

You're Welcome!

English for hotel reception

Shiona Harkess and Michael Wherly

In association with the British Council
and the Centre for British Teachers



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Acknowledgements

The publishers would like to thank the following for permission to use copyright material:

Ambassador Hotel Amman; American Express; The Bloomsbury Hotel; British Airways; Hotel Borobudur Inter-Continental; Malcolm Bowen and Caterer and Hotelkeeper; Carte Blanche International Ltd; Civil Aviation Department, Hong Kong; Rank Hotels; Richard Curtis Associates Inc; Intercontinental Hotels Corporation; Hotel Jordan Inter-Continental and Lufthansa.

They would also like to express their gratitude to the staff of the Royal Lancaster Hotel, London, for all their help, in particular to Jane Baxter and Neale Monks, and to the staff of the Holiday Inn, Swiss Cottage, London.

The cover photograph was taken by Diana Lanham at the Holiday Inn, Swiss Cottage, London.

You're Welcome! and With Pleasure! are based on original material written by staff of the Centre for British Teachers for the Jordan Hotel Training Centre. The project in Jordan was funded by the British Government's Overseas Development Administration and administered by the British Council. The Jordan Ministry of Education has kindly given permission for the material to be adapted and published.

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First published 1984
by Edward Arnold (Publishers) Ltd
41 Bedford Square, London WC1B 3DQ

British Library Cataloguing in Publication Data

Harkess, Shiona

You're welcome: English for hotel reception.

Students book

1. English language--Text-books

I. Title II. Wherly, Michael

428'.0024647 PE1116.H/

ISBN 0-7131-8131-1

Designed and typeset by D P Press, Sevenoaks, Kent
Printed in Great Britain by Spottiswoode Ballantyne Ltd
Colchester and London

Contents

Student's Exercises	1
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Reference Section

Hotel Terms	47
American Terms	53
National Profiles	55
Metric Conversion	59
Alphabet Lists	60



Listening

Did the receptionist give the guest the right time?

1 P.M.	2 	3
4 	5 P.M.	6
7 	8 A.M.	9 A.M.



Role Play 1 (Stage A)

Receptionist: Good morning, afternoon, evening, sir, madam.

Guest: Good morning, afternoon, evening. My name is Brown. Thomson. Carter. I have a reservation.

Receptionist: Excuse me one minute, sir, madam, while I check our list.



Oral Work

1.	2.	3.	4.	5.
----	----	----	----	----



Reading



The Centre for British Teachers Limited

(Limited by Guarantee)

ESP Division
Essex House
22 Crouch Street
Colchester
Essex CO3 3ES

Tel: Colchester (0206) 67441
Telex: 987578-CESC
(Attn. ESP)

Reservations,
Post House Hotel,
West Drayton,
Middlesex.

26 May, 1982

Dear Sirs,

Following my phone call today, I wish to confirm that I require a single room on the night of Tuesday, 1 June. I shall notify you if, for some reason, I cannot arrive before 6 p.m.

Please send the account to the above address.

Yours faithfully,

Michael Wherly

Michael C. Wherly

Registered English Charity No: 270901

Registered Office: Quality House, Quality Court,
Chancery Lane, London WC2A 1HP. 01-242 2982/5

Registered in England No: 867944



Listening

Write down the times with A.M. or P.M.

1. _____
2. _____
3. _____
4. _____
5. _____

6. _____
7. _____
8. _____
9. _____
10. _____



Role Play 1 (Stage B)

Receptionist: Yes, we have a reservation for you | Mr | _____
| Mrs |
| Miss |

Would you mind filling out this form for us?

Guest: Not at all. Could you lend me a pen, please?

Receptionist: Certainly, | sir. | Here you are.
| madam. |

Guest: Thanks.



Listening

Some of these guests give their names. In what order do they give them?

Bright	_____	Gregg	_____	Morton	_____	Simpson	_____
Cheyney	_____	Harrison	_____	Nelson	_____	Sims	_____
Drake	_____	James	_____	Norton	_____	Warner	_____
Gardiner	_____	Morrison	_____	Price	_____	Wilson	_____



Role Play 1 (Stage C)

Guest: Here's the form.

Receptionist: Thank you,

Mr
Mrs
Miss

 _____. I'll call the

porter
bell-boy

 to take you to
your room.

Guest: Good.

Receptionist: I hope you enjoy your stay here.



