

高职高专  
商务英语类专业  
规划教材

# 饭店英语

## Hotel English

· 主编 韦林华 ·



武汉理工大学出版社  
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# 饭店英语

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## 内 容 简 介

本教材根据星级酒店用人标准而编写。编者以酒店各部门工作职责为中心,将英语学习与部门各岗位服务功能和工作流程相结合,通过设计不同的学习任务,形成不同岗位的语言学习实训模块。通过这些实训模块的综合实践,提高学习者的酒店工作实用技能,包括酒店英语语言能力,酒店服务技能,信息分析与处理能力,团队合作能力和自主学习提高的能力。同时,编者在每章均设计了酒店服务案例分析环节,通过对案例的解读与分析,进一步提高学生的服务意识与发现问题、解决问题的能力。

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# 出版说明

随着改革开放的进一步深入和经济全球化趋势的加快,我国对外经贸活动将更加活跃,无论沿海或内地,经贸活动的外向性将更加明显。所有这些都对培养既具备较强的英语交际能力,又具备扎实的商务及外贸运作知识的商务英语专业人才提出了迫切要求。

据统计,目前我国开设商务英语及其相关专业的高职高专院校已达到几百所,其课程设置从传统的老三门课程“外刊选读”、“外贸函电”、“外贸口语”发展到包括管理学、经济学、国际贸易等学科的一些主干课程的综合课程体系。如何改革高职高专的商务英语教育机制,加强这一层次的商务英语学科建设、课程体系建设,特别是教材建设,对人才培养具有十分重要的现实意义。为此,武汉理工大学出版社和全国二十多所高职高专院校决定联合组织编写一套适合高职高专教学需要的“高职高专商务英语类专业规划教材”。

本系列教材的主要特点如下:

◆**知识性**。本系列教材以高职高专商务英语专业基本课程建设为依据,紧紧围绕国际商务的各种主题与实际的业务内容,广泛取材于当代国内外商务活动,内容覆盖面较广,知识含量较多,而单位章节的篇幅适中,以期学生能在有限的学习时间里接触到更丰富、多层次、跨学科的全面的专业知识。

◆**实用性**。本系列教材在适当介绍理论知识的基础上,着重强调实践环节的设计。几乎每本教材的每个章节都穿插了适当的案例分析、阅读资料、练习题等,部分教材还配备了相应的录音CD,注重培养学习者运用商务英语知识与技能从事国际商务工作的实际应用能力。为方便教师教学和学生自学,本系列教材还配有电子课件和课后习题的参考答案等资料。

◆**针对性**。本系列教材既重视对英语知识的传授,又兼顾商务知识的介绍,从而使学习者既学习国际经贸知识,又掌握当代流行的国际商务英语。

◆**趣味性**。本系列教材的趣味性体现在语言生动活泼、案例新鲜实用、思想新颖独到等方面,希望通过寓教于乐的方式,加深学生对相关知识的记忆与理解,以更好地掌握相关的学习内容。

本系列教材的编写者大多是从事商务英语或国际经贸教学和工作的专家和一线教师,有丰富的教学经验和科研成果,从而保证了教材的编写质量,使其具有一定的指导性与权威性。

本系列教材主要适用于高职高专商务英语、国际商务、国际贸易、涉外事务管理等专业相关课程的教学。

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# 前 言

由于世界金融危机的影响,近年我国旅游需求增长显著放慢,但国内旅游人数、国内旅游消费支出、出境旅游人数、出境旅游消费支出、接待国内外游客数、旅游总收入均同比增长,说明中国旅游业仍然处于快速的发展阶段。根据我国政府所制定的远景目标,到2015年,中国将成为世界上第一大旅游接待国、第四大旅游客源国和世界上最大的国内旅游市场。到2020年,中国旅游业总收入将超过3000亿美元,相当于国内生产总值的8%~11%。随着旅游业的发展,酒店业进入了黄金发展时段,这也为具有良好的服务与管理技能的酒店人才提供了前所未有的发展机遇。

高等职业院校酒店管理专业培养的是具有一定竞争力的实用型人才。提高学生的英语水平,使学生在步入酒店行业就业后更具竞争力,是酒店管理专业人才培养方案改革的重要任务,也是酒店行业对高水平服务人才与管理人才的迫切需求。

