

With Pleasure!

English for hotel service staff

Shiona Harkess and Michael Wherly

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

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Edward Arnold

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Acknowledgements

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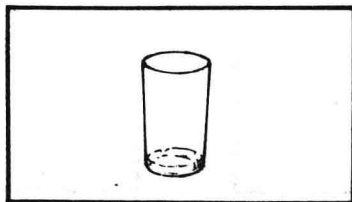
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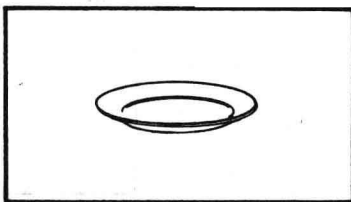
Listening

What do the guests want?

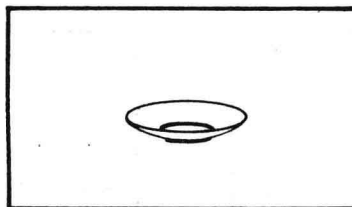
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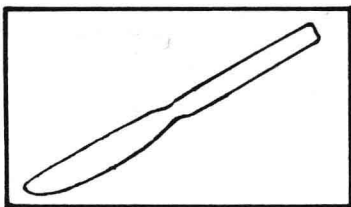
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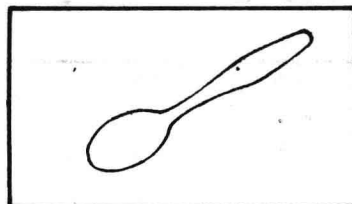
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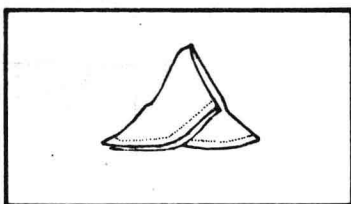
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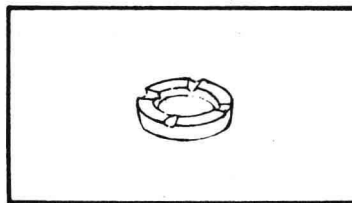
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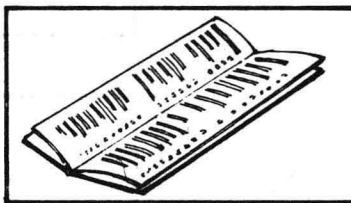
F



G



H



Role Play

Guest: Could you bring me a

glass
plate
cup
etc.

, please?

Waiter: Certainly,

sir.
madam.



Reading



Restaurant Reservations

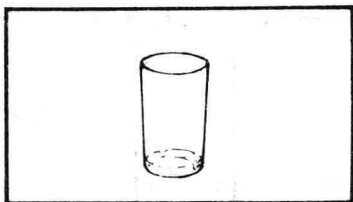
Call Food & Beverage Department from 9 a.m. to 5 p.m.
After 5 p.m. apply to the Concierge



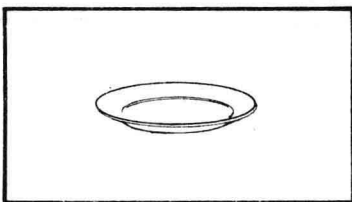
Listening

What do the guests want?

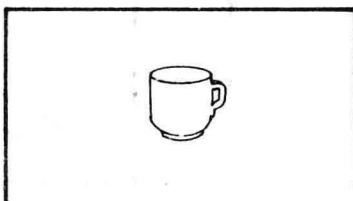
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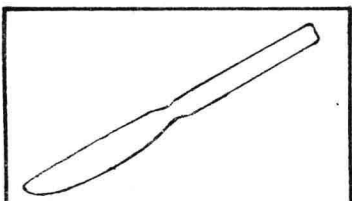
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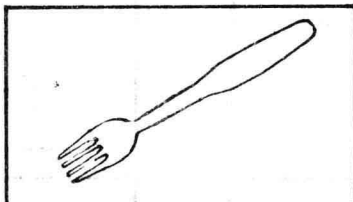
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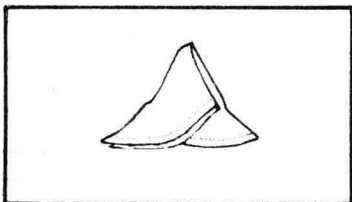
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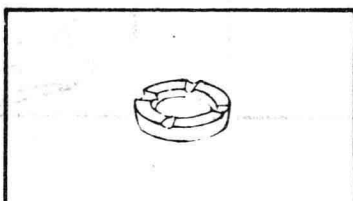
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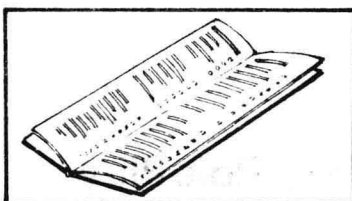
F



