines at the hotel; Italian and Turkish.Which do you prefer, sir?
- G : Italian cuisine would be fine tonight and we may try Turkish cuisine tomorrow night.
- R : How will you be settling your account, sir/madam?
- G : I will pay in cash.

NOTE: Fill in the registration for the guest. If there is no payment, take credit card details of the customer.

- R : OK, please sign in here Mr.Trudo. Can you just check through the details, please? (Please check through the details on the registration card before signing in Mr.Trudo.)
- G : Sure.

- R : Here's your key card for Room 316. Is there anything I can do for you Mr.Trudo to make you enjoy your stay here?
- G : No, thank you.
- R : You're welcome Mr.Trudo. The bellboy / porter will help you for your luggage.



Picture 1.5: Bellboy

➤ **Self Check**

Answer the questions.

- Which room is the guest going to stay?
- How will the guest settle his account?
- What does the guest have to fill in?
- How many restaurants does the hotel have?
- Does the guest have to sign in the card?

Registration Card

Name:
Address:
Nationality:
Occupation:
Passport Number:
Place of Birth:
Arrival Date:
Departure date:
Room Number:
Occupants:
Adult:
Children:
Method of Payment:
Room Type:
Room Rate:
Signature:

1.3.2. Speaking Practice

- Roleplay the dialogue: Change the room number and the room's location; Room 407, Room 214 etc. Change information the guest is given about the hotel e.g. The restaurant is on the 2nd floor.
- Put the following sentences in the order to make a meaningful conversation between a receptionist and a guest:
 - Would you like an Executive Room at 225 Euros or Standard at 175 Euros?
 - And may I take your home address, please?
 - It's room 605 on the sixth floor.
 - Hello.
 - And the name, sir, is...?
 - Here's your credit card, passport, and here is your key.
 - This is your registration card. Can you check through the details, please?
 - Just the one night?
 - I'll require your passport in order to complete the registration.
 - How will you be settling your account sir?

Extra Dialogues:

- R : May I help you?
- G : I have a reservation. My name is Lopez.

- R : Yes, a single room for 2 nights, with a mountain view. You'll be in room 605-that's on the sixth floor. How will you be paying your account?
- G : I'll be paying with credit card.
- R : Fine.
- G : Can you tell me something about the city?
- R : This leaflet will help you. It has a map of the city and the hotel as well.
- G : Thank you.
- R : Will be dining here tonight?
- G : No, I'll be meeting some friends in the city.
- R : Here is your key card. The bellboy will bring up your luggage. Enjoy your stay.
- G : Thank you.
- R : Good morning madam. May I help you?
- G : Yes, I'd like to check-in.
- R : Do you have a reservation?
- G : Yes, I made a reservation by telephone. The name is Smith-Jane Smith. I made a reservation for myself and my husband.
- R : Oh yes, One moment. I've got it here, Smith. A double room.
- G : That's right.
- R : That's fine. Here's your key card-Room 317, on the third floor. If you would just fill in this form, the porter will take your luggage up to the room.



Picture 1.6: Check-in

1.3.3. Solutions for the Problems

- A man is checking in at the hotel. There is a problem with his reservation. The hotel reservation is for one day less the guest expects. The receptionist tries to help her.
 - Guest : I have a reservation for four nights. It's for single room with an ocean view.

- Receptionist : Yes, ma'am....I'm sorry, our records show a reservation for only three nights. We can offer you a different room for the fourth night if you like.
- Guest : Oh, thank you. That'll be fine. / This is not good at all. I'm going to cancel the reservation and go to another hotel.

Roleplay the dialogue by using the words below:

- A single room with ocean view
 - Double room
 - Twin room
 - One-bed suite
 - Deluxe double
 - Spa bath
 - King-size bed
 - Sofa bed
 - On the ground floor
 - No sofa bed available
- The room reserved for the guest is out of order and you do not have any other room at the standards the guest wants. Try to help the guest.



Picture 1.7: Solving problems

- R: Mrs. Doe, I'm sorry but the room we reserved for you is out of order at the moment, so I am having a twin room with a sea view.
 - G: No way, I would like to have a French bed. I will not accept this.
 - R: Mrs. Doe, we can put two single beds together. I'm really sorry madam. Let us make up for something. You will have your dinner at no charge tonight. When the room is fixed, we can transfer you that room later on.
 - G: OK, when the room is ready, I want to be transferred there.
 - R: As you like Mrs. Doe. The bellboy will help you with your luggage.
- The guest arrives at the room earlier than the check-in hour. Help the guest.
- R : Welcome to Sunshine Hotel, sir. How may I help you?
 - G : I have a reservation but I am a bit early.

- R : Can I have your name, sir?
 - G : John Smith. I told that I would check-in at 4 pm in the afternoon.
 - R : Alright Mr. Smith. While we are making your room ready, you may enjoy your breakfast. When you are finished my colleagues will help your luggage to your room.
 - G : Thank you very much.
 - R : You're welcome Mr. Smith. Enjoy your breakfast.
- The special requests of the guest have not been properly recorded or relevant department did not make the room ready. The guest is now on the phone. Try to solve this problem.
- G : Reception?
 - R : Yes, sir?
 - G : I particularly specified my request for a honeymoon room while booking. But we do not have anything related to honeymoon in the room. I really feel embarrassed towards my wife.
 - R : We are really sorry, sir. I will deal with that immediately. Can you hold the line for a moment? (Checks the reservation form)
 - R : Yes, sir. You are absolutely right. Let me invite you to the lobby and offer you a wonderful cake prepared by well known chef of our hotel. While you are enjoying yourself, we'll make your room ready.
 - G : Okay, we are coming downstairs.