本教材根据星级酒店用人标准而编写,以酒店各部门工作职责为中心,将英语学习与部门各岗位服务功能和工作流程相结合,通过设计不同的学习任务,形成不同岗位的语言学习实训模块。通过这些实训模块的综合实践,提高学习者的酒店工作实用技能,包括酒店英语语言能力,酒店服务技能,信息分析与处理能力,团队合作能力和自主学习提高的能力。同时,编者在每章均设计了酒店服务案例分析环节,通过对案例的解读与分析,进一步提高学生的服务意识与发现问题、解决问题的能力,具有一定的创新性。

本书由韦林华担任主编,覃玉金、邓丽、霍巧红担任副主编。主编韦林华负责全书的目录编写及统筹定稿,各章编写分工如下:第一章由韦林华编写,第二章由覃玉金编写,第三章由蓝岚编写,第四章、第五章由刘晔编写,第六章、第七章由邓丽编写,第八章、第九章由霍巧红编写。

本书的编写既是编者长期从事教学与研究的总结,也是博采众长的结果。在编写的过程中参考了酒店英语方面大量的书籍和文献,对此,编者对本书所列参考书目的作者以及那些为本书编写作出指导和给予帮助的专家表示深深的敬意和谢意。

由于时间和水平有限,本书缺憾之处在所难免,敬请专家和读者不吝指正。

编 者

2010年5月



# Contents

<b>Chapter 1 Front Desk .....</b>	<b>(1)</b>
Unit 1 Room Reservation .....	(3)
Unit 2 Check-in .....	(9)
Unit 3 Changing the Room and Extending Stay .....	(14)
Unit 4 Foreign Currency Exchange .....	(18)
Unit 5 Check-out .....	(22)
Unit 6 Inquiry Service .....	(26)
 <b>Chapter 2 Concierge Services .....</b>	 <b>(30)</b>
Unit 1 Bellman's Services .....	(32)
Unit 2 Showing the Way to the Front Desk and the Room .....	(36)
Unit 3 Delivery of Luggage .....	(41)
Unit 4 Introducing Facilities & Services .....	(46)
Unit 5 Left-luggage .....	(51)
Unit 6 Other Services .....	(55)
 <b>Chapter 3 Housekeeping .....</b>	 <b>(60)</b>
Unit 1 Cleaning the Room .....	(63)
Unit 2 Laundry Service .....	(67)
Unit 3 Introduction to Room Facilities .....	(71)
Unit 4 Maintenance Service .....	(75)
Unit 5 Replenishment of Amenities .....	(79)
Unit 6 Room Service .....	(82)
Unit 7 Lost and Found .....	(86)
Unit 8 Dealing with Emergency .....	(90)
 <b>Chapter 4 Switchboard Service .....</b>	 <b>(95)</b>
Unit 1 Switch Lines .....	(98)
Unit 2 Services for the Rates of Calls .....	(102)
Unit 3 Morning Call Service .....	(107)
 <b>Chapter 5 Serving at Meals .....</b>	 <b>(110)</b>
Unit 1 Reservation .....	(113)
Unit 2 Receiving the Guest .....	(118)



Unit 3	Taking Orders for Food .....	(122)
Unit 4	Rushing Orders .....	(127)
Unit 5	Paying the Bill .....	(132)
Unit 6	Buffet Service .....	(136)
Unit 7	Banquet Service .....	(140)
Unit 8	Dealing with Complaints .....	(144)
<b>Chapter 6</b>	<b>At the Bar .....</b>	<b>(147)</b>
Unit 1	Recommendation at the Bar .....	(150)
Unit 2	Chatting with the Guest .....	(154)
Unit 3	Serving the Drunken Guest .....	(158)
<b>Chapter 7</b>	<b>Recreation and Entertainment Department .....</b>	<b>(161)</b>
Unit 1	Health Center .....	(163)
Unit 2	Body Care Service .....	(166)
Unit 3	Bath Service .....	(170)
Unit 4	Recreational Service .....	(173)
<b>Chapter 8</b>	<b>Business Center .....</b>	<b>(176)</b>
Unit 1	Secretarial Service .....	(178)
Unit 2	Ticket-booking Service .....	(185)
Unit 3	Offering Information .....	(190)
Unit 4	Entrusted Services .....	(196)
<b>Chapter 9</b>	<b>Shopping Arcade .....</b>	<b>(201)</b>
Unit 1	Shopping .....	(203)
Unit 2	Telling the Price .....	(211)
Unit 3	Returning Goods .....	(216)
Unit 4	Handling Complaints .....	(220)
<b>Appendix</b>	<b>Rubric &amp; Checklist .....</b>	<b>(225)</b>
<b>参考文献</b>	<b>.....</b>	<b>(236)</b>







# Chapter 1 Front Desk

## \*\*\*\*\* \*\* Learning Objectives \*\* \*\*\*\*\*

### 1. Professional Objectives:

1.1 After learning this chapter, students are familiar with the working procedures of room reservation, check-in & check-out, changing rooms, money exchange, and inquiry service.

