



**I.P.S.S.C.T. “Marignoni – Polo”-
Milano**

ENGLISH - At a ho- tel



1

English

Here you will find some examples of the kind of language you will need to describe objects and facilities, welcome, check in, and check out guests at a hotel. Moreover, in section 2, you will get some information on the kind of positions offered in hotels or accommodation businesses



SECTION 1 - Vocabulary

1.1 Warm-up - Hotel facilities and features

Do you know these hotel facilities and features? How important are they to you? Write them down in order of importance and explain why. Can you think of any others? Add your features to the list.

an en-suite bathroom

wireless Internet access

comfortable beds

air conditioning

room service

a health centre

warm and friendly staff

cable/satellite TV

INDISPENSABLE	VERY IMPORTANT	QUITE IMPORTANT	NOT REALLY IMPORTANT

1.2 - HOTEL VOCABULARY - Hotel objects

What can be found in a hotel room? Match the words to the pictures below.

1. a hair dryer 2. a kettle 3. a laundrybag 4. a mini bar 5. air conditioning
6. slippers 7. toiletries 8. towels



A



B



C



D

E



F



G



H



1.3 - Hotel vocabulary (2)-

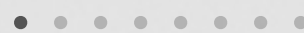
Explain the differences between the following terms:

1. a key and a keycard?
2. a lift and an elevator?
3. checking in and checking out?
4. a bill and a receipt?
5. a double room and a twin-bedded room?
6. full board and half board

Galleria 1.1 Hotel vocabulary



1. Key or keycard?



1.4 JOBS AND RESPONSIBILITIES - At the hotel -

What are the following people responsible for in a hotel? Match the job titles with the responsibilities:

Verifica 1.1 Jobs and responsibilities

Domanda 1 di 6
receptionist

☐ **A.** cleaning and tidying bedrooms




☐ **B.** cooking meals in the restaurant

☐ **C.** helping guests at the hotel entrance and with their luggage

☐ **D.** running the hotel

☒ **E.** welcoming and helping guests

☐ **F.** serving meals in the restaurant

1.5 Listening

Listen to five dialogues. Put the correct number next to the following dialogue topics:

PLAZA HOTEL - BOOKING

Checking in:

Booking:

Checking out:

1.5.1 Booking.

Listen and complete the dialogues below:

Dialogue 1

Receptionist: Hello, Plaza Hotel. May I _____ 1 you?

Guest: Good morning, I'd like to _____ 2 a single room for two nights please.

Receptionist: When _____ 3, sir?

Guest: Next Monday, April 3rd.

Receptionist: Let me just _____ 4 ...Yes we have one single room
_____ 5.

Guest: Great. How much is the _____ 6 per night?

Receptionist: _____ 7. euros, sir.

Guest: OK, that's fine.

Receptionist: Can I _____ 8 , please?

Guest: Yes, it's Caulson. Robert Caulson. That's C-A-U-L-S-O-N

Receptionist: OK, I've _____ 9 that. What time will you be arriving?

Guest: Around 8pm.

Receptionist: Thank you and have _____ 10.

1.5.2. Dialogue 2

Receptionist: Good morning sir, how may I help you?

Guest: Hello, I've booked a single for tonight. The name's Caulson, C-A-U-L-S-O-N.

Receptionist: Yes, sir. Could you _____ 11 this form, please?

1.5.3. Dialogue 3

Receptionist: Hello, Plaza Hotel.

Guest: Hello, I'd like to book a _____ 12 for this Friday to Sunday, please.

Receptionist: I'm afraid the hotel is _____ 13 booked on Saturday and Sunday. Would you like to _____ 14 a room for Friday?

1.5.4. Dialogue 4

Receptionist: Here is your key. Your room number is 302. Just take the _____ (15) over there to the third floor.

Guest: Thank you. What time do I have to _____ (16) by tomorrow?

Receptionist: _____ (17) is 12pm.

Guest: And can you tell me what time breakfast is _____ (18) ?

