**HOTEL JOBS**

<http://www.ehow.com/facts_5407712_types-hotel-positions.html>

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| **FINAL TASK**Explain in a 5 minute intervention what your job is like as a front desk clerk. Speak about its advantages and drawbacks. Say why it is a very strategic position in the hotel. |

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| **SEANCE 1 : AT THE FRONT DESK** |

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**I)Hotels jobs/ positions.**

**1/**Link the jobs (A) with the descriptions.

A=General Manager/Room Service Delivery Personnel/-Housekeeper/-Front Desk Clerk/ Concierge

a.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

He/she is the person who will check you in and out. She finds your reservation, helps you fill out any necessary paperwork and provides directions to your room. She/He is usually the first hotel position employee you will encounter.

b.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

He/she is responsible for cleaning the rooms on a daily basis. She will also fill requests for things such as extra towels. Usually the housekeepers are on duty from early morning until around 4 pm.

c.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

He/She oversees day-to-day operations. He/she may assist with check in and checkout during busy times. He/She is the person to go to with complaints or compliments about hotel staff, food or your room.

d.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Many expensive hotels offer \_\_\_\_\_\_\_\_\_\_\_\_services. These people perform extra services for the guests such as ordering transportation, arranging sightseeing tours or ordering massages. He/ she often helps with tasks a tourist may not know how to do.

e.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Many hotels have their own restaurant on the premises. Most offer room service to their guests. Simply call the restaurant from your room and order your meal and the room service personnel will bring it to your room as quickly as possible.

**Other Hotel Positions**

Read the following text and underline the 4 other hotel positions.

Other hotel positions include bellhops, who carry your luggage to and from your room for you. Courtesy van drivers take you to nearby destinations such as the airport or attractions in the area. Pool attendants provide towels and keep the pool area clean. Lifeguards watch people swim in the pool and render assistance if and when necessary. Maintenance people keep the hotel in tiptop shape fixing everything from burnt out light bulbs to a stopped-up toilet in your room.

**AT THE FRONT OFFICE**

**1.Comprehension**

**A-Listen and underline the correct alternative. (HR2 p.4)**

1.Caller 1 wants to *book a room/speak to a guest*.

2.Caller 2 can’t speak to the manager as *the line’s busy/he’s not in his office*.

3.Reception takes a message to say *the manager is late/ Mr Cole is late*.

4.Caller 3 wants to book *a room/table*.

5.Caller 4 asks for *room 256/296*.

6.Reception tells him there’s no *answer/ the line ‘s busy*.

7.Caller 5 for room 745 leaves a message on *voicemail/ says he’ll call back*.

8.Caller 6 for Mrs Perez is told the *phone’s ringing/ the line’s busy*.

**B-Listen again and complete the sentences.**

1…………………………….Marina,……………………………………. Anita. Can ……………………………………….. ?

2.Just a moment. I’ll …………………………………………… to reservations.

3.Who ………………………………………………, please ?

4… at the moment. Could ………………………………… a message ?

5.I’d like to ………………………………………………. for dinner.

6.I’m afraid the ………………………………………………..

7.Would you like ………………………………………….. a message on voicemail ?

8.No, thanks. I …………………………………………………later.

**2.STRUCTURES**

**A-**Answer

1.You are the client. You are calling for a room. What do you say.

2.a-You are at reception. A caller wants to talk to the manager. What do you say ?

B-the manager is not at his office. What do you say ?

c-There’s a problem with the line. What do you say ?

d-Offer to leave a message on voicemail.

e-What do you say to make the caller wait and be patient?

**B**- Match the incoming calls with the response. P5

|  |  |
| --- | --- |
| 1-□ book / table for dinner.2-□ speak / manager3-□ leave / message for Mw Li4-□ speak / Mrs Barras in 7455-□ book / room6-□ leave : voicemail message for Mr Barnes. | a-Try / officeb-connect / reservationsc-put through / her room.d-connect / his voicemail.e-put through / restaurantf-have / name and contact number |

**C**-Now work with a partner. Use the prompts to make requests and offer help.

Example.

A/ I ‘d like to book a table for dinner.

B/ Just a moment. I’ll put you through to the restaurant.

3.**TRAINING** Follow-up work / Assessment

A.Work with a partner to practise the calls. Take turns to be switchboard (S) and caller (C).

1.

S : Greet caller

C : Ask to book room

S : Put through to reservations.

2.

C : Ask to speak to manager.

S :Line busy/ offer to take message

C : Give phone number.

3.

C :Ask for room 483

S : No answer / offer to take messagesay you’ll call back.

C : Say you’ll call back.

4.S :Greet caller

C :Say you’ll call back

S :Connect to restaurant.

**B-Number the sentences in the order you find logical/ meaningful. (HR 2,P.5)**

a-□ Would you like to reserve a parking space ?

b-□ That’s fine… I’ve made a note of your late arrival.

c-□ Could you hold our room ?

d-□ Are you arriving by car ?

e-□ I’ll arrange an extra bed in your room.

f-□ Can I have your car registration ?

g-□ What name is it, please ?

h-□ Can I help you with anything else ?

**TAKING RESERVATIONS**



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| SEANCE 2 :  |

I)Comprehension

-What the customer wants

-What she is answered

-Was the reception helpful, professional ?

2. **STRUCTURES.**

**A-Answer**

**1.You are a guest. Ask for accommodation at the French Caribbean Hotel.**

1.You are at reception. Ask the guest about the type of room she/he wants.