G



H



Role Play

Guest: Waiter!

Waiter: Yes, | sir? |
| madam? |

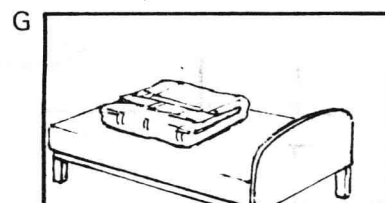
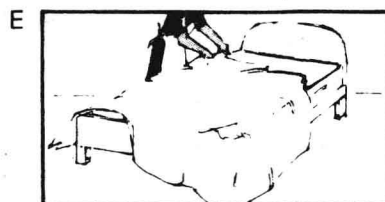
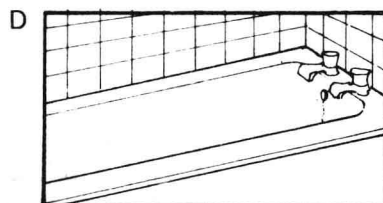
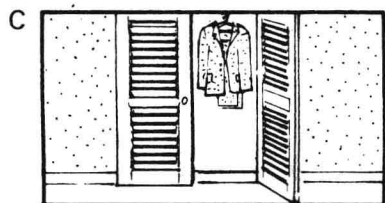
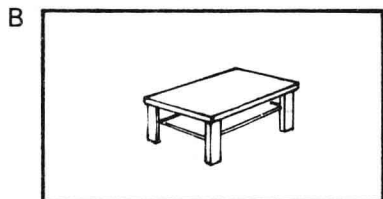
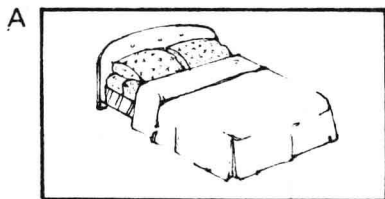
Guest: I haven't got a | fork. |
| plate. |
| napkin. |
| etc. |

Waiter: I'm very sorry, | sir, | I'll get you one at once.
| madam, |

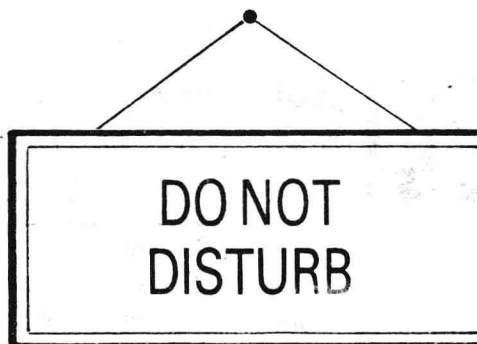


Listening

What are the guests talking about?



Reading

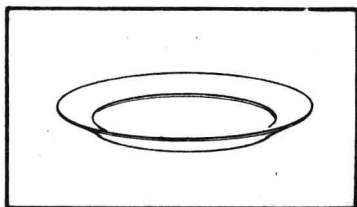




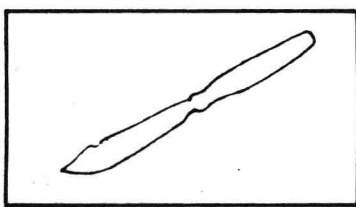
Listening

What do the guests want?