Reading

GUESTS ARE REQUESTED TO SETTLE THEIR ACCOUNT AT THE TIME OF DEPARTURE, OR ON PRESENTATION, UNLESS PRIOR ARRANGEMENTS HAVE BEEN AGREED. PLEASE INDICATE BELOW THE PROPOSED METHOD OF SETTLEMENT.

Cash	Cheque	Credit Card	Prior Arrangement
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

TRAVELLERS CHEQUES WILL BE ACCEPTED. OTHER CHEQUES ONLY TAKEN ON PRESENTATION OF A VALID BANKERS CHEQUE CARD. GUESTS WITHOUT A CONFIRMED RESERVATION ARE REQUIRED TO LEAVE A DEPOSIT ON ARRIVAL.

PLEASE PRINT USING BLOCK CAPITALS

SURNAME HARKESS MISS
FORENAMES SHIONA ANN MACLEOD MR / MRS / MISS
ADDRESS 113 ST ADAMS ST., COLCHESTER City / Town
ESSEX Country
NATIONALITY BRITISH
CREDIT CARD VISA No. 4929-123-456-789
PASSPORT No. J20YOG ISSUED AT PETERBOROUGH
COMPANY: Name and Address C&T
QUALITY HOUSE, CHANCERY LANE, LONDON
FORWARDING ADDRESS AS ABOVE

SIGNATURE Shiona Ann Harkess
DATE OF DEPARTURE 10 Nov 1983
FOLIO No. _____

Confirmed Reservation	Phone Reservation	Claimed Reservation	No Reservation
--------------------------	----------------------	------------------------	-------------------

Safe deposits are available in the cashier's department for safe custody of valuables. All persons over the age of 16 years must be registered.

 Rank Hotels



Oral Work

Mr Jameson is from Australia. He's Australian and his language is English. He lives in Canberra, the Capital of Australia. He often uses the National Airline: Qantas. He pays for his ticket in Australian dollars. If he wants to dial Australia from abroad he must use the prefix 61.

United States of America

American

English

Washington D.C.

Trans World Airlines/Pan American Airlines

Dollars

1

France

French

French

Paris

Air France

Francs

33



Listening

Write down the names of these guests and their initials.

1. _____
2. _____
3. _____
4. _____
5. _____

- _____
- _____
- _____
- _____
- _____



Role Play 2 (Stage A)

Receptionist: *(Greet the guest according to the time)*
Can I help you?

Guest: Can I have a | single | room, please?
double

Receptionist: Have you got a reservation, | sir?
madam? |

Guest: I'm afraid I haven't.

Receptionist: I'm very sorry, | sir,
madam, | The hotel is fully booked.



Reading



+ number = number of bedrooms



Early morning tea/coffee available



Lounge available for use of guests



Licensed with bar



Light refreshments and/or bar
snacks available



Children accepted all ages



Central heating in bedrooms



Packed lunches available



+ number = minimum age for
children



TV in some bedrooms on request



Choice of hot main course at
evening meal



Baby listening service



Radio in all/some bedrooms



Garden available for guests



+ number = approx. distance in
metres to nearest beach/lake

Sherwood Private Hotel
Harbour Avenue



Golden Sands Hotel
113 Park Road





Listening

Which number did they say?

13	30	31
4	14	40
15	50	53
16	60	61
7	17	70
18	80	88
9	19	91
113	130	150
104	114	140
115	116	150



Role Play 2 (Stage B)

Guest: Oh, dear. Could you recommend another hotel that won't be full up?

Receptionist: You could try the | Ambassador. | Would you like me to phone
Grand Palace. |
Majestic |

them for you?

Guest: That's very kind of you.

Receptionist: Would you mind writing your name down, | sir.
| madam. |



Oral Work

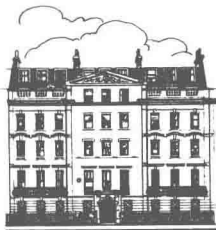
1983

January S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	February S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	March S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	April S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
May S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	June S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	July S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	August S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
September S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	October S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	November S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	December S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31



Reading

- 9 July 1982



THE BLOOMSBURY HOTEL

9/11 Bloomsbury Square London WC1A 2NA
Telephone 01-242 5401

Mrs. H. Skeates,
The Centre for British Teachers Ltd.,
Essex House,
22, Crouch Street,
Colchester,
Essex.

