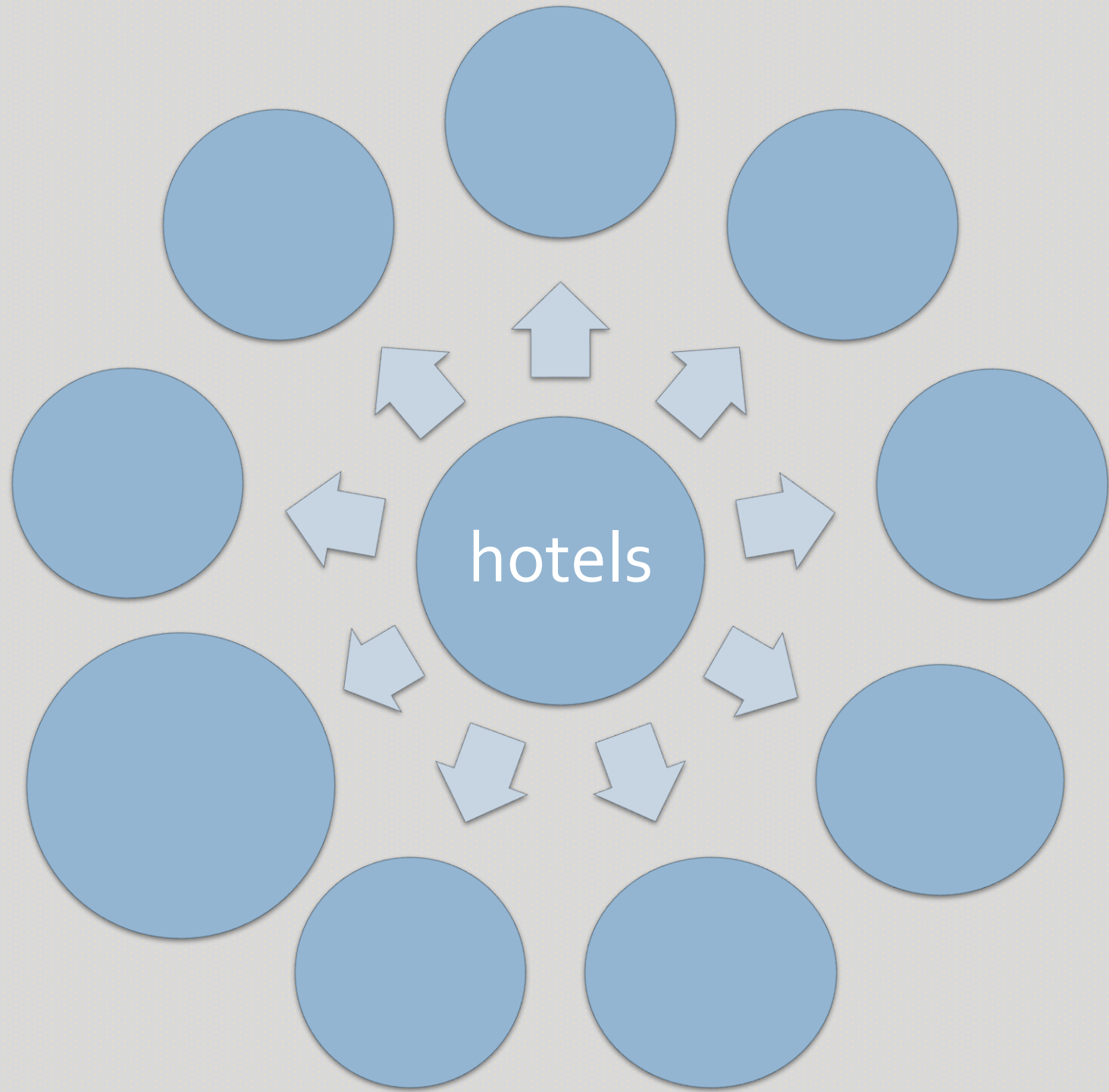
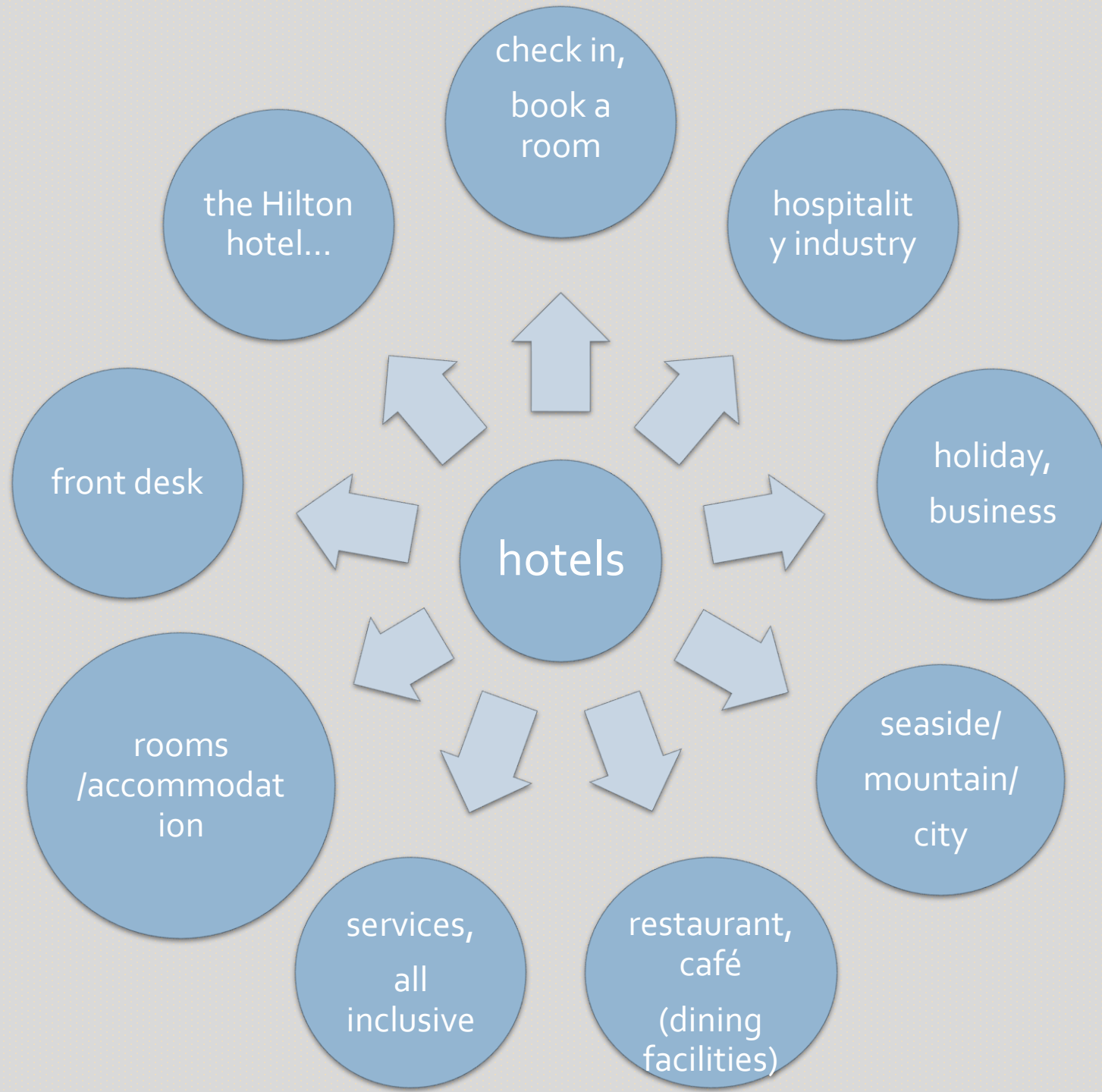


