



English For Hotel Personnel

Unit 7

Unit 8






English For Hotel Personnel

Unit 7

Dealing with check-in problem




Listening

1  7.1 Listen and match the four dialogues with these problem situations.

- a guests arrived at wrong hotel
- b guest's room isn't ready
- c car park full
- d hotel has overbooked rooms

Listening

2  7.1 Listen again and complete the sentences.

- 1 I'm afraid your room for you yet ...
- 2 ... in reception. Would tea or coffee?
- 3 I a room for you at our partner hotel ...
- 4 We booked our room several
- 5 ... straightaway and I for
complimentary wine and fruit, sir.
- 6 Well, you an email last
week.
- 7 ... a taxi for you. It's from here.
- 8 Did you parking?

! Expressions to learn

I'm afraid your room isn't ready for you yet ...

The porter will take care of your luggage ...

I'll ask housekeeping to inform me as soon as your room is ready.

I'm really sorry, but we're overbooked tonight.

I've reserved a room for you at our partner hotel ...

We don't seem to have your reservation.

I'm afraid we don't have a parking space tonight.

What's the best thing to do?



! New words to use

adjoining

allergy

allergy-tested

alternative

complimentary

free (available)

happen

high chair

occasionally


overbook

ramp

service (a room)

smoke-free

special

 Glossary page 102

Past Simple Tense

Positive +

subject	+ regular verb (-ed endings)	or + irregular verb
I	played tennis yesterday.	bought a cake this morning.
You	received an email.	went to the shop earlier.
He	prepared the dinner.	caught a bus.
She	called her mother.	drove to the next city.
It	rained last night.	began to rain.
We	watched a movie.	brought our laptops to class.
You	visited Paris.	drank all the orange juice.
They	rented bicycles.	ate all the pizza.

Negative -

subject	+ didn't (did not)	+ verb
I	didn't / (did not)	play tennis yesterday.
You	didn't / (did not)	go to the shop earlier.
He	didn't / (did not)	prepare the dinner.
She	didn't / (did not)	drive to the next city.
It	didn't / (did not)	snow last Christmas.
We	didn't / (did not)	watch a movie.
You	didn't / (did not)	rent bicycles.
They	didn't / (did not)	drink all the orange juice.

Question ?

did	+ subject	+ verb ?
Did	I	play tennis yesterday?
Did	you	go to the shop earlier?
Did	he	prepare the dinner?
Did	she	drive to the next city?
Did	it	start to rain?
Did	we	watch a movie?
Did	you	rent bicycles?
Did	they	drink all the orange juice?

Past Simple Tense


กฎการเติม -ed

1. กริยาที่ลงท้ายด้วย e หรือ ie ให้เติม d ได้เลย
a. dance → danced (เต้น)
2. กริยาที่ลงท้าย ด้วย y และหน้า y เป็นพยัญชนะให้
เปลี่ยน y เป็น i แล้วเติม ed
a. try → tried (พยายาม)
3. ถ้าหน้า y เป็นสระ ให้เติม ed ได้เลย
a. stay → stayed (พัก , อาศัย)
4. กริยาที่มีพยางค์เดียว มีสระตัวเดียว และลงท้ายด้วย
พยัญชนะที่เป็น ตัวสะกดตัวเดียวให้เพิ่มพยัญชนะที่
ลงท้ายอีก 1 ตัว แล้วเติม ed
a. plan → planned (วางแผน)
5. กริยาที่มี 2 พยางค์ แต่ลงเสียงหนักที่พยางค์หลัง ให้
เพิ่มตัวสะกดที่ลงท้ายอีก 1 ตัว แล้วเติม -ed
a. refer → referred (อ้างถึง)

Review irregular verbs by completing the text with the Past Simple.


Last week, Mr and Mrs Bart (fly) to Barbados. They (sleep) badly on the plane so they (feel) very tired when they (get) to the hotel. They (think) they'd be able to go to their rooms, but the receptionist (tell) them their rooms (not be) ready yet. They (sit) in reception and (have) coffee, then they (go) for lunch.

Listening

1  7.2 Listen and tick (✓) the three categories dealt with by the receptionist.

- food allergies
- disabled access
- minibar
- children's needs
- bottled water

- vegetarian menus
- special diets
- allergies
- security
- recycling



Could we have ...?
What about ...?
Can I just check with you?

I'd like ...
Is there ...?

We requested ...
Do you have ...?