Our ref: KPA/RF

3rd July 1982

Dear Mrs. Skeates,

I thank you for your letter of the 1st July 1982, and have pleasure in reserving a single bedded room for the night of Wednesday 7th July, in the name of Miss. S. Harkess.

The daily bed and breakfast tariff is £17.45 inclusive of VAT and colour T.V.

I also note that you would like the account sent to your company for payment.

I thank you for the reservation and assure you of our best attention.

Yours sincerely,

Mr. K.P. Allsopp
Hotel Manager.



Blakeney Hotels Limited

Keith Allsopp general manager

VAT No 233034606



Role Play 2 (Stage C)

Receptionist: Hello, is that the _____ hotel? Have you got a room available?

— Good. Would you reserve it in the name of _____.

He'll	be along in about	ten minutes.
She'll		quarter of an hour.

Guest: Thank you for your help.

Receptionist: Don't mention it, _____.

Guest: Can I get a taxi from here?

Receptionist: Yes, _____, just | outside the door. |
| in front of the hotel. |



Listening

At what time do the guests want to be called? Make a note of their room numbers.

6.00 6.15 6.30 6.45 7.00 7.15 7.30 7.45 8.00

Which way does the guest spell his/her name?

C

1. White
2. Ann
3. Conors
4. Stephens
5. Lawrence
6. Johnson
7. Reed
8. Davis
9. Meak
10. Moriss

- Whyte
Anne
Connors
Stevens
Laurence
Johnston
Reid
Davies
Meke
Morris

- Johnstone
Rede
Daveys
Meek
Morriss



Most big hotels nowadays have a telex machine. Communications by telex are instantaneous. In other words the message is received only a few seconds after it is transmitted, even if the message is being sent to the other side of the world.

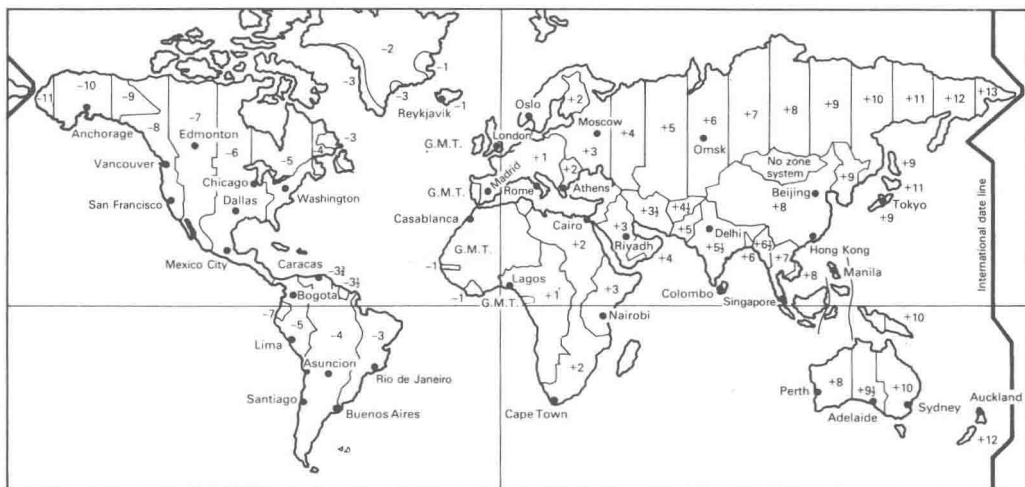
The telex has many advantages over other forms of communication. It is much quicker than a letter and saves hotels a lot of time in paper work and waiting for answers to letters. It is better than the telephone because it provides a written record of the message.

A great number of advance reservations are made by telex. When advance bookings come in, the hotel replies by telex and this is the proof of booking of accommodation at the hotel.



Oral Work

Map of the World with Time Zones





Listening

Write down the names of the guests.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____



Reading

8954262RLANC G
874451 HLTD UR

OUR REF 2456/JD

ATTENTION OF ADVANCE RESERVATIONS

YOU ARE HOLDING ONE DOUBLE ROOM ON THE 7TH DECEMBER FOR
MR AND MRS N DICKENS BUT DUE TO TRAVEL COMMITMENTS THEY CANNOT NOW
VISIT LONDON AS PLANNED.

COULD YOU KINDLY THEREFORE CANCEL THEIR RESERVATION.

SORRY FOR ANY INCONVENIENCE THAT THIS MAY HAVE CAUSED.

MANY THANKS.