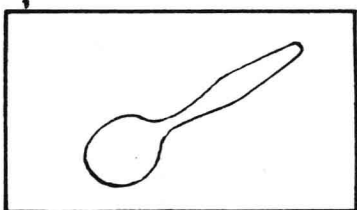
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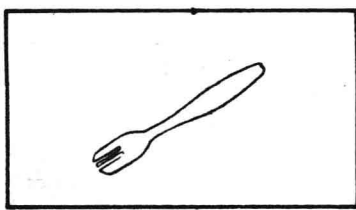
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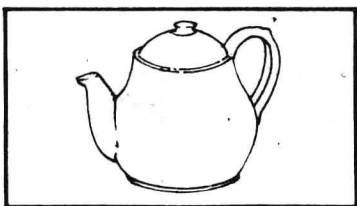
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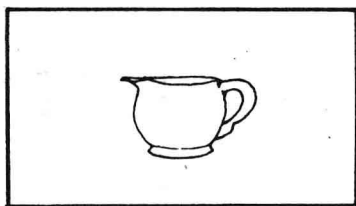
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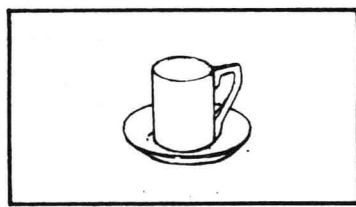
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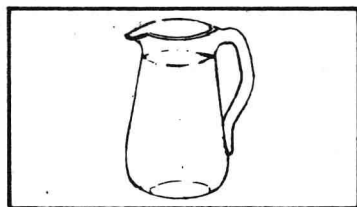
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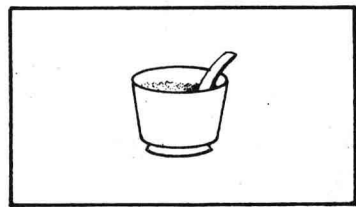
H



I



J



Role Play

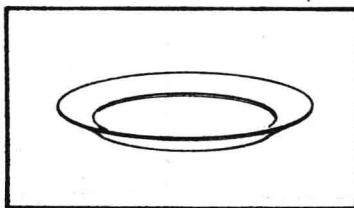
Guest:	Could you	bring	me	a	meat plate	please?
		get			fish knife	
	Can I have				jug of water	
	I'd like				bowl of sugar	
					etc.	
Waiter:	Certainly,	sir.				
		madam.				



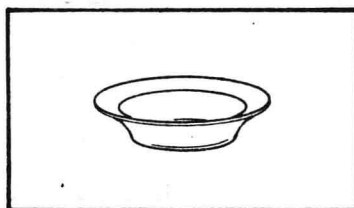
Listening

What are the guests talking about?

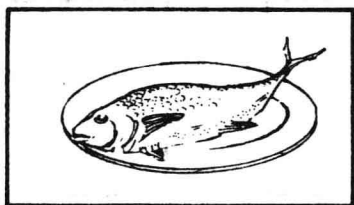
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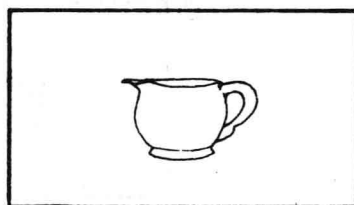
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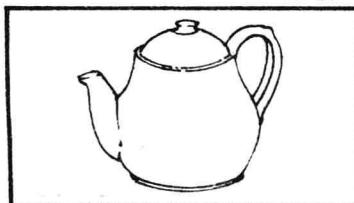
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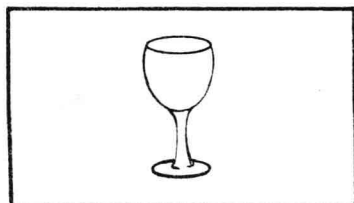
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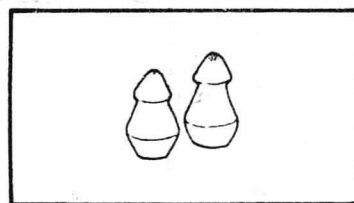
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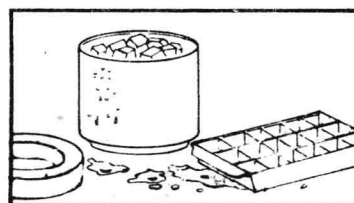
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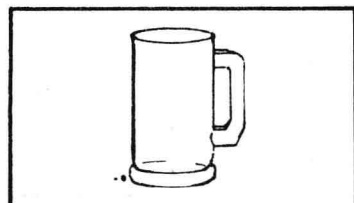
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H