Receptionist: Breakfast is served from 8 to 11am.

1.5.5. Dialogue 5

Guest: I'd like to check out, please. My name is Caulson, room 302. Here's the _____ (19) .

Receptionist: Just a moment, sir...Here's your _____ (20).

Guest: Can you tell me what this _____ (21) is for?

Receptionist: That's for the drinks you ordered last night.

Guest: OK. Can I pay by credit card?

Receptionist: Yes, of course.

Guest: One more thing. I have a train to catch in a few hours. Can I _____ (22) my bags somewhere till then?

Receptionist: Certainly. You can leave them in the _____ (23) over there.

Guest: Thank you. Goodbye.

1.6. Listening (2)

Audio 1.1 Hotel booking 2

1.6.1. Oral comprehension. Listen to the conversation and answer the questions:

- 1. What is the name of the hotel? _____
- 2. When is the reservation for? _____
- 3. How many people is the reservation for? _____
- 4. How much does the room cost per night? _____
- 5. Who is the reservation for? _____
- 6. What is his credit card number and expiry date? _____
- 7. What time is check-in? _____

1.6.2. Now listen again and complete the dialogue.

Receptionist: Good morning. Welcome to The Grand Hotel.

Caller: Hi, good morning. I'd like to make a _____ (1) for the first weekend of September. Do you have any rooms _____? (2)

Receptionist: Yes sir, we have _____ (3) rooms. What is the exact date of your arrival?

Caller: The 2nd of September.

Receptionist: For how many nights?

Caller: For two nights.

Receptionist: How many people is the reservation _____ (4)?

Caller: For two people.

Receptionist: Great. Would you like to have a room with a _____ (5) of the ocean?

Caller: Yes, that would be excellent. How much does it cost?

Receptionist: Your room is six hundred pounds per night. What is your name, sir?

Caller: Stephen Bond.

Receptionist: Could you _____ (6) your surname, please?

Caller: Sure. B-O-N-D.

Receptionist: Thank you. And what is your phone number?

Caller: My number is 987-654-321

Receptionist: Thank you. Now I need your credit card number to _____ (7) your room. What type of card is it?

Caller: Visa. The number is 109940567 and the expiry date is July, 2019.

Receptionist: All right Mr Bond, your reservation is for the 2nd of September.
_____ (8) is at 2 o'clock. If you have any questions, please call us.

Caller Great, thank you very much.

1.7. NOW PRACTICE YOUR ENGLISH

1.7.1 . Roleplay.

Work with a partner. Practise the following role plays using expressions from this lesson. Take turns to be receptionist and caller/guest.

Role play 1 Caller: Call a hotel to book a single room for a date of your choice. Ask about the price, give your name and time of arrival.

Receptionist: Rooms are available. Ask for the caller's name and time of arrival.

Role play 2 Caller: Call a hotel to book a double room for a date of your choice.

Receptionist: Inform the caller that there are no available rooms.

Roleplay3 Guest:Check into a hotel.Give your name, collect your key.

SECTION 1 - Vocabulary

2.1. Read about the skills you need to make a career in the hotel world and answer the questions below:

SKILLS 1

Have top-notch organizational skills. Receptionists are the people that represent the face of the company--they are the ones that clients first speak to and the people and coworkers go to for information and event planning. Aside from taking calls and directing visitors, they often deal with clients, organize events, set up meetings, etc. With all of these responsibilities, receptionists need to be really organized whi-

2.2. Vocabulary check - Match the words/ pictures to their description

Domanda 1 di 4

What does TOP NOTCH mean?