1.2 After learning this chapter, students know the job specification at Front Desk.

1.3 By simulating the working situation at Front Desk, students know the general etiquette required at Front Desk.

### 2. Language Objectives:

2.1 After learning this chapter, students remember all the English words and sentences used frequently at Front Desk.

2.2 After learning this chapter, students can understand what they hear and express themselves in English fluently when working at Front Desk.

2.3 After learning this chapter, students are able to speak English before others.

### 3. Social Ability Objectives:

3.1 After learning this chapter, students form the habit of collecting information.

3.2 Students form the habit of sharing opinions with others and gradually raise the cooperation awareness.

3.3 Students preliminary develop the hotel service awareness and a rigorous working habit.

## \*\*\*\*\* \*\* Introduction of Front Desk \*\* \*\*\*\*\*

Front Desk is usually located at the lobby of hotels. The duties of Front Desk are to receive guests, to sell rooms and services, and to coordinate different departments in hotels. As Front Desk is the first and also the last department that guests get in touch with, it is the first and the last impression of a hotel. The quality of the services at Front Desk usually decides the degree of satisfaction of guests towards a hotel. In modern hotels, Front Desk is regarded as the core department of hotels and its management has become the main part of the hotel management.

There are seven main duties at Front Desk.

1. to sell rooms.

2. to show the room status correctly.

3. to provide services such as reservation, check-in & check-out, changing rooms, in-

quiry, etc.

4. to keep records of services.
5. to coordinate different departments.
6. to build accounts.
7. to build records of guests history.

### \*\*\*\*\* \*\* Case Study \*\* \*\*\*\*\*

#### Neatness Freak

Guests who stay in The Peninsula Beijing are rich people or people with high social status. But among these guests, there are many freaks. The Peninsula Beijing is famous not only for its facilities but also for its personalized services based on the needs of the guests. In order to realize this, The Peninsula Beijing keeps detailed records for all the guests who have stayed in the hotel. There is a general guest of The Peninsula Beijing named Mr. Smith who is a well-known neatness freak. The file of the guest history shows that Mr. Smith, 45 years old, is from California, U. S. A. and is a neatness freak. He always asks to stay in room 408. . . Every time when the Front Desk receives Mr. Smith's phone call to reserve a room, the receptionist will inform the housekeeping department immediately. The housemaids will prepare room 408 for him several days before his arrival. All the housemaids know that this guest likes white color and all the things in the room should be white. So when they prepare the room, they will change all the things in the room to the white ones, the curtain, the towels, the gown, the cover of the sofa, and even the carpet. Mr. Smith knows that the hotel respects his habit, so when he arrives, he will check the room carefully before he sits down. The housekeeping department also arranges special housekeeping plan for him, requiring that the room be cleaned repeatedly every day. The manager will arrange a most careful housemaid to clean the room and requires that the housemaid not touch or move any personal things of Mr. Smith. Mr. Smith always says that he has stayed in many famous hotels in the world and only The Peninsula Beijing can satisfy him.

### \*\*\*\*\* \*\* Case Comments \*\* \*\*\*\*\*

This is a typical case of personalized service in hotels. The Peninsula Beijing requires that all the staffs carry out the service standards strictly and helps them to form a good habit of keeping to the standards consciously. Meanwhile, the hotel encourages the staffs to use the standards flexibly, which makes the daily operation become personalized services. If only considering the economic benefits, the cost of receiving a neatness freak is much higher. But The Peninsula Beijing emphasizes more on social effect and this is one of the reasons that the hotel can keep its fame in the area. Good social effect can lead to long-term economic benefits.

## Unit 1

# Room Reservation

### Introduction

Room reservation is one of the duties of the Front Desk. But now many hotels have separate reservation desk which is also called Back Office. It requires that the receptionists have good spoken and written expression abilities and be familiar with the room status of the hotel and the procedure of room reservation. Guests can reserve rooms by telephone or e-mail. They can also book online or come to the Front Desk to reserve a room directly. The procedure of room reservation usually includes eight steps.

1. Receive reservation.
2. Record information such as the date of arrival and departure, the number of people, the type of the room and the number of rooms.
3. Check the room status on computers.
4. Feedback and take records of the guest's name, the telephone number, or the address.
5. Confirm reservation.
6. Express your wishes.
7. Fill in reservation form.
8. Prepare to receive guests.