I



J



Role Play

Guest: Have you any | meat? |
| soup? |
| etc. |

Waiter: Certainly, | sir. | What kind of ____ would you like? |
| madam. | I'll get you some straight away. |

6



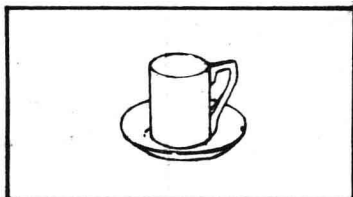
Listening

What do the guests want?

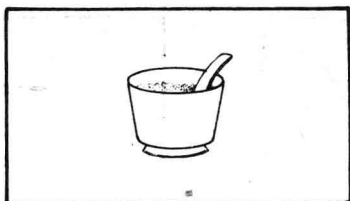
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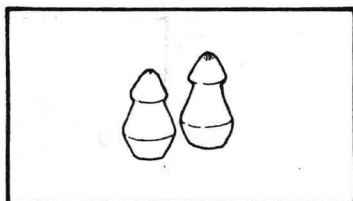
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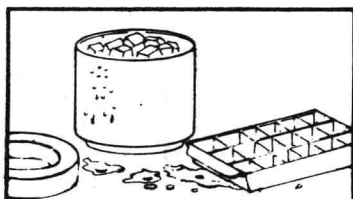
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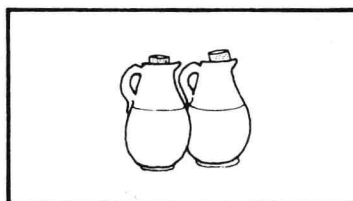
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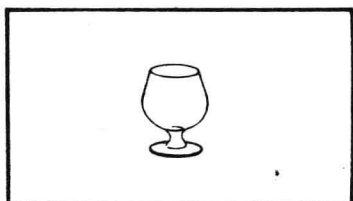
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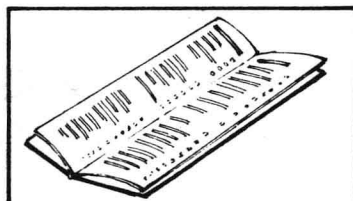
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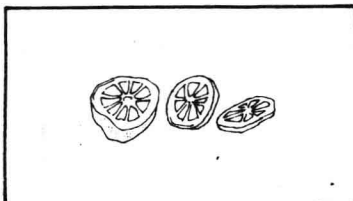
H



I



J



Role Play

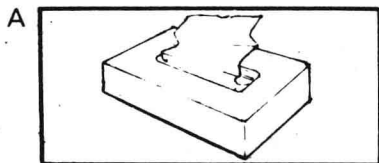
Guest: There isn't much | oil and vinegar | here.
| salt |
| etc. |

Waiter: I'll fetch some more for you, | sir.
| madam. |

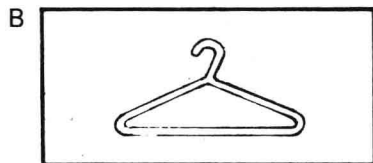


Listening

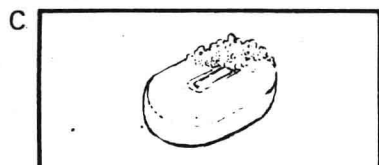
Should you *bring* these things or *take them away*?