- ☐ A. Il buco in alto
- ☐ B. Pilota di aerei
- ☒ C. Di prima qualità
- ☐ D. In alto al buco



Verifica risposta



SKILLS 2

Have some ***knowledge about technology*** under your belt. The number one piece of technology receptionists have to deal with is the telephone--and all of the buttons and separate lines that it comes with. Computer skills are also a must--most receptionists have to know how to use email and must be skilled at word processing. It is also helpful to know how to create spreadsheets, and use any industry-specific programs.[2]

- Keep in mind that if the copier, scanner, or printer are near your desk, you will mostly likely be depended on to use them (and troubleshoot for coworkers who run into problems while using them.) Once you know the kind of machine being used at your office, brush up on its main functions and the ways to fix common problems.

Verifica 1.2 Objects at a hotel

Domanda 1 di 4

Which picture shows A MINIBAR?



Verifica risposta



SOME THEORY - Types of positions at hotels



Types of Positions at Hotels

Working in the hotel industry can be fun and exciting, depending on the hotel and your position there. There are a lot of jobs to choose from, although with some jobs you'll need to have a degree, training, or several years of experience. While many people think about working in large luxury hotels or resorts, there are also motels, bed and breakfasts, and a lot of other em-

ployers. At each hotel, though, similar positions need to be filled. There are usually management employees, maintenance employees, kitchen and wait staff (if the hotel has a restaurant), housekeeping staff members, front desk employees, and the staff who purchase supplies, perform accounting work, and provide similar support.

In general, there are two main types of hotel jobs: guest services and administrative

and support. Here is more information about each of these types and some of the specific jobs associated with both categories. Keep in mind that this is certainly not an exhaustive list of jobs - just the most common jobs in the hotel industry.

Did you know? In 2013, there were 64,482 establishments doing business in the hotel industry. Most of these establishments are hotels and motels.

Guest Services/Entry level

Front Desk Clerks: As the name implies, these employees man the reception area, which is the first place guests go when they arrive at a hotel. As a front desk clerk you'll need to verify a guest's reservation. If the guest doesn't have a reservation, you'll need to check room availability. The check in process for guests usually includes getting credit card information, giving the guest the pass card to enter the room, and answering any questions the guest has. Front desk employees also often take phone calls and make reservations. At some hotels this is an entry level job. At other hotels, you must have a degree or years of experience before you are eligible for this position.

Porters: These employees also used to be called bellhops, and in some hotels they still are. They usually dress in uniform, so that guests recognize that they are employees of the hotel. As soon as a guest checks in at the front desk, the porter helps the guest take his or her luggage to the room and makes sure the room is acceptable to the guest. Often the porter is asked questions about other services at the hotel, so he or she should be knowledgeable of all the hotel has to offer. Porters are usually hired at full service hotels, not motels.

Concierges: At full service and high end or luxury hotels, concierges are available to act as liaisons with guests. If a guest needs a specific service, such as a babysitter, the guest can contact the concierge, who will coordinate the execution of this service. Other services the concierges assist with include making arrangements for dry cleaning and laundry, purchasing show tickets, and making reservations at local restaurants. At some hotels this is an entry level job. At other hotels, you must have a degree or years of experience before you are eligible for this position.

Housekeeping: Nothing reflects worse on a hotel than dirty rooms or an unclean lobby area. Hotels rely on repeat business, and guests usually won't return to a hotel they think is dirty. Having a quality housekeeping staff on the premises ensures that the hotel is clean, rooms are clean, and guests will return. As a member of housekeeping you may have to clean guest rooms, wash bedding and towels, replace toiletries that have been used, and clean other areas of the hotel.

Room Service: If the hotel is equipped with a kitchen, it often offers room service. Guests who want to eat but don't want to leave the hotel or go to the hotel restaurant (if there is one) can order from a menu in their room. As a room service employee you may be taking room service orders, and then delivering them.

Waiter/Waitress: If the hotel has a restaurant, it also needs waiters and waitresses. In a hotel, the most requested meal is usually breakfast, so be prepared to work early hours. The next most frequently served meal is dinner. You will need to take guests' orders, and serve the meals, making sure they have everything they need.

Some hotels allow guests to bill to their rooms, while others take payment. You will need to make sure the bill for the meal gets to the right place so it can be paid.