Types of accommodation





hospitality industry

- The **hospitality industry** is a broad group of businesses (**e.g. hotels, bars, restaurants** etc.) that provide services to customers.
- Some of the services offered by the hospitality industry are lodging (**accommodation**), **food/beverage services, event planning** etc.
- Basic services and full range of services

Essential vocab. (SB p.7 A)

- **accommodation** (n.)– a place for somebody to stay or live.

The accommodation of the hotel includes single and double rooms.

to accommodate (v.)(**someone**) – to give someone a place to live or stay.

We can't accommodate you at the moment, we are fully booked.

- **lodging** – a temporary place to stay.

The price includes board and lodging (or food and lodging) = meals and a room to sleep in.

Part I

TYPES OF ACCOMMODATION

types of accommodation

- Hotels
- Motels
- Hostels
- Inns
- ...

- Campsites
- Caravans/trailers

Motel/motor hotel



- **Motel** is an establishment which provides lodging and parking and in which the rooms are usually accessible from an outdoor parking area (i.e. car park/parking lot).
- **Location:** suburban or roadside areas.
- **Guests:** people travelling on the highway who want a break from their journey.
- **Facilities/amenities*:** basic facilities, continental breakfast

*садржаји, могућности, погодности

Facilities: Swimming Pool, Spa, Fitness Center, Restaurants, Bar, etc,

Amenities (provide pleasure and comfort): Soap, Shampoo, Toothbrush...

