

Resort hotels

Unit 2

revision

- oesRtr hotels
 - Resort hotels
- oermmCalci/ ussBinsse hotels
 - Commercial/ business hotels
- paS hotels
 - Spa hotels
- deB and rakatsfeb hotels
 - Bed and breakfast hotels

aionsC hotels

- Casino hotels

onfCerncee hotels

- Conference hotels/ convention hotels/ congress hotels

Aiptror hotels

- Airport hotels

Revision

- Business Centre
 - an area with some desks, computers and a printer. Often there is a copier and fax device as well
- Social directors
 - plan, organize and direct various guest programmes and conduct recreation activities
- Concierge
 - Someone who is employed in a hotel to help guests arrange things, such as theatre tickets, visits to restaurants etc.
- A courtesy van
 - A van provided by a hotel for free transportation of its clients
- Downtown
 - The central part of the city
- Pastry shop
 - a shop where cakes can be bought



business
centre



pastry
shop



downtown

single room
for one person with a single
bed



double room
for two people with one
large double bed



twin room

for two people with two
single beds

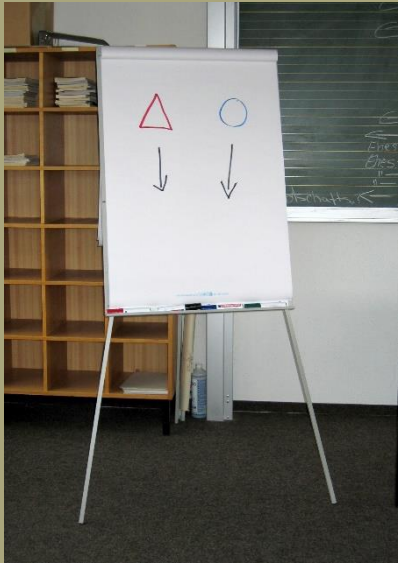


a suite

a guestroom consists of a living room and one or more bathrooms



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

Uniformed services?

- Door attendant
- Bell attendant
- Concierge
- Valet (parking attendant)



Resort hotels





Have you ever stayed in a resort hotel? Was it in the mountains or at the seaside? Did you enjoy your stay? Describe your experience.

What recreational activities and facilities did the hotel provide?



Facilities/amenities/services

- https://www.youtube.com/watch?v=rF_dgZpspWA

Reading comprehension

- Unit 2



CONDOMINIUM

OR

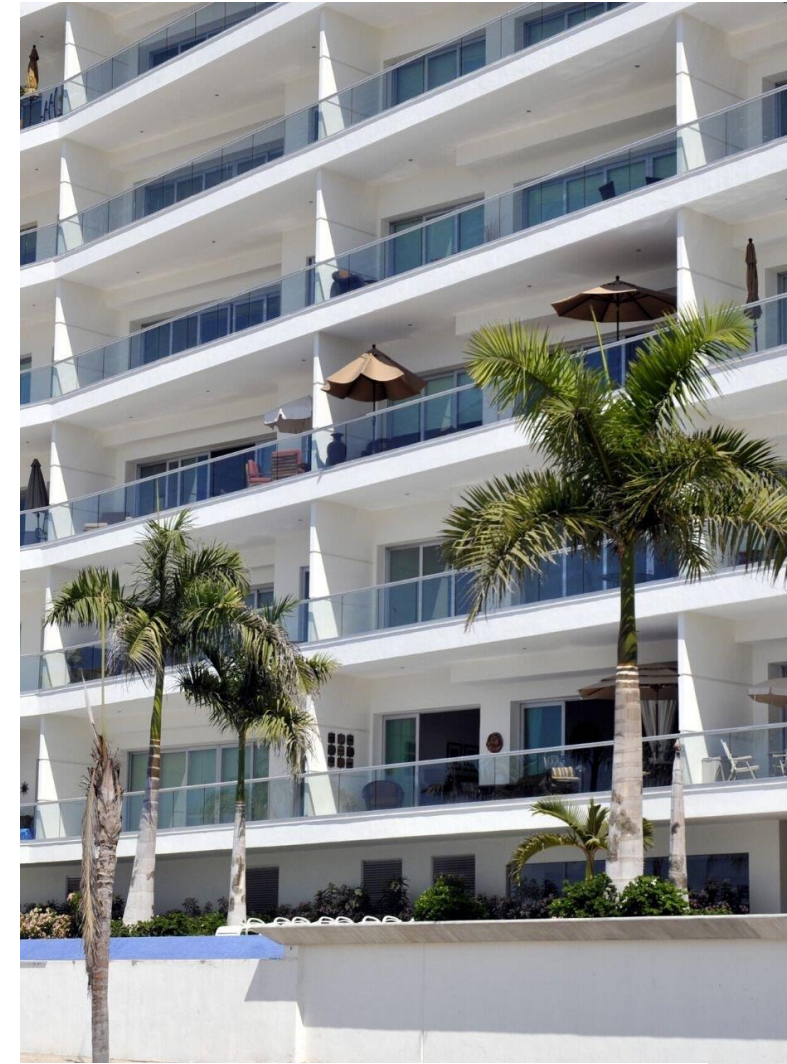


APARTMENT

- A **condominium** / ˌkɒn.dəˈmɪn.i.əm/ (or **condo**)— is a room or set of rooms that is **owned** by the people who live there. A larger building that contains such sets of rooms is also called a condominium.
- An **apartment** — is usually a **rented** room or set of rooms with housekeeping facilities that is used as a place to live. An apartment is usually a part of a larger building called apartment building.