Kitchen Staff: As the name implies, as a kitchen staff member you may be cooking, washing dishes, preparing salads, ordering supplies, planning menus, or similar duties, depending on your job. As an entry level kitchen staff member, you are most likely preparing foods for senior cooks or chefs to cook for the guests.

Guest Services/More advanced positions

Supervisor of Guest Services: As the supervisor of guest services, you may be responsible for hiring staff members that provide housekeeping services, front desk personnel, reservations coordinators, or concierges. All of these duties depend on what kind of hotel you are working for and the structure it has in place. Some large hotels have separate guest services departments that primarily answer the phone and make sure guests have what they need. At this kind of hotel you would be supervising that department, making sure it was staffed and running smoothly.

Front Desk Supervisor: The front desk supervisor manages the front desk workers. You may need to hire, fire, or discipline these workers. You will need to ensure that customers are greeted warmly and checked in efficiently. You may have to provide training, and you may also need to schedule workers so that the front desk is always manned with the right number of workers at each shift.

Housekeeping Supervisor: If you've worked for several years as a housekeeper, you may be able to be promoted to supervisor. In this position you may be in charge of hiring housekeepers and training them. You may also need to schedule workers so that there is always the right number of workers at each shift.

Kitchen Manager: There are usually many kitchen workers, and the manager needs to be in charge to make sure that kitchen operations are going smoothly. You may be responsible for hiring new kitchen employees, as well as making sure they get the training they need. Scheduling may also fall under your area of responsibility,

which means you need to make sure there are enough people scheduled to cover each shift.

Restaurant Manager: While the kitchen manager takes care of kitchen operations, the restaurant manager focuses on the guest services in the restaurant. He or she makes sure that guests are greeted promptly, seated as quickly as possible, and receive the best possible service and food. The manager may be responsible for hiring servers, hosts, and training them. He or she will also handle guest complaints.

Executive Chef: The executive chef plans the menus for all meals, according to hotel policies and guidelines. He or she is in charge of supervising all other line cooks, sous chefs, and similar kitchen employees. He or she may also be in charge of ordering all of the food and maintaining a budget.

Administrative

Marketing and Advertising: The marketing and advertising coordinator is in charge of promoting the hotel to the commu-

nity through various advertising channels, depending on the marketing and advertising budget. Some hotels do a lot of advertising, while others do very little. Most hotels that hire a full time advertising person or staff do a lot of advertising and marketing.

Accounting: Accounting staff members are in charge of making sure that the hotel is properly recording all of its income and expenses, paying its bills, taxes, and employees.

Purchasing: Purchasing employees look at the usage of items used for running the hotel and make sure there are plenty of those items in stock to meet guests' needs. The key to successful purchasing is to have enough stock that you won't run out, but not so much that it is costly to the organization.

Event Planner: Many hotels have conference rooms, ballrooms, dining halls, or other spaces that they rent out to businesses and individuals for events such as weddings, seminars, and similar occasions.

The planner works with a representative from the company or the individual to make sure that everything is in place for the event. Some hotels charge extra for the use of the event planner.

Assistant Hotel Manager: The assistant manager performs administrative work for the manager, overseeing a lot of the operations and also compiling and preparing a lot of the reports and budgets the hotel uses. This gives the assistant manager a solid foundation so that he or she can become a manager.

Hotel Manager: The hotel manager is usually where the "buck stops." He or she is ultimately in charge of all aspects of the running of the hotel. If the hotel is getting fewer guest visits, the manager will need to explain what caused this drop and have a plan in place to recover the income. He or she will also have other supervisors or managers reporting to him or her and should be very familiar with the hotel's operations.

Types of jobs in the Hotel industry, Summary

- You can launch a career in the hotel industry with very little education or experience, although some starting positions may require a degree.
- Most jobs in the hotel industry are service jobs: you will be meeting the needs of guests and should enjoy working with all kinds of people.
- You can choose between a career in hotel guest services and hotel administrative positions.