

SER3604 : ENGLISH FOR SERVICE BUSINESS

UNIT 3 : Conversations in Service Businesses

By

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UNIT 3 : CONVERSATIONS IN SERVICE BUSINESSES

- Everyday service providers are facing the conversations with their clients in several different situations. They often find themselves as public servants that committed to the only one core condition, that is, doing the best to accommodate their customers and making the highest impression for them. As such, politeness and courtesy are the key to achieve such a primary purpose of running service businesses, not only the elegant gestures, dressing properly, cleanliness, attractiveness, and even the warmth atmosphere of service environment, but importantly, good words are such the sweetest things that able to build higher impression easily.

CONVERSATIONS AT THE RESTAURANT

At the Restaurant

- **Waiter:** Can I help you?
- **Lisa:** A table for two please.
- **Waiter:** This way.

Ordering

- **Waiter:** Are you ready to order?
- **Lisa:** Yes, we'll have the chicken with vegetables, and the vegetable pasta please.
- **Waiter:** Anything to drink?
- **Lisa:** Just some water please.

After the Meal

- **Waiter:** Can I get you anything else? Coffee? Dessert?
- **Lisa:** No, just the bill please.

CONVERSATIONS AT THE RESTAURANT

Making a Reservation

- **Mike:** I'd like to make a reservation for 2 people on Friday night.
- **Waiter:** What time would you like?
- **Mike:** 8:00.
- **Waiter:** We don't have anything available at 8:00. Is 7:30 ok?
- **Mike:** Yes, that's fine.
- **Waiter:** Your name please?
- **Mike:** Mike Smith.
- **Waiter:** Ok, Mr. Smith. We'll see you at 7:30 on Friday.
- **Mike:** Thank you. Bye.
- **Waiter:** Goodbye.

CONVERSATIONS AT BEAUTY SALON

Getting a Non-Surgical Facelift

- **June:** My facial skin is becoming loose. Can you suggest me some treatment for it?
- **Jamie:** Sure! Although it is a natural skin ageing process, we do have some facial treatments that will tighten your skin.
- **June:** Are these treatments safe?
- **Jamie:** Don't worry. We only use certified and tested products.
- **June:** Are these performed by professionals?
- **Jamie:** Yes. All our beauty treatments are performed only by trained and certified professionals.
- **June:** Well, how much do they cost?
- **Jamie:** Before we discuss your investment, please follow me. Let me show you before and after photos of some clients.
- **June:** Oh, yes. That's a good idea.

CONVERSATIONS AT BEAUTY SALON

What is a Pedicure?

- **June:** Hello. I heard you offer pedicure in here as well. What is it?
- **Jamie:** It is a cosmetic treatment for feet done by professionals.
- **June:** What exactly do they do?
- **Jamie:** Our pedicures will remove the cuticles and dirt from your feet and also massage them.
- **June:** Oh really? Will the pedicure help me get a glowing smooth feet?
- **Jamie:** Absolutely!
- **June:** What kind of creams or gels are used in this procedure?
- **Jamie:** We only use the top brands.
- **June:** How much would it cost?
- **Jamie:** Our basic pedicure costs US\$ 40.
- **June:** Alright. Can I schedule it for tomorrow morning?
- **Jamie:** Sure. Can you come at 10:30?
- **June:** Yes, that's perfect, thank you.

CONVERSATIONS AT BEAUTY SALON

Getting Your Hair Colored

- **June:** Hey, Jamie. I want to get my hair colored today.
- **Jamie:** Cool! Have you decided which color?
- **June:** Can you suggest me some options that would suit my complexion as well?
- **Jamie:** Well, dark shades of brown would suit you. Maybe mocha brown for example.
- **June:** What about having some striking color options?
- **Jamie:** In that case, you can also go for some bright red stripes.
- **June:** Are you sure red stripes would suit me?
- **Jamie:** Yes. I'm sure. You'll look great!
- **June:** Alright. Let's get it done then.

CONVERSATIONS AT THE HOTEL

Making Reservations

- **Receptionist:** Good morning. Welcome to The Grand Woodward Hotel.
Client: Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any vacancies?
Receptionist: Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?
Client: The 24th.
Receptionist: How long will you be staying?
Client: I'll be staying for two nights.
Receptionist: How many people is the reservation for?
Client: There will be two of us.
Receptionist: And would you like a room with twin beds or a double bed?
Client: A double bed, please.
Receptionist: Great. And would you prefer to have a room with a view of the ocean?
Client: If that type of room is available, I would love to have an ocean view. What's the rate for the room?

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CONVERSATIONS AT THE HOTEL

- **Receptionist:** Your room is five hundred and ninety dollars per night. Now what name will the reservation be listed under?
Client: Charles Hannighan.
Receptionist: Could you spell your last name for me, please?
Client: Sure. H-A-N-N-I-G-H-A-N
Receptionist: And is there a phone number where you can be contacted?
Client: Yes, my cell phone number is 555-26386.
Receptionist: Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?
Client: Visa. The number is 987654321.
Receptionist: And what is the name of the cardholder?
Client: Charles H. Hannighan.
Receptionist: Alright, Mr. Hannighan, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.
Client: Great, thank you so much.
Receptionist: My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day.

CONVERSATIONS AT THE HOTEL

Checking-In

- **Hotel:** Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?
Guest: I have a reservation for today. It's under the name of Hannighan.
Hotel: Can you please spell that for me, sir?
Guest: Sure. H-A-N-N-I-G-H-A-N.
Hotel: Yes, Mr. Hannighan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?
Guest: Yes, it is.
Hotel: Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.
Guest: Whoa! Five hundred and ninety dollars a night!
Hotel: Yes, sir. We are a five-star hotel after all.
Guest: Well, fine. I'm here on business anyway, so at least I'm staying on the company's dime. What's included in this cost anyway?

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CONVERSATIONS AT THE HOTEL

- **Hotel:** A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.
Guest: So what's not included in the price?
Hotel: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.
Guest: Hmm. Ok, so what room am I in?
Hotel: Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left-hand side. A bellboy will bring your bags up shortly.
Guest: Great. Thanks.
Hotel: Should you have any questions or requests, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.
Guest: Ok, and what time is check-out?
Hotel: At midday, sir.
Guest: Ok, thanks.
Hotel: My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel.

CONVERSATIONS AT THE HOTEL

Check-out / Getting to the airport

- **Hotel:** Did you enjoy your stay with us?

Guest: Yes, very much so. However, I now need to get to the airport. I have a flight that leaves in about two hours, so what is the quickest way to get there?

Hotel: We do have a free airport shuttle service.

Guest: That sounds great, but will it get me to the airport on time?

Hotel: Yes, it should. The next shuttle leaves in 15 minutes, and it takes approximately 25 minutes to get to the airport.

Guest: Fantastic. I'll just wait in the lounge area. Will you please let me know when it will be leaving?

Hotel: Of course, sir. Oh, before you go would you be able to settle the mini-bar bill?

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CONVERSATIONS AT THE HOTEL

- **Guest:** Oh yes certainly. How much will that be?
Hotel: Let's see. The bill comes to \$37.50. How would you like to pay for that?
Guest: I'll pay with my Visa thanks, but I'll need a receipt, so I can charge it to my company.
Hotel: Absolutely. Here we are sir. If you like you can leave your bags with the porter and he can load them onto the shuttle for you when it arrives.
Guest: That would be great thank you.
Hotel: Would you like to sign the hotel guestbook too while you wait?
Guest: Sure, I had a really good stay here and I'll tell other people to come here.
Hotel: That's good to hear. Thank you again for staying at The Grand Woodward Hotel.