### Task of the Unit

A big company will hold a conference in your hotel. Mr. Yang, the director of the company, comes to book rooms for their guests. The conference will be held from October 10th to October 12th. The number of the guests will be around 110 and 57 of them are females. Some of the guests may stay for sightseeing after the conference, but the number is uncertain. The company needs a room for conference arrangement. The room rate is 368 RMB per night for double rooms and 358 RMB for single rooms. There will be some dis-

count if Mr. Yang negotiates with the manager.

**Requirement:**

1. Please work in groups to simulate the reservation, using the words and sentences given in this unit. Six to eight students can be in one group.
2. One student from each group introduces the work of the group. Two students from each group give the class a simulating conversation.
3. After the show, students from other groups ask questions and make comments.

**Assessment:**

The assessment will be done by the professor, the group, other groups and the student himself/herself, using the assessment form given in the attachment of the textbook.

## Conversation 1: Making a Reservation

(R: Receptionist      B: Mr. Black)

R: Good morning. Jingjiang Hotel. Room Reservation. May I help you?

B: Yes. I'd like to book a room from 15 to 20 of September.

R: What kind of room would you like, sir?

B: A suite room please.

R: Please wait a moment. I'll check the room available for those days.

Thank you for your waiting, sir. I'm sorry, but we're fully booked for suite rooms. Would you like to have a double room?

B: It is OK. What's the room rate per night, please?

R: 268 US dollars. Will that be all right?

B: Yes, that will be fine. Thank you.

R: With pleasure. May I have your name and telephone number, please?

B: Sure. My name is Jack Black and my telephone number is 770-444-8980.

R: Thank you, Mr. Black, let me repeat your reservation to ensure it is correct. You book a double room at 268 US dollars per night for six days from September 15th to September 20th.

B: That is it.

R: Thank you, Mr. Black. We are looking forward to your arrival.

## Conversation 2: Changing the Reservation

(R: Receptionist      B: Mr. Black)

R: Good afternoon. Jingjiang Hotel. Room Reservation. May I help you?

B: Yes. I booked a room from September 15th to September 20th last Friday. I'd like to change the date of reservation.

**R:** Would you please tell me in whose name the reservation has been made?

**B:** Yes, it was in Jack Black.

**R:** Please wait a minute. I'll check the record for you.

Thank you for your waiting. You have booked a double room for six days from September 15th to September 20th. Is that right?

**B:** That's right. I can not arrive on September 15th for personal reasons. Can I change the reservation to five days from September 16th to September 20th?

**R:** Yes, of course. I'll change your reservation to five days from September 16th to September 20th.

**B:** Thank you very much. By the way, can you tell me how I can get to your hotel from the airport?

**R:** It is my pleasure, sir. You can take a subway at the airport to the central park and then take bus No. 5 to our hotel directly.

**B:** Oh, I see. Thank you.

**R:** You are welcome. Good-bye.

## Words & Expressions

Front Desk 前厅

receptionist [ri'sepʃənɪst] *n.* 职员

FIT: free individual tourist 散客

GIT: group inclusive tourist 团队客人

SIT: special interest tourist 特殊兴趣的客人

walk-in 未经预约而来的散客

VIP: very important person 重要人物

reserve [ri'zə:v] *vt.* 保留, 预订

reservation [ˌrezə'veɪʃən] *n.* 保留, 预订

separate ['sepəreɪt] *adj.* 单独的, 分开的

expression [ɪks'preʃən] *n.* 表达

familiar [fə'mɪljə] *adj.* 熟悉的 be familiar with sth.

status ['steɪtəs] *n.* 状态

procedure [prə'si:dʒə] *n.* 程序

available [ə'veɪləbl] *adj.* 可提供的, 可用的

rate [reɪt] *n.* 价格

service expense 服务费

arrival [ə'reɪvəl] *n.* 到达

departure [dɪ'pɑ:tʃə, dɪ'pɑ:tʃə(r)] *n.* 离开, 出发

stay *n.* 入住, 停留, 呆

single room 单人间



standard ['stændəd] room 标准间,放置两张单人床,我国饭店的大多数客房属于这种类型

double room 大床间:该房间放置一张双人床,一般适合夫妻或商务客人使用;新婚夫妇使用时称“蜜月客房”

triple ['tripl] room 三人间:一般是房内放置三张单人床,供三位宾客同时入住,属经济房间。目前在中高档饭店中此类房间极少,多以在双人间加一张折叠床的方式来满足三人同住一间客房的要求