Then the guests are welcomed at the lobby and they are offered refreshments. When they go up to their room, a bunch of roses or a bottle of wine may be sent.

1.3.4. Writing

Look at the e-mail below and the confirmations sent by the hotel.

Dear Sir/Madam,

I'd like to reserve a double room with a bath, from 16-20 June if possible with a balcony.

Yours Sincerely,

Jack Doe

Dear Mr. Smith,

Further to our earlier telephone conversation we are pleased to confirm your new bookings as follows/ Your new reservation as follow:

Arrival: 16 June

Departure: 20 June

Room Type: double room with bath and balcony

Room Rate: \$189 /per night

Confirmation :JU16 FD1 3OD

We look forward to welcoming you on 16 June.

Yours Sincerely

Harbour Hotel
Port Road 14
Brighton, UK
Booking a Hotel Room

Dear Sir/Madam,

I would like to confirm the booking made by phone today for a double room with a bath for six nights from 10-16 October for Mrs. Debbie Wings.

Yours faithfully,

Giyong Kim
Personal Assistant

Write an e-mail to make a reservation

Write an e-mail for confirmation

➤ Useful Expressions for Check-In:

- What was the name please?
- How do you spell that?
- How are you going to pay?
- Just a moment, please.
- Here we are.
- I've put you in Room (222).
- I'll get the bellboy to take your luggage up for you.
- It's on the second floor.

APPLICATION ACTIVITY

Use vocational phrases when necessary.

Steps of Process	Suggestions
<ul style="list-style-type: none"> ➤ Collect all the necessary information for the dialogue 	<ul style="list-style-type: none"> ➤ First read the dialogue carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
<ul style="list-style-type: none"> ➤ Perform the dialogue 	<ul style="list-style-type: none"> ➤ Perform the dialogue with your classmates. While you are performing, be careful with the pronunciation and intonation.
<ul style="list-style-type: none"> ➤ Build up your own dialogue 	<ul style="list-style-type: none"> ➤ a. Change the venues ➤ b. Change the dates ➤ c. Change the preferences ➤ d. Change the duration

At the end of this activity you will be able to express the main definitions and terms about the reservation and check in procedures at the hotel.

CHECKLIST

If you have behaviors listed below, put (X) in "Yes" box for your gained skills within the scope of this activity ,otherwise put (X) in "No" box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for the dialogue?		
4. Do you know all of the words that you speak about?		
5. Do you pronounce them correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand the guests that you speak?		
8. Can you give the right answers to the questions?		
9. Could you make the registration of the guest at the end of the dialogue?		
10. Can you understand check-in procedures?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1) Complete the dialogue by using the words in the box.

sixth floor / spell / a reservation / 4 nights / Thank you / here's your / single room/ right/ would you like / Good evening/ sign here/ your name/ Good evening / call him

Receptionist :, sir.
 Guest : I have
 Receptionist : And sir?
 Guest : Carlton
 Receptionist : Could you that , please?
 Guest : C-A-R-L-T-O-N
 Receptionist :, Mr. Carlton, yes, a..... and shower for
 Guest : That's
 Receptionist : Could you just, please?
 Guest : Yes, of course.
 Receptionist : Thank you, sir.key.
 Guest : It's room 612 on the
 Receptionist : a porter?
 Guest : Yes, please.
 Receptionist : I'll just..... Enjoy your stay.
 Guest : Thank you.

2) In the following telephone conversation, choose the correct option from the words in italics.

Receptionist : Good morning. Blue Moon Hotel. ¹*Can / Could* I help you?
 Guest : Good morning. Could I ²*have / speak* to Reservations, please?
 Receptionist : Certainly. ³*Wait / Hold* the line, please. I'll ⁴*put / connect* you through.
 Guest : Thank you.
 Receptionist : I'm sorry, I'm ⁵*afraid / I regret* the line's busy. Will you ⁶*hold / hang* on?
 Guest : Yes, that's fine.
 Receptionist : It's ⁷*ringing / calling* for you now....Reservations. Mary Higgin's ⁸*speaking / talking*. How can I help you?
 Guest : Hello, ⁹*this is / there is* Jack Crusoe from Crusoe Co. I rang earlier to book two single rooms from the 14th.
 Receptionist : Yes, Mr. Crusoe, I remember. What can I ¹⁰*do / make* for you?
 Guest : Could I change that to four single rooms for the same dates?
 Receptionist : Yes, ¹¹*of course / great*. I'll see to that now. I'd be ¹²*grateful / delighted* if you could ¹³*repeat/confirm* that in writing?
 Guest : ¹⁴*Surely / Certainly*. Thank you for your help.
 Receptionist : ¹⁵*You're / Your* welcome. Goodbye.

3) Read the dialogue below and give short answers to the questions;

R : The Sunshine Hotel. This is Mark speaking. How may I help you?
G : Good morning. Do you have any accommodation for tonight?
R : Yes, sir. What kind of room are you looking for?
G : A room for two adults and a child.
R : Yes, we have that.
G : How much will that be?
R : The room charge will be € 200 per night. Your child will be free.
G : Great. I'll take it. My name is Dupont.

- A) What kind of room does the guest want?
- B) How much will the room be per night?
- C) How many guests will there be?
- D) When does the guest stay at the hotel?
- E) Is the guest going to pay for his child?