JODIE ALLEN HOTELS UNLIMITED

8954262 RLANC G
874451 HLTD UR

8954262RLANC G
865432 WAKEF UR

8/10/82 MESSAGE TIMED 15.50 HRS REF. 2456

MESSAGE FOR ROYAL LANCASTER HOTEL LONDON

FROM WAKEFIELD FROST INFORMATION SERVICES OF DETROIT

URGENTLY REQUEST YOU TO AMEND THE RESERVATION YOU ARE HOLDING FOR
MESSRS J PERKINS AND N GOLDMAN IN ONE TWIN ROOM TO NOW COMMENCE 2
NIGHTS EARLIER.

RESERVATION WAS ORIGINALLY FOR OCT. 11 UNTIL OCT 21. PLEASE REPLY
TO TELEX NUMBER 865432 AS SOON AS POSSIBLE.

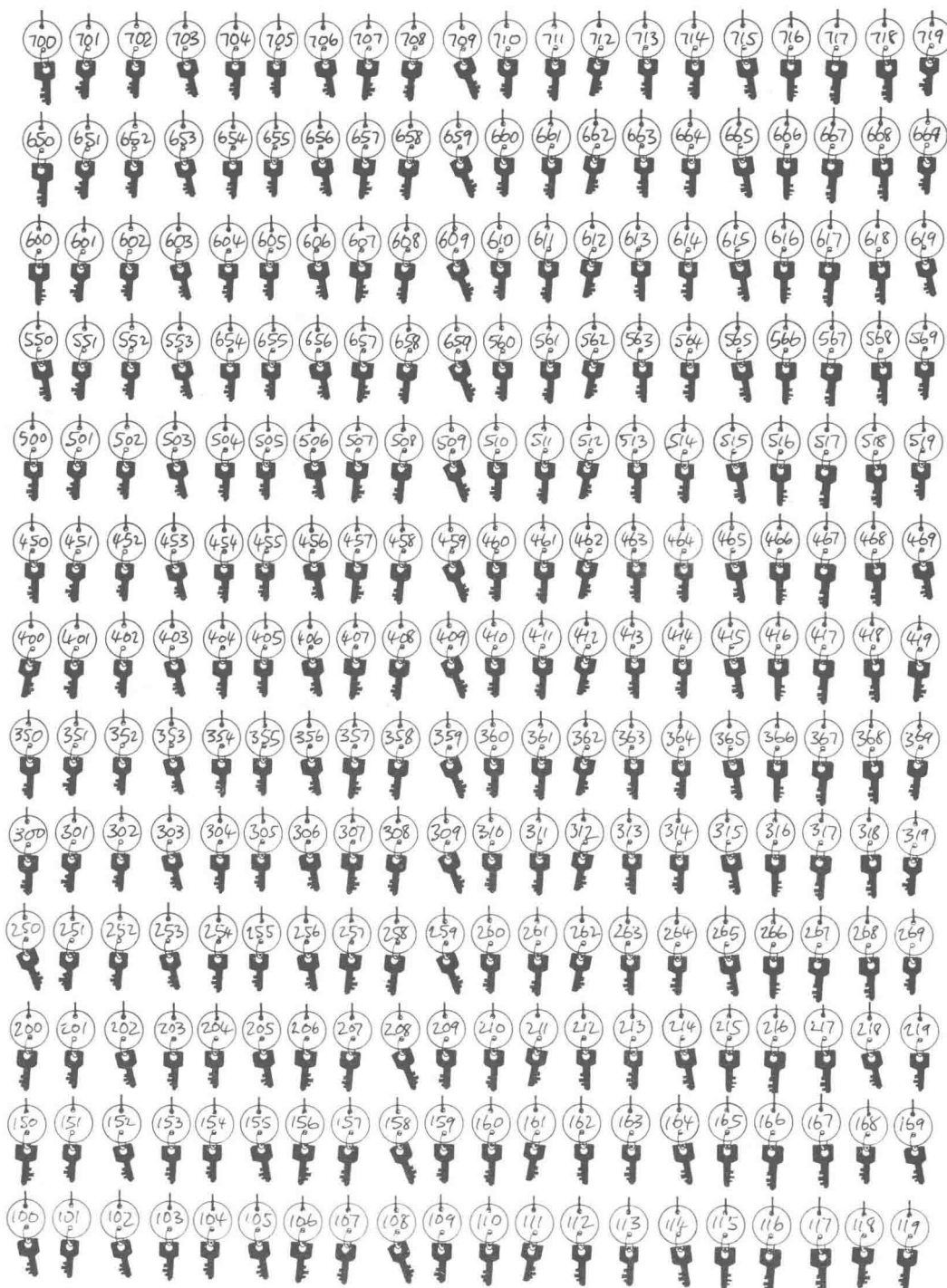
THANK YOU AND REGARDS
K WISEMAN

8954262RLANC G
865432 WAKEF UR



Listening

Which keys do the guests want?