Hostel



- **Hostel** is an establishment which provides inexpensive food and lodging.
- **Location:** cities and near nature
- **Guests:** students, backpackers, workers, travellers...
- **Key features:**
 - you rent a bed not a room
 - shared room (in a dormitory style), bathroom and kitchen
 - bunk beds
- **Facilities:**

No extra facilities (shared kitchen might be available)



Inn



- **Inn** is a pub where you can stay for the night, usually in the countryside.
- **Location:** countryside
- **Guests:**(Old) people visiting countryside and those who need a break from their journey and are just passing through
- **Key features:** rustic, rural
- **Facilities:** basic facilities; inns usually offer food and drink as well.

Campsite

- **Campsite** - a place used for camping, especially one equipped for holidaymakers.
- **Location:**
- **Campground** – a piece of land where people on holiday can *camp* (=put up a tent and stay in it for a short time while they are on holiday), usually with toilets and places for washing.



Caravan/trailer and Motor home/recrea vehicle

- vehicle for living or travelling in, especially for holidays, that contains beds and cooking equipment and can be pulled by a car.
- **Location:**
- A trailer park or caravan park
- **RV park** (Recreational vehicle park) or caravan park- a place where people with recreational vehicles can stay overnight, or longer, in a space known as pitch (site).





motor home (UK)/ recreational vehicle (US)



caravan (UK)/ trailer (US)

p.13, ex. 6. Join the following sentences. Match the name of the lodging facility with its description.

- **a** Recreational vehicle
- (motor home)
- **b** Campground
- **c** Casino hotels

- **d** Bed and breakfast
- **e** Suite hotels
- **f** Recreational vehicle park (RV park)

___ provide gambling facilities for their guests. Besides food and beverage service they may provide golf courses, tennis courts and theme recreational activities

___ offer guestrooms consisting of a living-room and a separate bedroom. Some guestrooms include a kitchenette with a refrigerator. They appeal to frequent travellers and families on holiday

___ are private houses or small hotels that offer lodging and breakfast service.

___ is a piece of land where people on holiday can camp, usually with toilets and places for washing.

___ is a place where people with recreational vehicles can stay overnight, or longer, in a space known as pitch (site). It may offer lodges.

___ is a large motor vehicle that is designed to be lived in while travelling. It contains cooking equipment, one or more beds, and sometimes a toilet.

p. 13, ex. 7

Fill in the blank spaces with the suggested words:

facilities

lodging

accommodate

luggage

guestroom

hostels

5-star hotels

hospitality

food and beverage

caravan

- People who travel and stay away from home for more than a day need _____ for sleep, rest, safety, shelter. They need some space for their_____. They may need a _____in a hotel, motel, or inn. They may sleep in a tent or _____on a campground. Some people travel in a recreational vehicle (RV). They may stay overnight in a recreational vehicle park (RV park).
- Hotels and other lodging properties _____all kinds of pleasure and business travellers. The _____ industry provides all types of lodging, from luxurious _____to youth _____and recreational vehicle parks. Some lodging facilities provide simply a place to spend the night, others cater to longer stays: they provide _____service, recreational_____, etc.

Part II

TYPES OF ACCOMMODATION - HOTELS

Essential vocab.

stay in/at a hotel - live or be in a place for a short time

*example: We **stayed in** a fancy hotel last year.*

to stay (v.)

a stay (n.) – a period of time that you spend in a place

*example: They planned **a short stay** in/at a hotel to celebrate their anniversary.*

an overnight stay – a stay during or for the night.

*example: The secret to hosting **overnight guests** is all in the preparation*

to overnight (v.) - stay for the night in a particular place.

*example: We've **overnighted** at some remote and beautiful places.*

Types of hotels
according to
the kind of
guest and
location:

- Resort hotels
- Commercial/ business hotels
- Spa hotels
- Bed and breakfast hotels
- Casino hotels
- Conference hotels/
convention hotels/
congress hotels
- Airport hotels



1. Resort hotel
2. Commercial hotel
3. Spa hotels
4. Casino hotels
5. Conference hotel
6. Airport hotels



Define the following types of hotels (text on p. 3 may help you):