4) Read the dialogue below and give short answers to the questions:

Front Desk Clerk : Here's your credit card, Mrs. Smith and your key card
Guest : Thank you.
Front Desk Clerk : Well, could you sign it here?
Guest : OK.
Front Desk Clerk : Your room is on the fifth floor. The bellboy will take your bags up to your room.
Guest : Thank you. Is the restaurant still serving lunch?
Front Desk Clerk : Our main restaurant closes at two thirty, but you can get something to eat in the Coffee Shop. It's in the lobby.
Guest : Thank you very much.
Front Desk Clerk : You're welcome. Enjoy your stay with us.

- A) What does the clerk give to the guest?
- B) What floor is the guest's room on?
- C) What time does the main restaurant close?
- D) Where can the guest eat something?
- E) Who will take the luggage of the guest up?

5) Imagine that you have a small hotel. Think of nights when you have rooms FREE and OCCUPIED next week.

Now work with a partner. Take it turns to be a Guest and a Reception Clerk. Have conversations like this. You can change the words in brackets.

S1 : I'd like a (single) room, please.
S2 : Yes (sir). When would that be for?
S1 : The (fifth) of July/ (July) the (fifth)
S2 : Very good, sir / I'm sorry, sir. Could I have your name please? / I'm afraid

we don't have a (single) room available then.

S1 : Do you have a (single) room for (date), please?

S2 : How long would you be staying, (sir)?

S1 : (Three) nights.

S2 : I can give you a (single) room at (\$ 100 a night).Would that be suitable?

S1 : Yes, that would be fine / I'm afraid it's too expensive. Do you have anything cheaper?

S2 : Very good, (sir). And name is?

S1 : The name is (.....)

S2 :That's fine (Mr/Mrs/Ms.....) We look forwards to see you on..... (date)

6) Make new dialogues using the information below:

- A) Mrs. Susan Ashford wants a room for herself and for her two children. She wants to arrive on 12th March and stay for two nights. She does not want to pay more than \$ 130.
- B) Mr.Sunset would like a single room for four nights, arriving on 16th June, and leaving on 20th June.He does not want to pay more than \$ 85.He wants to have his dog with him.

7) You have been working in Reception. Tell the manager about the questions you have been asked, and what you said to the guests.

Example:

Mrs. Smith :Will I be able to pay by Eurocheque?
 You :I'll check with the Manager and let you know.

- Mrs. Smith asked if she would be able to pay by Eurocheque, and I said I would check with you and let her know.

1) Mr. Jackson : Can you give me a different room?

You : I'll arrange it for this afternoon.

- -----

2) Tour Leader : Where is the passport list?

You : I'm not sure. I'll ask the manager.

- -----

8) Match the phrases on the left below with the five categories on the right.

all inclusive	reception item
sea view	hotel service
electronic key	room type
system	hotel concept
registration form	room feature
wake-up call	

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity.

LEARNING ACTIVITY-2

AIM

If suitable conditions are provided you are going to understand the dialogues between the guest while there are staying at the hotel and you will also respond them in a correct way.

SEARCH

- You can visit some accommodation establishments and listen to the dialogues of the guests with the staff. Make mini dialogues after listening and then act out the dialogues.

2.THE TIME SPENT AT THE HOTEL

2.1. Getting in the Room

2.1.1. Words to Learn

- Emergency exit (n)
- Baggage slip (n)
- Promotion (n)
- Deliver (v)
- Announce (v)
- Facility (n)
- Cuisine(n)
- Dial(v)
- Fit with (v)
- In case of (adv)
- Luxury hotel (n)
- Features (n)
- Introduction(v)
- Leave (v)
- Bring (v)
- Shelf(n)
- Prefer (v)
- Permission (n)
- Availability(n)
- Appointment (n)
- Inform (v)

- Skin care (n)
- Laundry(n)
- Prepare (v)
- Supper (n)
- Choice(n)
- Dry cleaning (n)
- Closet (n)
- Pick up (v)
- Entertain(v)
- Interesting (adj)
- Adult (n)
- Unique (adj)
- Reasonable (adj)
- Honest (adj)
- Inconvenience (n)
- Maintenance (n)
- Apologize (v)
- Take care (v)
- Properly (adv)
- Make a fuss (v)
- Pleasant (adj)
- Disgusting (adj)
- Annoyed (adj)
- Appreciate (v)
- Frankly (adv)
- Complimentary (adj)
- Receiver (n)
- Bitterly (adv)
- Souvenir (n)
- Sort out (v)
- Call through (v)
- Pool attendant (n)
- Convention center (n)
- Actually (adv)
- Acknowledge (v)
- Disappointed(adj)
- Suffer (v)
- Update (v)
- Complain (v)

- **Learn Types of Rooms**
 - Types of Beds;
 - Single room
 - Double room
 - Double French

- Double twin
- Triple room
- Quad room
- Queen Room
- King Room
- Types of Physical Structure;
 - Suite room
 - Junior suite
 - Presidential suite
 - Studio room
 - Connecting room
 - Adjoining room
 - Adjacent room
 - Family room
 - Corner room
 - Handicapped room
 - No smoking room
 - Duplex room
 - Double-double room
 - Regular Room
 - Show Room
- Types of view;
 - A room with sea / mountain / forest / lake / pool / strait / street view

➤ **Remember the Procedures**

- If the doorman has not sent the luggage of the guest to the room, write the name and room number of the guest on the baggage slip, forward it to the bellboy.
- While going to the room, give brief information about the hotel. (Mention daily promotions if any. Usually promotions are announced on the bulletin board at the front Office)
- Open the door and show the guest how to use the key card. Let the guest in.
- Introduce the room and emergency exit to the guest (if it is the first accommodation)
- Give the guest your business card and say “If there is anything I can do for you, please call me at the reception” and then greet the guest and leave the room.
- Make sure the luggage is delivered to the room.