Role Play 3 (Stage A)

Guest:

Hey, you there.
Excuse me.
(knock on desk)

Receptionist: I'm | very | sorry, _____. I didn't
| terribly |

| realise there was anyone there. |
| hear you come to the desk. |

Guest:

That's all right. Can I have a _____ room?

I | haven't booked.
| don't have a reservation.

Receptionist: I'll see | if we have a vacancy, | _____ .
| what we have, |



Listening

Write down these room numbers.

1. _____
2. _____
3. _____
4. _____
5. _____

6. _____
7. _____
8. _____
9. _____
10. _____



Reading

**PLEASE SHOW THIS CARD
EACH TIME YOU
COLLECT YOUR KEY**

Name

Room No.

Rate
including service charge and VAT at 15%.
This rate does not include breakfast.

Date Out
Guests are requested to vacate their rooms
by 12 noon on the day of their departure.

WE STRONGLY RECOMMEND THAT YOU:

Secure your bedroom door lock
Press in the centre button on the handle. This prevents
entry from the outside. To cancel lock turn door handle.

Advise our medical department
Or the Duty Manager if you require medical attention
or are already under medical care by dialling 0.

Emergency
Dial 555, state your room number and the assistance
that you require.

RESTAURANTS & BARS

"La Rosette" Restaurant
on the 1st floor overlooking the Italian
Gardens of Hyde Park. A superb
international restaurant offering full à la
carte or typical English dishes.

The Mediterranean Café
on the 1st floor, luxurious surroundings
to enjoy a sophisticated cocktail.

Banqueting
Private dining and conference rooms are
available for your parties or meetings.

Telex and Telegrams
For prompt national and international
communications, Telex 8954262
(RLANC). Forms at Reception.

Shops
Shops are situated in the Front Lobby.

Car Parking
Car parking facilities are available on the
2nd floor.



Listening

When are these services available? Write the A.M./P.M. times.

- A. Breakfast is served from _____ to _____
- B. Lunch is served from _____ to _____
- C. Dinner is served from _____ to _____
- D. The Bar is open from _____ to _____
- E. The Shop is open from _____ to _____
- F. The Beauty Salon is open from _____ to _____
- G. The Disco is open from _____ to _____
- H. The Travel Agent is open from _____ to _____



Role Play 3 (Stage B)

Receptionist: Yes, _____. | We do have a vacancy. |
There is a room available. |

Guest: | How much is it? |
| What does it cost? |
| What are your rates? |

Receptionist: | 12 | dinars | a night.
| 15 | francs |
| 25 | pounds |

Guest: Does that include breakfast?

Receptionist: I'm afraid not, _____.

Guest: All right, I'll take it.

Receptionist: Can I have your name, _____?

Guest: _____.

Receptionist: | Would you mind spelling | that for me?
| Could you please spell |

Guest: Certainly. _____.



Oral Work

1.



2.



3.



4.