English For Hotel Personnel


Unit 8

Explaining how
things work in the
hotel room





Listening

- 1  8.1 Listen and underline the correct alternative.
- 1 The woman has a problem using her *key card/door key*.
 - 2 The receptionist *offers to come/asks a porter* to help her.
 - 3 The man in 323 *doesn't know how to make the lights work/hasn't got his key card*.
 - 4 The receptionist tells him to *leave the key card in/remove the key card from* the slot.
 - 5 The air conditioning isn't *working/switched on* in 531.
 - 6 The man wants to take a *shower/bath*.
 - 7 You enter the code *before/after* you close the door of the safe deposit box.
 - 8 You use *another/the same* 4-digit code to open the box.

Listening

2  8.1 Listen again and complete the sentences.

1 I can't my room.

2 The key card doesn't seem

3 I into my room but none of the
.....

4 Our room is very stuffy and we
..... the windows.

5 Can you see an with an air con
symbol?

6 Of course. Just the silver knob
..... the bath tap.

7 Then close the door and any code
by pressing the buttons on the door.

8 To unlock, just the code.

! Expressions to learn

When you insert the card, a little green light shows on the lock.

Take the card out and turn the handle to open the door.

Put your card into the slot there.

Don't remove the card until you leave the room.

Have you got the remote control to switch the air conditioning on?

Use the plus or minus buttons to set the temperature.

Put your valuables into the box.

Then turn the little knob and enter the same code again.



! New words to use

arrow

button

control switch

digit

face

insert

journey

knob

point down

remote control

slot

stuffy

trip

valuables



Glossary page 102

Imperatives

Imperatives

Use the imperative form for giving instructions.

Examples

***Put** your valuables into the box.*

***Enter** the code.*

***Don't remove** the card until you leave the room.*

Imperatives

- 1 Complete the instructions for accessing the hotel's Wi-Fi with the correct verb.

click on log on complete enter ask

To use the hotel's free wireless network connection:

.....¹ reception for a card with a Wi-Fi access code or network key.

.....² to your laptop.

.....³ Internet Explorer to automatically view the hotel's home page.

.....⁴ the guest information screen.

.....⁵ the access code.

You should now be connected to the hotel's wireless network.

Adjectives & Adverbs

Adjectives

- ขยายคำนาม
- ขยายคำสรรพนาม
- สิ่งที่ขยายมักจะเป็นบุคคลหรือสิ่งของ

Adverbs

- ขยายคำกริยา
- ขยายคำคุณศัพท์
- ขยายAdverbด้วยกันเอง
- มักมี -ly ตามหลัง

Adjectives and Adverbs

Adjectives and adverbs

Look at these examples.

*Do I have the **correct key card**?* (adjective + noun)

*Are you **putting** it into the slot **correctly**?* (verb + adverb)

Note these irregular adverbs: *good/**well**, hard/**hard**, fast/**fast**, late/**late***

Adjectives and Adverbs

3 Underline the correct alternative.

1 The porter opened the door *easy/easily* with the woman's key card.

2 After the event, serving staff cleared the room *quick/quickly*.

3 The safe deposit box is *secure/securely* locked with the guest's 4-digit code.

4 The hotel is *good/well* managed by an international staff.

5 Shuttle buses run *frequent/frequently* in high season.

6 They asked for *separate/separately* rooms for the children.

7 The bar was *busy/busily* and service was very *slow/slowly*.

8 He's got a really *good/well* job at the hotel.

Adjectives and Adverbs

3 Underline the correct alternative.

1 The porter opened the door *easy/easily* with the woman's key card.

2 After the event, serving staff cleared the room *quick/quickly*.

3 The safe deposit box is *secure/securely* locked with the guest's 4-digit code.

4 The hotel is *good/well* managed by an international staff.


5 Shuttle buses run *frequent/frequently* in high season.

6 They asked for *separate/separately* rooms for the children.

7 The bar was *busy/busily* and service was very *slow/slowly*.

8 He's got a really *good/well* job at the hotel.

Listening

 8.2 Listen and match 1–9 with a–i to make dialogues.

- 1 How was your journey?
- 2 Did you find us OK?
- 3 Is this your first time in Spain?
- 4 Did you enjoy the trip to the castle?
- 5 Have you had a nice evening?
- 6 The river trips are a really good day out.
- 7 Have you visited the old quarter yet?
- 8 It's a beautiful morning, isn't it?
- 9 What's the weather going to be like today?

- a No. We visited the north last year.
- b Are they? We'll book one for later in the week.
- c It was very straightforward, thanks. No hold-ups at all.
- d I'm afraid the forecast isn't very good.
- e Not yet. We're planning to eat there this evening.
- f Well, the one-way system in the city centre is a bit confusing.
- g Yes, so we're off for a long walk.
- h Yes, thanks. It was very interesting.
- i Yes, very nice. We had a meal in the old town.