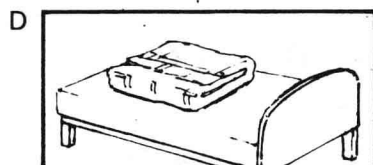
bring ☐ take away ☐



bring ☐ take away ☐



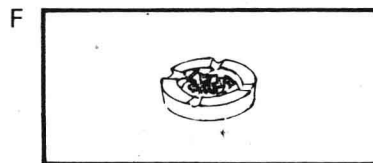
bring ☐ take away ☐



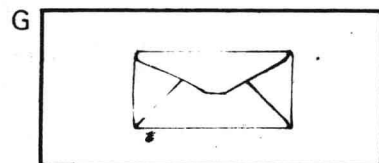
bring ☐ take away ☐



bring ☐ take away ☐



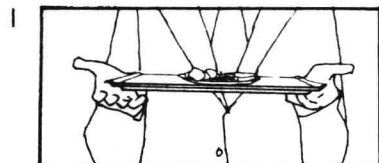
bring ☐ take away ☐



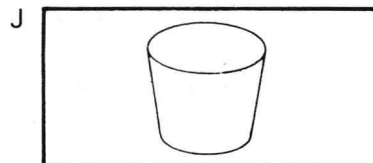
bring ☐ take away ☐



bring ☐ take away ☐



bring ☐ take away ☐



bring ☐ take away ☐



Role Play

Room Boy/
Maid:

Is everything | all right,
to your satisfaction, | sir?
madam? |

Guest:

Will you	take away	these envelopes	please.
Could you	remove	this towel	
Can you	empty	that tray	
			the wastepaper basket



Listening

What numbers are the guests saying?

1978 _____

1 _____

10 _____

2 _____

3 _____

4 _____

24 _____

20 _____

93 _____

12 _____



Reading

ORDER YOUR BREAKFAST TO-NIGHT
PLEASE HANG ON OUTSIDE DOOR KNOB BEFORE 5 A.M.

For the Traveller
in a hurry we feature a

BUFFET BREAKFAST

Daily from 7 am to 10.30 am
in the

OKAZ RESTAURANT

Lobby Level

Please turn over for Room Service

Pressing Laundry Dry Cleaning
Please Hang On Outside Door Knob Before 10.00 a.m.

RESERVED FOR HOTEL USE

ONE DAY SERVICE

NO SURCHARGE !!

Mark required service ☒

LAUNDRY ☐

DRY CLEANING ☐

PRESSING ☐

Please dial 7 for Express Service

Saturday - Thursday 7.30 a.m. - 4 p.m.

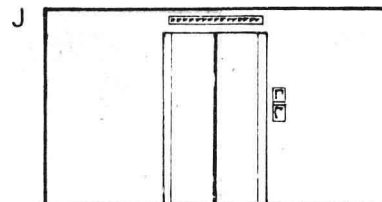
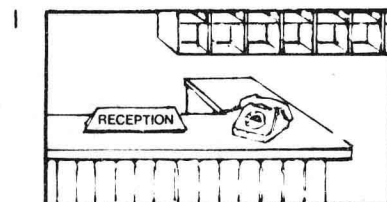
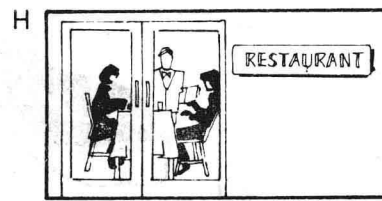
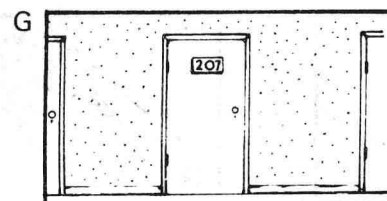
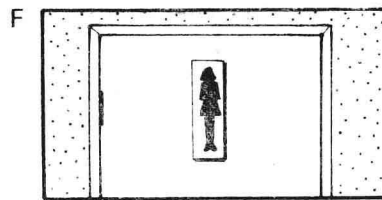
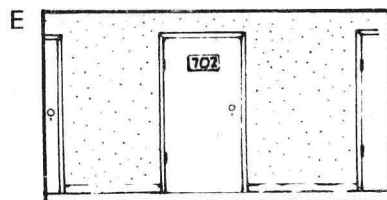
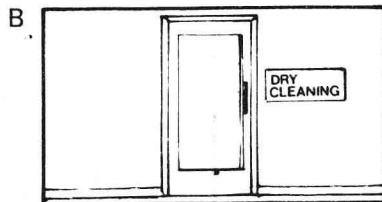
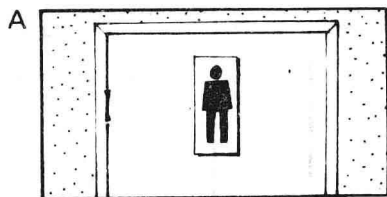
N.B. Laundry bag available in the closet.
Laundry and Valet lists in dresser-drawer.