2.1.2. Giving Information to the Guest about the Hotel and the Room

A bellboy gives information to the guest about the hotel and the room:

- B : Welcome to our hotel Mrs. Doe.
- G : Thank you.
- B : Would you like me to give you information about the facilities at our hotel?
- G : I'd be happy to.
- B : There is a breakfast hall, a patisserie, a lobby bar, a pool bar and a roof bar. There are two restaurants at our hotel where the most special dishes of Ottoman and Italian cuisine are served. But you should make a reservation for the restaurants.
Breakfast starts at 7 am. In the afternoon our guests will be served 5 o'clock tea at the lobby upstairs.
There is also central air conditioning and heating, TV room, internet, business center, laundry, dry cleaning, medical care, paid baby sitting and 24 hours room service as well as a parking garage and a hair dresser. There is a spa center where you can find an outdoor swimming pool, a Turkish bath, a sauna, a Jacuzzi, a solarium, a fitness center and enjoy aerobics and massage. But, you should make a reservation for spa center before coming.
- G : Thank you. (open the door and let the guest in)
- B : The rooms have a direct phone, a safe, a mini-bar, internet Access, satellite TV, central air conditioning and heating, a shower, a basin and a telephone in the bathroom, toilet, and a hairdryer, music in the bathroom .You should dial zero for the reception. And of course, the rooms are fitted with all necessary features of a modern luxury hotel.
This is where you can exit in case of emergencies.
(Give the guest your business card) You can call me at the reception if there is anything else I can do for you. (Leave the room)
- G : Thank you.

Note: If the guest requests something specific, inform the reception about it. Never wait for a tip.

➤ Shelf Check

Give short answers to the questions:

- 1) How many restaurants are there in the hotel?
- 2) What number should you dial for reception?
- 3) Is there a spa at the hotel?
- 4) What should you do to have dinner at the restaurant?
- 5) What time does the hotel serve the breakfast?

2.1.3. Extra Dialogues

USEFUL HINTS:

Procedures on Welcoming the Groups

- Make a short introduction while going up to the rooms. Open the door and explain the guests how to use the key cards. Let the guest in the room.
- Give information about the room and emergency exit (if it is the first accommodation of them)
- Greet the guests and leave the room.

Group Leader and the Bellboy

- Carry the luggage and send them to the rooms.

BELLBOY

- Read the name tag on the luggage and knock the door three times and say “I have brought your luggage”.
- Greet the guest and ask for permission to enter the room, “Good morning Sir/Madam, May I come in?”
- M: “Yes, please.”
- Enter the room, and place the luggage on the shelf.
- Say “Goodbye” to the guests.

➤ **Reservation for the Spa**



Picture 2.1: Spa

- A : Can I help you?
- B : I would like to have a massage?
- A : Certainly madam. May I have your name please?
- B : Mrs. Doe.
- A : Well, which massage do you prefer? Thai or Reflexology?
- B : Thai massage please.

- A : Alright madam, I'll inform the spa immediately to get an appointment for you.



Picture 2.2: Massage

(Reception calls Spa and checks availability)

- B : Afternoon would be perfect for me.
- A : Is 4 o'clock good for you?
- B : Yes, that's great.

Note: If the guest wants to have skin care, learn skin care products she may prefer.
(Reception calls Spa and checks availability).

- A : Would you like to see our spa to see other cares?
- B : I'd be happy.
- A : This way please, Mrs. Doe.

➤ **Reservation for the Restaurant**



Picture 2.3: Restaurant

- R : Reception. How may I help you?
- G : Good afternoon. Could you possibly book a table for two in the restaurant for me this evening?
- R : Certainly, sir. Can you tell me your name and room number?
- G : Yes, it's Mr. Smith and the rooms is 326.
- R : OK, Mr. Smith, What time would you like the table for?

- G : Now that's the problem. We're going to the theatre, and we'd like to eat when we return at 10.30?
- R : I'm sorry, sir, the restaurant closes at 9:30.
- G : Oh dear.
- R : I could order a late supper for you. It would be brought to your room.
- G : Yes, that would be nice. We'll only want something light in any case, and perhaps a bottle of something.
- R : All right, Mr. Smith. I'll contact the restaurant and have them prepare a supper for you at 10:30. What would you like? There is a choice of.....

(Receptionist records the booking in Register Book)



Picture 2.4: Restaurant

- Caller : Does the hotel have a restaurant? Can you book us a table at Italian Restaurant please? You see, we'll be arriving in the evening around 8.
- Receptionist: Yes, sir. Would you like me to book you a table?
- Caller : Yes, please. Can we have a table for two at 8.30 on Saturday evening?
- Receptionist: Yes, sir. I have booked your table.

2.1.4. Request of the Guest for an Extra Bed / a Baby Cot



Picture 2.5: Extra bed

- R : Reception. This is Ali. How can I help you?
- G : Good morning / afternoon / evening.
- R : Thank you sir / madam.
- G : Is it possible to have an extra bed for my 3 year old son?