- **Resort hotels**
 - are usually located in the mountains, on an island or at the seaside. They provide complete food and beverage service as well as many other services. Their guests are people on holiday.
- **Commercial/ business hotels**
 - serve mainly business travellers. They are located in downtown or business districts.
- **Spa hotels**
 - are usually but not necessarily located in a spa area. They usually offer beauty and non-medical health treatments as their services
- **Bed and breakfast hotels**
 - are private houses or small hotels that offer lodging and breakfast service.
- **Casino hotels**
 - are business establishments that combine casino and a hotel
- **Conference hotels/ convention hotels/ congress hotels**
 - Provide facilities with audio-visual equipment and services designed to host meetings or gatherings
- **Airport hotels**
 - Are near the airport. They serve business travellers with stopover, airline passengers and airline personnel as well. They offer transfer service

Reading
comprehension pp. 3,4;
ex.1-7

location

clientele

amenities

services

a motel

**a resort
hotel**

**an airport
hotel**

**a
commercial
hotel**

4. FILL IN THE BLANK SPACES WITH THE PROPER WORD.

**Complimentary
accommodate**

**courtesy van
lodge**

**campground
pick-up**

**free
accommodation**

**facilities
available**

1. Most hotels provide _____ local telephone calls.

2. Guests who stay at the best hotels often enjoy a _____ newspaper in the morning.

3. The hotel owns several vans to transport the guests between the airport and the hotel. The service is called _____.

4. The reservations agent informed the guest that the hotel offers airport _____ service.

- 5. Most hotels offer dining__to their guests.
- 6. Congress hotels offer 2000 rooms or more and can _____ large conventions.
- 7. All kinds of business services are___in modern commercial hotels.
- 8. Many national parks offer_____and ____ to those who travel by car.
- 9. The price includes travel and_____but meals are extra.

- **a** laundry
- **b** layover (stopover)
- **c** lounge
- **d** suburban area
- **e** cocktail lounge
- **f** dry-cleaning
- **g** hike
- **h** roadside area

- ___ a long walk in the country, such as one taken by a group of people for a whole day
- ___ an area away from the centre of a town or city
- ___ a place or business where clothes and linen are washed and ironed
- ___ cleaning clothes with chemicals instead of water
- ___ a short stay between parts of a journey (especially on a long plane journey)
- ___ a small comfortable public room in a hotel (or other building) used by many people
- ___ a public room in a hotel, restaurant where alcoholic drinks can be bought.

1. What is the aim of the hospitality industry?
2. What common features do different hotels have?
3. What are the differences between inns and hotels?
4. How do you understand the term “target market”? Can you explain its meaning using the information from the text?
5. What are the main types of hotels described in the text?
6. What kinds of transportation do airport hotels provide?
7. How do resort hotels differ from commercial hotels?

Describing a hotel

ESSENTIAL
VOCABULARY
SERVICES

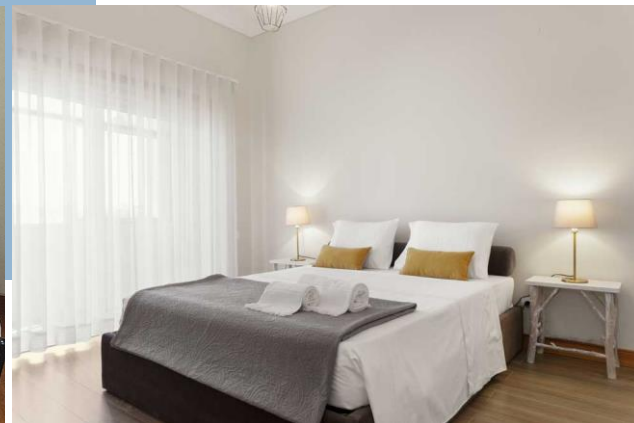
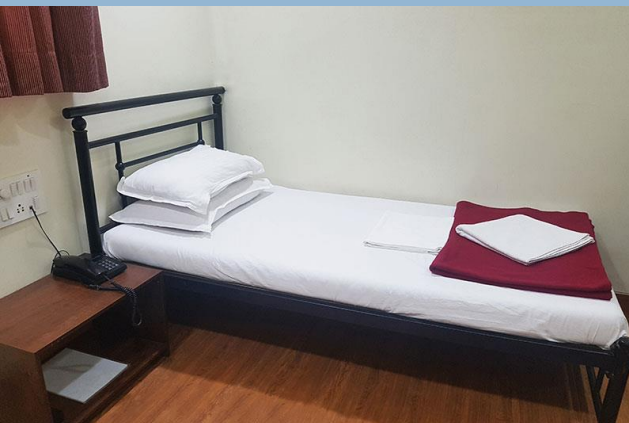
- **accommodation**
- **food and beverage service**
- **uniformed service:** the service done by people wearing a specially designed uniform, such as: **door attendant** (vratar), **bell attendant** (bagažista), **concierge** (konsijerž), **valet parking attendant** (serviser parkinga)
- **wake-up service (wake-up calls)**