Room No.	Name



Listening

What part of the hotel are the guests talking about?



Role Play

Guest: Can you tell me where room 207 the coffee shop etc. is?

Waiter: It's the second fourth etc. on the left. right.



Listening

What are the guests talking about?

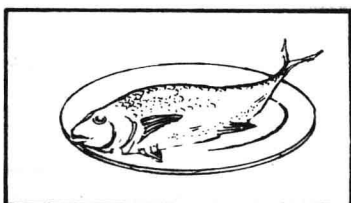
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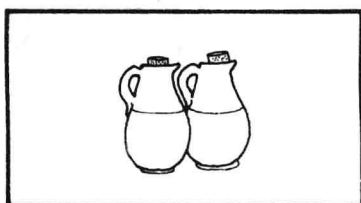
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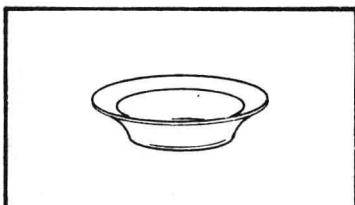
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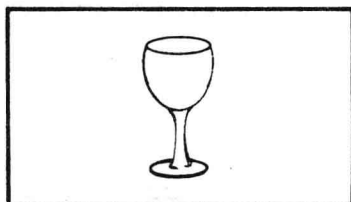
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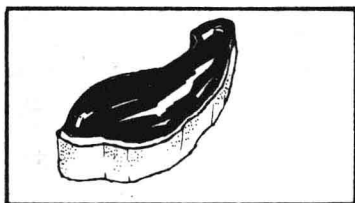
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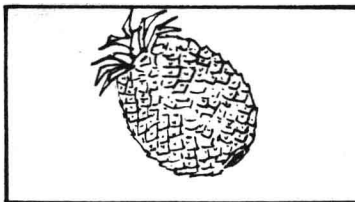
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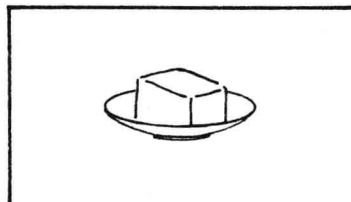
H



I



J



Role Play

Guest:

I'd like

Can I have

some more

I don't want any more

No more

steak,

lettuce,

pineapple,

butter,

please.

thank you.

Waiter:

Certainly,

Can I take your plate,

sir.

madam.



Listening

Which rooms are the guests in?

A	93	193	933
B	599	159	559
C	616	650	615
D	27	37	73
E	414	44	404
F	215	250	260
G	116	601	611
H	84	814	840
I	513	517	530
J	165	516	560



Reading

ROWLEY'S

113 Jermyn Street, S.W.1
Tel: 930 2707

Rowley's Restaurant is open six-and-a-half days per week from 12 mid-day for lunch, 6 o'clock for Pre-Theatre dinners with last orders taken at 11.30 p.m. for After-Theatre dinners.

A fixed price menu of the famous "entrecôte" charcoal grill with the secret spicy sauce.

It is advisable to book early!



Role Play

Waiter: Good | morning, | this is the ____ restaurant. Can I help you?
afternoon, |
evening, |

Caller: I'd like to book a table for | 2 | this evening.
| 14 | next Monday. |

Waiter: Certainly, | sir. | What time would you like your table?
| madam. |

Caller: At ____.