- R : Of course, madam / sir. Are you in room 213, is that right?
- G : Yes.
- R : I will immediately direct your request Mrs. Doe. Is there anything I can do for you?
- G : No, thank you.

2.1.5. Giving Information about Dry Cleaning and Laundry Services

- R : Reception. This is Akin. How may I help you?
- G : Good morning / afternoon / evening. How can I send my laundry for dry cleaning.
- R : Mr. Doe, there are bags for dry cleaning and laundry services inside the bathroom closet. I will have your laundry picked up at once sir. At all other times, the maids clean your room every day at 11:00 am and deliver the laundry to dry cleaning and launderette.
- G : Thank you.

2.1.6. Giving Information about the Other Facilities at the Hotel

- G : I would like to have information about other facilities and services at your hotel.
- R : Certainly, sir / madam. Let me introduce our public relations officer. This is Arzu. And what is your name, please?
- G : Işık UMAR.
- R : Nice to meet you Mrs. Umar.
You can enjoy the sport facilities at long and wide beach of our hotel. There you can play tennis, basketball, beach volleyball, table tennis and dart and do other water sports. You can also play golf at our golf course. And the young and talented animation staff is here to entertain you for 24 hours a day with their very interesting programs.
- G : That's nice. I have two sons; a 6 year-old and a 13 year-old. Do you have activities for them?
- R : We have some fun activities for the children at our kids club.
- G : How can we use the internet?
- R : High Internet access is available both in your rooms and all common areas.
- G : Is there an indoor swimming pool?
- R : There is an indoor and outdoor pool at our hotel. Besides, there is an Aqua Park, which is 5000 m2 (square meters) including kiddy pool and an adult pool.
- G : Is there a SPA?



Picture 2.6: Spa

- R : Our spa offers you a unique spa comfort with a variety of choices such as relaxing and exotic therapies, several methods of massage. But please make a reservation beforehand.
- G : What about your restaurants?
- R : We have a Turkish, an Italian and a French Restaurant which serve unique dishes for 24 hours a day. You can refer to the leaflet about the hotel in your room. Is there anything I can do for you?
- G : Thank you for your help. I'll let you know if there is anything else.
- R : With pleasure, madam. Goodbye.

➤ Dialogue on business center

- Guest : I need to check my e-mail. Is there an Internet café near here?
- Staff : Certainly, sir. The Business Center at the hotel has Internet access.
- Guest : Can I also surf the Internet there? I need to find some information for a meeting.
- Staff : Absolutely sir.
- Guest : Can I also save information to a disk or flash memory?
- Staff : Of course.
- Guest : Do you know what it cost?
- Staff : To be honest sir, I don't really know. But I'm sure it's a reasonable fee.
- Guest : Ok, thank you.
- Staff : My pleasure, sir.

2.2. Problems and Complaints of the Guest about the Hotel / Facilities / Room / Services



Picture 2.7: Problem

USEFUL EXPRESSIONS	
<p>Apologizing Oh, I'm so sorry. We're terribly sorry. I apologize for your inconvenience. We are sorry, Sir. I'm sorry, Ma'am.</p>	<p>Acknowledging the Problem That's not acceptable at all. That shouldn't have happened. That wasn't supposed to happen. That was not correct.</p>
<p>Dealing with Complaints: I'm very sorry (about...) sir/madam. It's all right. I'll clean up / clear it up. I'll bring one / some for you. I'll send someone up to fix / clean it right away. I'll tell the housekeeper about it.</p>	

Listen to the following dialogues.

2.2.1. Complaints about the Air-conditioning

- R : Hello. May I help you?
- G : Yes, I have called twice about this and now I'm coming to talk about it in person. I checked in a couple of hours ago and air-conditioning won't come on. I don't like to make a fuss, but it's the hottest night of the year over there.
- R : Very sorry. Let me see what I can do about it.
- What's your room number?
- G : 309.
- R : I'm really sorry about the inconvenience, Miss Smith. I know how frustrated you can get when the air conditioning doesn't work, especially on the night like tonight. Maintenance person is on a call right now. So

we can do one of the two things. Maintenance can be in your room in the next 20 minutes. Or, if you like, you can have another room right now, just down the hall.

- G : Oh, I really don't want to move right now. But if it's in 20 minutes like you say, that will be all right.
- R : Oh, I'll give maintenance another call and we'll have taken care of it. Again I apologize for the problem.
- G : That's fine. Thank you for the help.
- R : You are welcome.

- M : Hi, this is Mike, maintenance. I've thought you want to know the air conditioning was on in 309. Everything's all set.
- G : Great, Thank you.
- M : You are welcome.

- G : Hello.
- R : Yes, the air conditioning was working properly right now.
- G : Oh, thank you for checking up on it. I appreciate it.
- R : You're welcome Miss Smith, have a pleasant evening.
- G : Good night.
- R : Good night.

➤ Shelf Check

Give short answers to the following questions;

- 1) What does the guest complain about?
- 2) What does the receptionist offer to the guest?
- 3) How much does it take to repair the air conditioning?
- 4) Is it hot or cold?
- 5) Which department at the hotel is responsible for such complaints?

2.2.2. Complaints about the Room and the Bathroom



Picture 2.8: Maintenance

- R : Good evening, Can I help you?