suite [swi:t] room 套房

junior ['dʒu:njə] suite 普通套间

deluxe suite 豪华套间

duplex ['dju:pleks] suite 立体套间

presidential [ˌprezi'denʃəl] suite 总统套间

handling ['hændliŋ] room 残疾人客房

inside room 内景房

outside room 外景房

corner room 角房

connecting room 连通房

adjoining [ə'dʒɔiniŋ] room 相邻房

cancellation [ˌkænsə'leɪʃən] *n.* 取消预订

## Useful Sentences

1. Good morning/evening. Reservation. May/Can I help you?  
早上好/晚上好,这里是×××酒店客房预订部,请问需要什么帮忙吗?
2. What can I do for you? /Is there anything I can do for you ?  
我能为您帮什么忙吗?
3. Hold on line, please. /Could you please hold on?  
请稍等(电话中)。/请稍等,好吗?
4. Please wait a moment. /Could you wait a minute, please?  
请稍等。/请稍等,好吗?
5. Are you with a company?  
您是公司预订吗?
6. May I know your departure date?  
-请问您的离店日期是哪天?
7. How long will you stay with us? /How long will you intend to stay?  
请问您住几天?
8. How many people are there in your party?  
你们一共几个人?
9. That will be four nights.

四个晚上。

10. May I know the arrival date, please? /When do you check-in?  
请问哪天入住?
11. For which date? /For when?  
您要订哪天的?
12. What time do you expect to arrive?  
您大约几点可以到?
13. Would you like a single room or a double room?  
请问你想订单人间还是双人间?
14. What kind of room would you like/prefer?  
请问您喜欢什么样的房间?
15. Would you please tell me your full name?  
请问您的全名是?
16. And your address/telephone number, please?  
请问您的地址/电话?
17. Here is a brochure of our hotel.  
这是介绍我们酒店的小册子。
18. We'll give you a 10% (ten percent) discount.  
我们给您九折优惠。
19. We'll offer tour guides complimentary breakfasts.  
我们给陪同提供免费早餐。
20. May I know your company name and how would you like to settle your payment?  
请问您的公司全称及付款方式?
21. How would you like to guarantee your reservation?  
请问您的担保方式是?
22. May I take your credit card number or guarantee letter for the guarantee?  
请提供您的信用卡号码或担保信给我作为担保。
23. How would you like to make payment?  
请问您用什么方式付款?
24. I'm sorry, but the hotel is full on that date. We don't have any room available for that week.  
抱歉,那天酒店已经客满了。那周我们已经没有房间了。
25. We have a single available for those dates.  
在那个时间段我们还有一些单人间可以接受预订。
26. It's all right for the next week.  
下个星期没有问题。
27. We do have a vacancy for those dates.  
那段时间我们可以接受预订。
28. Yes, you can have a room on Saturday.



是的,星期六您可以订到房间。

29. I'm afraid we won't be able to guarantee you a room after the 16th. We usually have high occupancies in the peak seasons.

恐怕十六号后我们不能保证有房间提供给您。那段时间是我们的入住高峰期。

30. I'm sorry, but we're fully booked for single rooms. Would you like to have a double one?

很抱歉我们的单人间已经订满了,给您订双人间怎么样?

31. Service is not included in the room rate.

服务费不包含在房费里。

32. Above rate is subject 15% service expense.

以上报价需另付15%的服务费。

33. Mr. Black, let me repeat your reservation to ensure it is correct. You book a room...

布莱克先生,我跟您确认一下您的预订内容。您预订了一个房间……





## Unit 2

## Check-in

### Introduction

The Front Desk is located at the conspicuous place in the hotel. It is the first department that guests get in touch with when they arrive. When receiving a guest, the receptionists are required to be familiar with the reception procedure, the work content, the operating method and the computer system. They must have marketing skills and know at least two foreign languages. Before starting to work every day, receptionists must get information on rooms and reservation status, and then make room distribution plan correctly. They must also prepare keycards, welcome cards and registration forms in advance.

The working procedure of check-in has ten steps.

1. Greet guests.
2. Ask the guest whether he or she has a reservation with the hotel.
3. For the guest having a reservation, check the record in computer for confirmation.

For the walk-in, sell rooms.

4. Ask the guest to show his or her identification.
5. Ask the guest to fill in the registration form or list.
6. Ask the guest about the way of payment.
7. Form the check-in record.
8. Give the room keycard to the guest.
9. Call the bellman.
10. Express wishes.

### Task of the Unit

Work in groups with six or eight students and visit at least two hotels in the local city. Watch the work of the receptionists and talk with them about the job at the Front Desk.