Waiter: And your name, | sir?
| madam? |



Listening

Listen carefully and write down the room numbers of the guests.

A _____

F _____

B _____

G _____

C _____

H _____

D _____

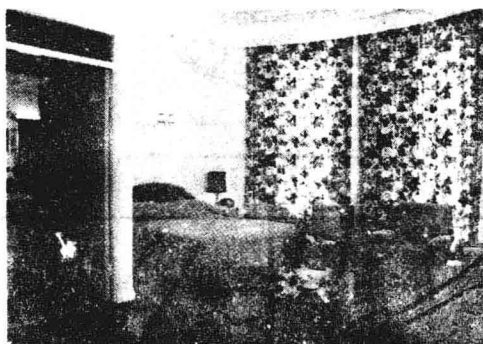
I _____

E _____

J _____



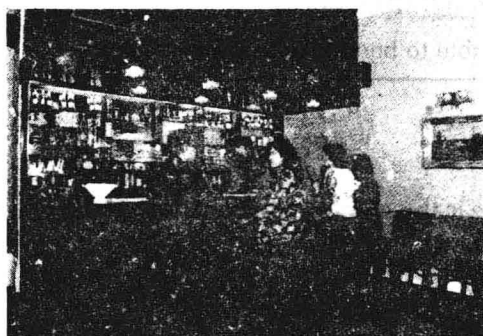
Reading



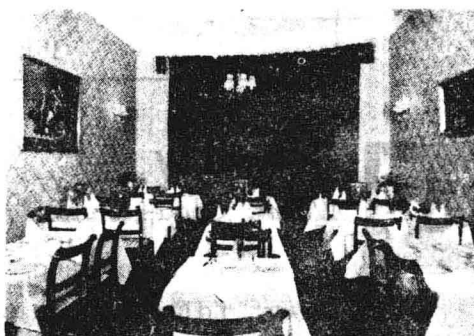
All guest rooms are comfortably furnished and decorated in a tasteful style. Each bedroom has a bath or shower en suite. A colour television and telephone are installed in every room. Many bedrooms have delightful panoramic views.



The hotel is centrally heated and close-carpeted throughout. There is a lift to all floors and special provision has been made for guests in wheelchairs. We have a special room equipped for this purpose.



The well stocked bar is open to residents and their friends, and you are able to enjoy a drink either in the bar or relaxing in the separate television lounge, both of which overlook the sea.

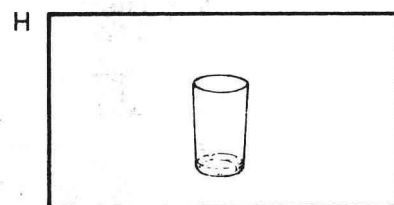
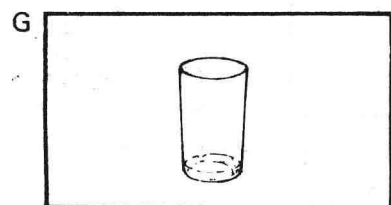
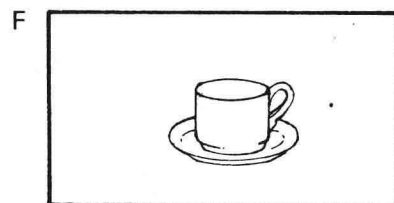
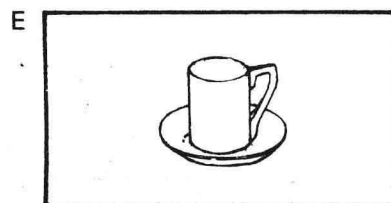
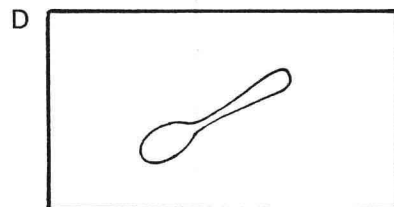
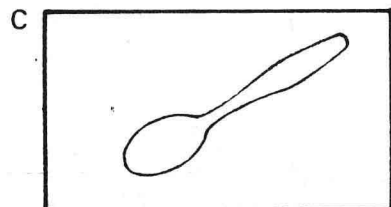
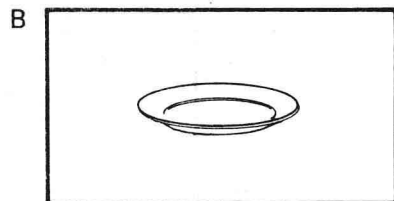
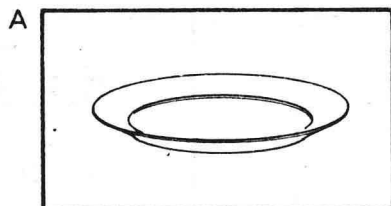