- G : Well, I hope you can. I'm in room 507 and frankly it's disgusting. I'm extremely annoyed.
- R : OK, Mrs. Smith, isn't it?
- G : Yes.
- R : Now, what exactly is wrong?
- G : Well, for a start, the room is very small – I requested a large room.
- R : Actually, room 507, one of our larger rooms.
- G : Is it? Well, I'm bitterly disappointed, I'm afraid. Also, it's very dirty; the bath hasn't been cleaned and the sheets haven't been changed.
- R : Oh, I'm terribly sorry Mrs. Smith. It must be upsetting for you. I'm quite sure there's been some mistake. I'll send someone up immediately to look at it.
- G : Well, really I'd like to move from now.
- R : I understand. We are very busy, but I'll see what I can do. Why don't you wait at the lounge bar while I sort this out? I'll arrange for a complimentary drink for you.
- G : Well, OK, then.
- R : I really am sorry, Mrs. Smith, for the inconvenience you've suffered.

- Guest : Hello, is that the reception?
- Reception : Speaking
- Guest : I've just had a shower and there isn't a hair dryer in the bathroom!
- Reception : What room are you in, madam?
- Guest : Room 223.
- Reception : I do apologize, madam. I'll send one up immediately.
- Guest : OK. Thank you.

➤ Shelf Check

Give short answers to the following questions.

- 1) Why is the guest so angry?
- 2) What does the receptionist do to apologize?
- 3) Is the Room 507 small or large?
- 4) What is the problem of the guest staying at room 223?
- 5) How do you think the guest in room 233 feels about the situation?

2.2.3. Complaints about Electronic Appliances in the Room

- R : Reception. This is Arda. How can I help you?
- G : Room 412. I would like to watch TV but there is no image. I guess there is a problem on the satellite.
- R : I'm very sorry; I'll look into it. Is there a green light on the receiver?
- G : Yes.
- R : I'll turn back to you shortly. I'll have to phone technical department.
- G : OK, thank you.

The receptionist tries to learn about updating satellite channels and calls back room 412.

- G : Hello?
- R : It's Arda from reception. The problem results from updating process of channels. It shall be settled in 10 minutes. We are really sorry for the inconvenience.
- G : All right, goodbye.
- R : You're welcome, sir.

➤ Shelf Check

Give short answers to the following questions.

- 1) Which department does the receptionist call?
- 2) What is the problem with the TV?
- 3) In which room does the guest stay?
- 4) How much does it take to set the channels again?



Picture 2.9: The room

2.2.4. Making Dialogues about the Given Situations;

1) Roleplay the following situations with a partner, one partner taking the role of the guest and the other partner taking the role of the staff. The guest is seeking information about: A place for dinner; Thai and French food, Clothes shopping and Souvenir shopping.

2) Roleplay the following situations with a partner, one person taking the role of the guest complaining about the items listed below and the other person taking the role of a hotel staff.

*No soap in the bathroom.

*The guest next to him is playing music too loud.

2.2.5. Extra Dialogues

- R : Reception. Can I help you?
- G : Oh hello, this is Mrs. Smith from room 614. I'm afraid I've lost my necklace which is diamond and very expensive. I think I may have left it in the sauna changing room or maybe in the pool area.
- R : I see. Have you been back to look, Mrs. Smith?
- G : No, I haven't. Oh dear, I'm so worried.
- R : Don't worry Mrs. Smith. I'm sure we'll find it. I'll put a call through to the sauna and pool attendant's office straight away. I just need a few more details. What's your room number again?
- G : 614.
- R : And can you describe your bracelet please?

- R : Reception. Can I help you?
- G : This is Mr. Smith in room 206. I am afraid I'm not feeling very well. Would you mind asking someone to send up some aspirin- I haven't got anything with me.
- R : I'm sorry to hear that Mr. Smith. I'll have the room service send up some aspirin immediately. Would you like the nurse to visit you?
- G : No, I think I'll be OK, dear. Just some aspirin.
- R : OK, but please phone us if you have any problems.
- G : I will.
- R : It was room 206, wasn't it?
- G : Yes, that's right.

-
- Guest :When I first arrived I was assured that a bottle of whiskey would always be in the mini-bar. Well I'm here now and the bottle isn't. What kind of hotel are you running here anyway!
 - Receptionist :I sincerely apologize for the oversight sir. We have been exceedingly busy today because of the convention. I'll have a complimentary bottle delivered immediately. Please accept it with our compliments.
 - Guest :Well, I should hope it would be complimentary. Thank you. Good bye.

APPLICATION ACTIVITY

Use vocational phrases when necessary.

Steps of Process	Suggestions
<ul style="list-style-type: none"> ➤ Collect all the necessary information for the dialogue. 	<ul style="list-style-type: none"> ➤ First read the dialogue carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly.
<ul style="list-style-type: none"> ➤ Perform the dialogue. 	<ul style="list-style-type: none"> ➤ Perform the dialogue with your classmates. While you are performing, be careful with the pronunciation and intonation.
<ul style="list-style-type: none"> ➤ Build up your own dialogue. 	<ul style="list-style-type: none"> ➤ a. Change the venues. ➤ b. Change the dates. ➤ c. Change the preferences. ➤ d. Change the duration.

At the end of this activity you will be able to express the main definitions and terms about the time spent at the hotel.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for your gained skills within the scope of this activity ,otherwise put (X) in “No” box.

Evaluation criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for the dialogue?		
4. Do you know all of the words that you speak about?		
5. Do you pronounce them correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand the guests that you speak?		
8. Can you give the right answers to the questions?		
9. Can you help the guests staying at the hotel?		
10. Can you understand the requests of the guests staying at the hotel?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1) Make dialogues about the given situations:

Situation 1:

Guest's problem: want more blankets

Possible solution: send someone up

Situation 2:

Guest's problem: mini-bar is empty

Possible solution: send someone to restock it

2) Imagine you are working in a hotel in your home town. A guest asks you for advice and suggestions. Use your own ideas to make three different suggestions, use "Why don't you...? / If I were you, I would.... / You can always...."