2.Tell the guest that you are checking his reservation (one double, one twin… for 3 nights)

3.Ask the guest about his/her identity (name, spelling)

4.Ask the guest about his phone number.

5.Ask him/her about his credit card number.

3.GRAMMAR

Prepositions of time.

Complete the sentence with the correct prepositions.

1.L’d like to book accommodation………….three nights, ……Tuesday the 6th …..Friday the 9th of April.

2.We’ll arrive ……………….. Tuesday ………………four o’clock.

3.We’ll let you know ……….Wednesday at the latest.

4.The shop normally closes …………6p.m but once a month it’s open ………8 p.m

5.The hotel closes ………………..six weeks ……………………….winter.

6.The door is locked …………………….11p.m. Please ring the bell if you arrive………………..11p.m.

**CHANGING AND CANCELLING RESERVATIONS**

**1.Comprehension**

A.Listen. Take notes and say what you understand about any changes to the reservations.

(HR piste 7 p.9)

2.**Training**.

A. Work with a partner. (**FICHE A PHOTOCOPIER**)

 Take turns to be caller and receptionist. Choose one of the reservations and practise changing it.

**Caller** : Decide on two things you need to change and call the hotel.

**Receptionist** : Answer the call and make a note of any changes to the reservation.

B.Work with a partner.

1. You’re going to New York on business with colleagues. Call the French Caribbean Hotel and reserve rooms. Use this information.

|  |  |
| --- | --- |
| Names | (your name, Mr and Mrs Thuram, Ms Donkey |
| Arrival | Wednesday 14th December |
| Departure | Saturday 17th December |
| Rooms | 3 |
| Room types | A single for you, a double for Mr and Mrs Thuram, a single for Ms Donkey. |
| Mobile number | 0696 730 589 |
| Credit card details | 0008 4777 5555, expiry date 10/20, security number 324 |

**2.**Call the hotel again to change your reservation. You are now arriving on Tuesday 16th December and staying until SUnday 18th December**.** Mr and Mrs Thuram can’t go.

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| **TURNING DOWN BOOKING**  |

**Comprehension**

**1.Listen to the five calls and complete the table.**

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| **The guest would like …** | **Why it’s not possible** |
| 1.A double room for one night 8th of February | The hotel’s fully booked |
| 2. A double room for one night for 2 nights from Thursday the 14th to Saturday the 16th | A music festival. |
| 3.a family room for one week | The hotel is closed for refurbishment |
| 4.book a table for lunch on Wednesday, for 10 people, | A business conference |
| 5.a table for dinner on Friday evening, for 2 people at the window with a view of the harbour | They are reserved |

2.Put the phrases in the correct order to make sentences.

1.Please / moment / One

2.that night / fully booked / We’re

3.a double room / I’d like to / for two nights / book

4.We don’t have / left / I’m afraid / for those dates / any double rooms

5.that week / closed / the hotels’s / for refurbishment / Unfortunately

6. not reopening / till / We’re / Saturday the 9th of March

7.but / that day / I’m sorry / with a business conference / we’re very busy

8.for /is / How many / it ?

**STRUCTURES / LANGUAGE STUDY**

1.You are a customer. You want to book a room.

I’m looking for a room for…

2.You’re at reception. You don’t have rooms. What do you say ?

a-i’m sorry. We don’t. We ‘re fully booked that night.

b-we don’t have any books left for those dates.

c-I’m sorry, but unfortunately, the hotel’s closed that week.

d-I’m sorry but we’re busy that day.

3.A guest wants to book a table with a view of the ocean. But it is not available. What do you say ?

I’m afraid all the tables with a view of the ocean.

3.Work with a partner. Use the prompts to practise dealing with booking enquiries. Take turns to be caller and receptionist.

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| **Caller requests** | **Receptionist** |
| Family room for 2 nights (12th-14th December) | No family room available |
| Table for 6 | Fully booked |
| Single room for 7th May | Hotel closed |
| Table for 12 for lunch tomorrow | Very busy/ wedding party |
| Table with view of park | No tables with view of park |

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| **SUGGESTING ALTERNATIVES** |

**COMPREHENSION**

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|  | Alternative proposed | Accept / Reject |
| 1. | Try the Station Hotel | Accept |
| 2. | A family room with a double and single bed | Accept |
| 3. | Partner hotel, the international in Hightown | Reject the offer |
| 4. | The terrace bar, a table for 10 | Reject the offer |
| 5. | A table for 2 in the corner overlooking the garden | accept |

**ACTIVITY**

1.Make two calls to the French Caribbean Hotel to make reservations.

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| **Caller** | **Reception** |
| 1.double room / sea view / 3 nights (22 nd-25th August) | No double room left : alternative=2 twin rooms (same price) |
| 2.table for seven / upstairs / 8 pm. Tuesday 14th February | No tables upstairs (closed this time of year / alternative = table at window downstairs. |

1.Make two calls to the French Caribbean Hotel to make reservations.

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| **Caller** | **Reception** |
| 1.table for 20 (sister’s 21st birthday) / restaurant dining room | dining room full (wedding) / alternative = table in Sunshine – offer same menu as in dining room |
| 2.Family room / two weeks / 10th-24th February | Hotel closed in February for holiday / alternative = Lekeside Hotel (0696 555 438) |