In our well appointed dining-room we offer superb cuisine, prepared by our first class chef. The restaurant is fully licensed, with table d'hôte or à la carte menu individually cooked to suit every taste.



Listening

Do the guests want the big one or the small one?



Role Play

Waiter: Is anything | the matter, | sir?
wrong, | madam?

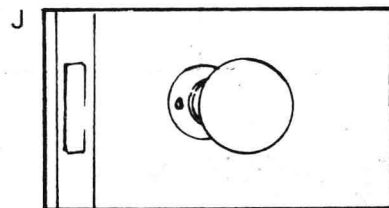
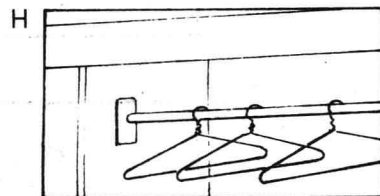
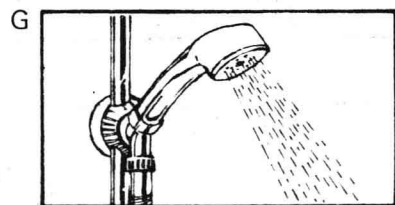
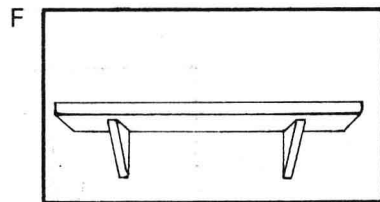
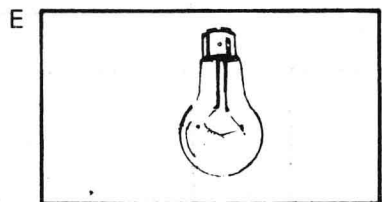
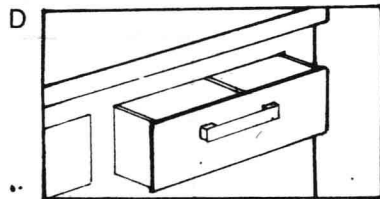
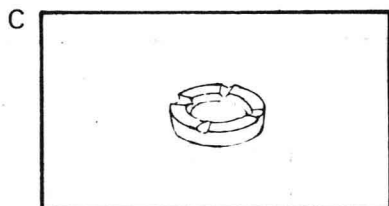
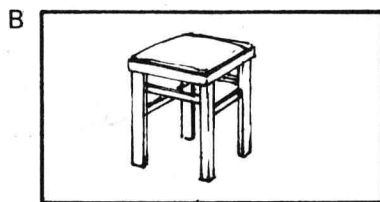
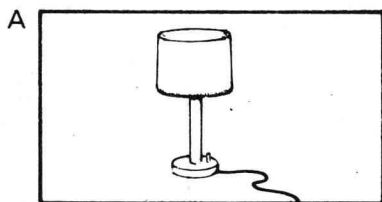
Guest: This | cup | isn't big enough. Could you bring me a bigger one? |
plate | is too big. Could you bring me a smaller one? |
envelope

Waiter: Certainly, | sir.
madam. |



Listening

What are the guests talking about?



Role Play

Housekeeper: Is there anything wrong with that _____ ?

Guest: Yes, it's

not working.
cracked.
stuck.
broken.

Housekeeper: I'll have it seen to immediately.