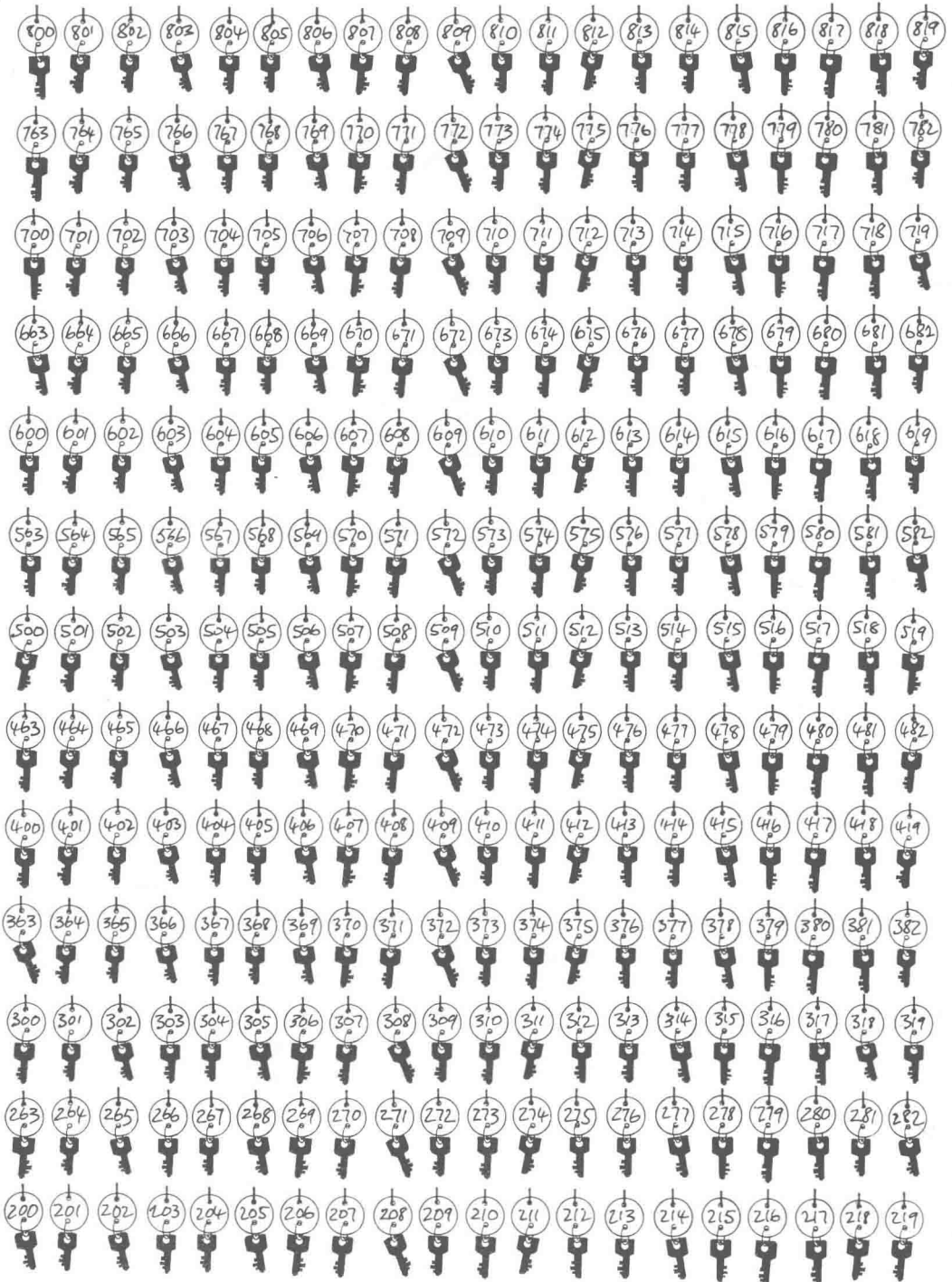
5.





Listening

Which rooms are these guest talking about?





Role Play 3 (Stage C)

Receptionist: How long | do you expect | to stay, _____ ?
| would you like |

Guest: Until the _____ .

Receptionist: | Would | you fill in the registration form, please.
| Could |

Guest: | Certainly. |
| Right. |

Receptionist: I'm afraid | we have to ask for | a deposit of _____ .
| there will be |

Guest: | That's all right. | I'll have to | cash a travellers cheque.
| Oh, I see. | | change some money.



Reading

Most hotels have a list of all people who are not welcome. There are many reasons why someone may not be welcome. Maybe the person has not paid his bill after a stay at the hotel in the past. Perhaps he got drunk or destroyed hotel furnishings. He might have made a lot of noise or bothered other guests.

In most hotels the Black List is taped inside a cupboard so that you can look at it without the person knowing what you are doing. You should never say: 'We don't want you here!' It is better to say: 'We don't have any vacancies, I'm afraid.' In the case of this person, this is true.

It is important that the Black List is kept safely. The names are confidential and it is better if very few people know about it.



Listening

What are the missing words?

1. Your room's on the (a) _____ floor, isn't it?
No, it's on the (b) _____ floor.
2. Is the restaurant on the ground floor or the (a) _____ floor?
You're the (b) _____ guest that has asked me that today.
It's on the (c) _____ floor.
3. This is my (a) _____ day here and I still don't have a drinking-glass.
I'm sorry but this is only my (b) _____ day here. I'll get you one immediately.
4. This is my (a) _____ birthday.
I hope you will be around for your (b) _____ .