A) I'd like to look round town, but I don't want to hire a car.

- 1)
- 2)
- 3)

B) I'd like to take back a small present for my wife. Any ideas?

- 1)
- 2)
- 3)

3) Work with a partner. Match the words in A and B with the facilities in C. Practice asking and answering questions:

A	B	C
airport backache business meeting cinema early flight feeling ill headache theatre tired	breakfast in bed haircut masseur parking space taxi theatre tickets wake-up call stained suit car-hire	car park dry cleaning service hair salon housekeeping laundry-service room service fitness center theatre-booking service 24-hour taxi service

Example:

A: Excuse me, we're going to the cinema and I need to order a taxi.

B: Certainly sir / madam. We have a 24-hour taxi service.

4) What would you say to guests in these situations?

Example:

A: The bed isn't made.

B: I'm sorry, it should have been made. I'll send someone up immediately.

- A) We ordered a room service twenty minutes ago
- B) The bathroom doesn't have shampoo
- C) Out bathroom hasn't been cleaned

5) Underline the odd one out.

- A) Monday Tuesday tomorrow Saturday
- B) single sauna twin suite
- C) guest husband daughter wife
- D) breakfast departure lunch dinner
- E) air-conditioning car park restaurant reservation
- F) voicemail email telephone arrive

6) Use each word once to complete the sentences.

accept solution apologize apologies
mistake complimentary problems make up for
room allocation again happened delay

Dear Mrs. Smith,

- A) Please..... my sincere..... once.....
- B) I am very sorry that this And we were unable to find a.....
- C) I would like to offer you a weekend as our guest at the hotel to the poor service you received last week.
- D) Thank you for your recent email.
- E) Firstly, the long in checking you in and then the over your.....
- F) We assure you of our best service in he future
- G) I do..... for all the you experienced during your recent stay at our hotel.

Best Regards,
Hotel Manager

** Now put the sentences in order to make an email apology.

7) Roleplay using the expressions below.

Maid:	Is there anything wrong,	sir?		
		madam?		

Guest:	I'd like you to	get me	another	blanket(s)
		give me	some other	towel(s)
		replace	this	bedspread(s)
			these	pillow case(s)

This one's These ones are It's They're	torn stained damp dirty
---	----------------------------------

Maid: I'm sorry, I didn't notice that, sir / madam.

I'll	bring	you	a	dry	one	at once
	get fetch		some	clean new	ones	

Guest: Thank you

8) Act out small dialogues using the expressions in the boxes.

*Would it be possible to	buy a newspaper? rent a car? buy air tickets?
*Is there anywhere I can	get some souvenirs? go for late-night entertainment? arrange for flowers to be sent to a friend?
*Can I	have a sauna? get a cup of coffee?
There's a	flower shop news stand bank car rental office souvenir shop sauna night club coffee shop
	across the lobby along the corridor in the basement over there next to the bus station upstairs / downstairs on the first floor opposite the bank

9) Match the problems with the solutions.

<ul style="list-style-type: none"> a) My room smells of smoke. b) I can't sleep with the traffic noise. c) My room hasn't been serviced today. d) I didn't receive my wake-up calls. e) The toilet in our bathroom is blocked. f) The wet towels haven't been changed. g) My luggage hasn't arrived in my room yet. h) The bedside lights aren't working. 	<ul style="list-style-type: none"> 1) I'll ask the porter to bring it up at once. 2) I'll move you to a non-smoking room straightaway. 3) I'll ask housekeeping to bring you some fresh ones. 4) I'm sorry, I'll look into it for you. 5) Would you like to move to a quieter room? 6) I'll send someone up with new bulbs. 7) I'll ask the maintenance man to come up immediately. 8) I'll inform housekeeping and ask them to attend it immediately.
---	--

10) Complete the questions using these words;

available / What is / late / service open / does / by / is / open

- A) What time the fitness-center close?
- B)..... the latest check-out time, please?
- C) Is the laundry?
I need these thingstonight.
- D) Is the room.....? I know it's a bit
- E)the car park locked at night?
- F) When does the bar?

11) Complete the answers for questions in Exercise 10 above using these words:

latest / 24 hour / fitness / same-day / available /service / opens / close at

- A) Yes, sir, roomis.....until 10:00.
- B) Thecheck out is at 11 am.
- C) It4 p.m.
- D) Yes, ma'am and there'svalet parking service.
- E) Theand sauna10 pm.
- F) Yes, sir, there is alaundry service.

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity.

MODULE EVALUATION

1) Read through the information about some people who went to Spain. Then answer the questions, using short answers as in the example. Finally, work out which hotel everyone stayed in.

Peter, Mary, and the Smiths all went on holiday to Turkey. They stayed in different hotels, the Şiir, the Pamukkale, and the **Laodikeia**. Only two of the hotels were air-conditioned. Peter stayed in the only hotel with a pool. Each hotel had either air-conditioning or a pool. The Smiths did not stay in the Laodikeia. The Pamukkale did not have air-conditioning.