ESSENTIAL
VOCABULARY
FACILITIES/
AMENITIES

- **dining facilities:** restaurant, cafe, bar, pastry shop, banqueting room
- **recreational/leisure facilities:** swimming pool, tennis court, golf course, jogging area, fitness centre / health club with a gym and sauna
- **business facilities:** business centre, meeting rooms, copying machines, etc.
- **conference facilities:** conference hall, exhibition hall, flip chart, etc.
- **entertainment facilities:** night club, TV lounge
- **in-room facilities:** mini bar, telephone, Air conditioning, in room safes, wi-fi

ESSENTIAL VOCABULARY TYPES OF HOTEL GUESTROOMS

- A. **a single room:** for one person with a single bed
- B. **a double room:** for two people with one large double bed
- C. **a twin room:** for two people with two single beds
- D. **a suite:** a guestroom consisting of a living room and one or more bedrooms
- E. **en-suite bathroom** is a bathroom that is directly connected to the bedroom.



I. Describing a hotel

- PRESENT SIMPLE
- THERE IS/ARE

We use ***there is/are*** to speak about presence/absence of facilities in a certain place.

- **There is** + a singular countable noun or an uncountable noun
- **There are** + a plural noun
 - _____ a sauna in our health club.
 - _____ a lot of parking space behind the hotel.
 - _____ a lot of services available to our guests.

II. Describing a hotel

- 1. The location of the hotel: be located/situated
- 2. Kind of guest
- 3. Hotel services and facilities

1. The location of the hotel

- VERBS: **be located/situated**

*The hotel **is located** at the seaside.*

*Commercial hotels **are** usually **situated** in
business districts.*

2. Kind of guest

- Verbs: **cater to** (=to provide what is wanted or needed by (someone or something) / **attract** / **appeal to** / **serve** guests/ **be designed for**
- *Motels **cater to** guests arriving by automobile.*
- *Commercial hotels **serve** business travellers.*
- *Campgrounds **attract** young people.*
- *The hotel **appeals to** families with children.*
- *Conference hotels **are designed for** group meetings.*

3. Hotel services and facilities

- Verbs: **offer, provide, include, ... is/are available... There is/are, at the guests' disposal**
- *The hotel **offers** various dining facilities, **from** an ordinary snack bar **to** a fancy restaurant.*
- *Airport hotels **do not offer** a full range of services.*
- *The hotel **provides / does not provide** laundry service.*
- *The hotel accommodation **includes** single rooms, double rooms and suites. The hotel dining facilities **do not include** a coffee shop.*
- *Laundry service **is available** on weekdays.*
- *Two tennis courts **are at the guests' disposal**.*
- ***There is/isn't** a business centre in the hotel.*

- **The Palace hotel**
- **Location:** city centre, close to the major state offices and places of interest
- **Facilities:**
 - Two restaurants and a bar
 - Health club with a swimming pool
 - Car park
 - Business centre
- **Services:**
 - Food and beverage service
 - Bell service
 - 24-hour Room service
 - Same day laundry service
 - Concierge

1. The Palace hotel is located _____
2. It is trying to attract _____
3. The hotel provides a complete food _____
4. Its dining facilities include _____
5. For guests travelling by car, there's a _____
6. The hotel provides various services, such as _____
7. For business travellers, there's a fully-equipped _____
8. If you want to go to a theatre, our concierge _____
9. Guests may have breakfast in the restaurant or order it from _____
10. Room service is available _____
11. Guests have _____ at their disposal.

CHOOSE ONE OF THE HOTELS DESCRIBED BELOW. WRITE COMPLETE SENTENCES ABOUT THE HOTEL.

The Crown Plaza Hotel, Chester

Location:

The edge of the city, close to the historic sites of Chester,

Accommodation:

160 bedrooms, 2 suites

Facilities:

Parking facilities

Restaurant, Bar

Fitness Centre, Sauna, Solarium

Indoor Swimming Pool, Jacuzzi

Golf Course (within 3 km)

Services:

Room Service

Packed lunches

Barber/Beauty Shop

Breakfast in the Room

Car Rental

Currency Exchange

Dry-cleaning

Business facilities:

Business Centre

Fax/Photocopying

Internet Services

Meeting / Banquet Facilities