Condo vs time-share hotels

- The difference between the time-share and condominium hotels lies in **the type of ownership.** Units in condominium hotels have one owner, while in time-share hotels, the same unit has multiple owners.



Read the text again and find words and phrases for the following descriptions

- **a**_____ the character, feeling or mood of a place or situation
- **b**_____ a plan for how something will happen
- **c**_____ an amount or level of payment
- **d**_____ the fact that you have something that legally belongs to you
- **e**_____ a person who is in possession of something
- **f**_____ knowledge or skills from doing, seeing or feeling things
- **g**_____ a situation when a customer returns again and again to buy the same goods or services
- **h**_____ a person who buys goods or services
- **i**_____ passing information from person to person by direct communication
- **j**_____ an activity (such as advertising) the aim of which is to make people aware of some product and increase its sales or popularity

Match the verbs with their meaning.

- **a** to occupy
- **b** to share
- **c** to encourage
- **d** to strive
- **e** to buy
- **f** to own
- **g** to rent

- to divide something and give part of it to someone else
- to use a place
- to have something that legally belongs to you
- get something by paying money for it
- to pay or receive a fixed amount of money for the use of a room, house, car, etc.
- to make someone more likely to do something
- to try very hard, for a long time or against difficulties, to do something or to make something happen

to occupy,
to share,
to encourage,
to strive,
to buy ,
to own,
to rent

1. The house is very large, so I _____ it with four other people.
2. Nobody can trust a hotel with two reviews only. So most hotels today _____ their guests to write about their experience in an online review.
3. My parents have a cottage which they _____ out to tourists.
4. She _____ a popular tourist restaurant on the city's waterfront.
5. This married couple usually comes at the beginning of summer and always _____ the same accommodation for a month.
6. The policy of this luxury hotel is unchangeable: the staff _____ to improve the quality of service, which is already very high.
7. A lot of people prefer to _____ goods at the end of the season, when the prices are very low.

ANSWER THE FOLLOWING QUESTIONS

- In what ways do resort hotels differ from other hotels?
- What are the main accommodation arrangements in resort hotels?
- What is the difference between time-share and condominium hotels?
- Why is positive guest experience becoming more and more important today?
- What is word-of-mouth promotion? How can word-of-mouth do harm to the hotel image?
- Have you ever read hotel reviews before finally choosing a hotel for your holiday? Do you know people who choose their hotel in this way?

Practice

Word study

price, rate, charge

PRICE -the amount of money for which something is sold

- **Prices** may be **high** or **low**.

*We thought they were asking a very **high/low price**.*

- **Goods, services, shops, hotels,** etc. may be **expensive** or **cheap**.

- If a shop or restaurant is **cheap**, it **charges low prices**.

*The restaurant charges **shockingly high prices** for its food.*



RATE- an amount or level of payment



- **price vs. rate**
- a **price** refers to a **fixed** amount of money. A **rate** refers to a set amount of money which **is charged** according to some period of time or some number of items.
 - *What's **the going (=standard)** rate for this type of room?*
- We usually say: a **cheap / low / special / basic / fixed** rate

CHARGE- the amount of money that you have to pay for something, especially for an **activity or service**



- *room charge*

- The daily rate includes **charges** for the **guestroom and two meals**.*

- Is there **a charge** for children or do they stay for free?*

- They fixed my watch **free of charge**.*

- **to charge (v.)** means to ask an amount of money for something, especially a service or activity.

Note how we use the verb **to charge**.

- The hotel **charges \$125** a night.
 - We won't **charge for** delivery if you pay now.
 - **Charge somebody £10/\$50 etc (for something)**
- The restaurant **charged us £40** for the wine.

Irregular verbs

- sell — sold, sold
- pay — paid, paid
- cost — cost, cost

Fill in the gaps
with the right
word form:

price,
charge,
high, low,
expensive,
cheap

1. Adults pay an admission _____ but children get in for free.
2. Long-distance phone calls are __, local calls are usually_____.
3. The_____of petrol will rise from tomorrow.
4. The restaurant charges _prices for its food.
5. I got a___flight at the last minute.
6. Food is usually more___in smaller shops than in super- markets.
7. Shall I ask the travel agent about the__of tickets?
8. They deliver all goods free of___.
9. The_____of PCs has fallen recently, so they are rather_____ now.
- 10.The_____of PCs has fallen recently, so it is rather___ now.
- 11.When you buy a suit, there is no_____for any alterations.
- 12.There are a couple of shops in town which sell nice clothes at affordable _____.

Fill in the gaps
with the right
verb in the
proper form –
**pay, charge,
cost**

1. Very few people can afford to _____ those prices.
2. How much do you _____ for hiring out a bicycle for a week?
3. I _____ the driver (in/with) cash.
4. The repairs to our car _____ much more than we were expecting.
5. Did Linda _____ you for looking after her cats while she was away?
6. He _____ anywhere from \$ 20 to \$ 50 for a haircut.
7. These shoes only _____d 30.
8. The restaurant _____ shockingly high prices for its food.
9. I've been saving all year to _____ for our holiday.
10. "How much will the trip _____?" "No more than forty pounds."
11. How much did you _____ for your glasses?
12. Would you prefer to _____ with/by cash, cheque or credit card?