A)

- 1 Did Peter, Mary and the Smiths travel to Turkey?
- 2 Did they stay in the same hotel?
- 3 Were all three hotels air conditioned?
- 4 Did all the hotels have pools?
- 5 Did Peter's hotel have a pool?
- 6 Was Peter's hotel air conditioned?
- 7 Did the Smiths stay in the Laodikeia?
- 8 Was the Pamukkale air-conditioned?
- 9 Did the Pamukkale therefore have a pool?

B) Therefore,....

- 1 Peter stayed at the.....
- 2 The Smiths stayed at the.....
- 3 Mary stayed at the.....

2) Fill the gaps in the fax with the following words. The first one has been done for you.

Reserve details en-suite/ following Regards
Availability discount Executive including single

IMPERIAL CHEMICALS			
Date	: 24 May	Attention	: Reservations
From	: Miranda Smith, Marketing and Promotions	To	: Pamukkale Hotel
Could you please (1) <i>reserve</i> the (2)..... rooms: A single (3)room for our Sales Director, Mr Henry Green, for two nights from August 18			

-
- ↓
Give room number and indicate location of lifts, restaurant, etc.
 - ↓
Give details of breakfast service
 - ↓
Welcome guest

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, please contact your teacher and pass to the next module.

ANSWER KEY

LEARNING ACTIVITY-1 SELF CHECK

1.2.	1. She inquires about the facilities of the hotel.
	2. Air conditioning, a la carte restaurant and exchange bureau.
	3. 30 km.
	4. Yes, she is.
1.2.1	1. She wants a twin room or a double room.
	2. By bank transfer.
	3. 5 days.
	4. Her daughter.
	5. No, she isn't.
1.3.1	1. Room 316.
	2. He will pay in cash.
	3. A registration card.
	4. Italian and Turkish.
	5. Yes, he does.

MEASURING AND EVALUATION

1.	<ol style="list-style-type: none"> 1. Good evening 2. Good evening, 3. A reservation 4. Your name 5. Spell 6. Thank you 7. Single room 8. 4 nights 9. Right 10. Sign here 11. Here's your 12. Sixth floor 13. Would you like 14. Call him
2.	<ol style="list-style-type: none"> 1. Can 2. Speak 3. Hold 4. put 5. afraid 6. hang

	<p>7. ringing 8. speaking 9. this is 10. do 11. of course 12. grateful 13. confirm 14. Surely 15. You're</p>
3.	<p>A) a triplex room B) €200 per night C) three D) tonight E) no (Child is free of charge)</p>
4.	<p>A) Credit card/key card B) fifth floor C) at 14:30 D) in the Coffee Shop E) the bellboy</p>
5.	Student's own answer
6.	Students will take a sample dialogue in 5 as model
7.	<p>1- Mr.Jackson asked me if I could give him a different room and I said I would arrange it for that afternoon. 2-Tour Leader asked where the passport list was and I said I was not sure and I would ask you.</p>
8.	<p>All inclusive- hotel concept Sea-view -room type Electronic key- room feature Registration form-reception item Wake-up call-hotel service</p>

LEARNING ACTIVITY-2 SELF CHECK

2.1.2	1. Two.Ottoman and Italian.
	2. You should dial zero.
	3. Yes, there is.
	4. You should make a reservation.
	5. At 7 o'clock.
2.2.1	1. Air conditioning doesn't work.
	2. He offers to change her room.
	3. It takes 20 minutes.
	4. It is hot.
	5. Maintenance.
2.2.2	1. Because his room isn't cleaned.
	2. He apologizes for the inconvenience.
	3. It is large.
	4. There isn't a hairdryer.
	5. He feels awful.
2.2.3	1. Technical Department.
	2. There is no image.
	3. Room 412.
	4. It will take 10 minutes.

MEASURING AND EVALUATION

1.	Situation 1:
	G: I want more blankets, if possible.
	R: Certainly madam, I'll send someone up.
	Situation 2:
	G: The mini-bar in my room is empty.
	R:I'm sorry sir, I'll send someone to restock it.
2.	Students' own answers using expressions; Why don't you+ V1.....? If I were you, I would + V1...? You can always +V1....?
3.	Students' own answers as in the example sentences
4.	Students' own answers as in the example sentences
5.	A) tomorrow B) sauna C) guest

	D) departure E) reservation F) arrive
6.	a) accept/apologies/again b)happened/ solution c) complimentary/make up for e) delay/mistake/allocation g)apologize/problems *Correct order of the dialogue: d / g / e / b/ c/ f / a /
7.	Students' own answer
8.	Students' own answer
9.	a-2 / b-5 / c-8 / d- 4/ e-7 / f-3 /g-1 / h-6
10.	A) does B) What is C) available /by D) service open / late E) Is F) open
11.	A) service / available B) latest C) opens D) 24-hour E) fitness /close F) same-day

MODULE EVALUATION

A.	1.	Yes, they did.
	2.	No, they didn't.
	3.	No, they weren't.
	4.	No, they don't.
	5.	Yes, it did.
	6.	Yes, it wasn't.
	7.	No, they didn't.
	8.	No, it wasn't.
	9.	No, it didn't.
B. 1.	1.	Peter- The Pamukkale Hotel.
	2.	Smith- The Şiir Hotel.
	3.	Mary- The Laodikeia.
2.	1.	reserve
	2.	following
	3.	executive
	4.	single
	5.	en- suite
	6.	availability
	7.	details
	8.	including
	9.	discount
	10.	regards
3.	1.	identification
	2.	a guest history
	3.	preferences
	4.	allocate
	5.	swipe
	6.	voucher
	7.	registration card
	8.	a key card

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