

revision

- Condominium hotels vs Time-share hotels
- Units in **condominium hotels** have **one owner**, while in **time-share hotels**, the same unit has **multiple owners**.
- Full board
- When the room rate includes **charges or the guestroom and three meals**
- Electronic word-of-mouth recommendations
- **Impressions** that people **share** on popular travel sites (for example, [www.tripadvisor.com](http://www.tripadvisor.com))

# Hotel Facilities and Services

Unit 3

Essential  
vocabulary –  
facilities and  
amenities

- **Facilities** — places or areas in a hotel which have a specific purpose.
- *restaurant, gym, swimming pool, spa, conference hall, . . .*
- **Amenities** — “extra” services or products given to guests by the hotel, usually at no extra charge
- *shampoo, conditioner, body lotion, soaps, or services like free parking.*
- comfortable and pleasant stay

















# services



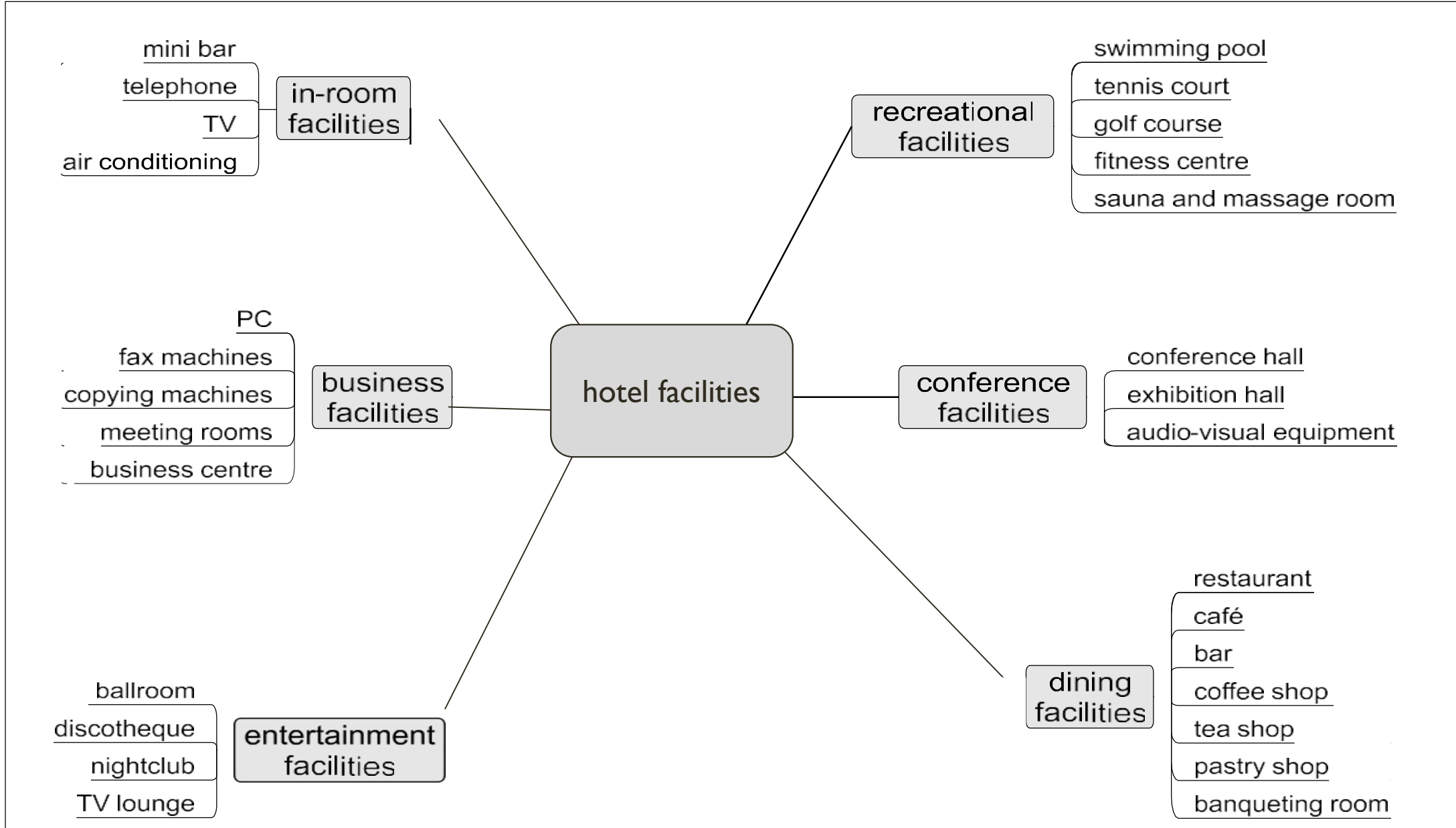
- **Services** — work done or duties performed by hotel staff.
- *food and beverage service, laundry service, dry-cleaning service, wake-up service, valet service, room service, airport pick-up service, event planning service, . . .*

<https://wordwall.net/resource/4288319/hotel-facilities>

# services/facilities/ in-room facilities

 <i>pets permitted</i>	 <i>restaurant</i>
 <i>free wifi</i>	 <i>laundry service</i>
 <i>breakfast included</i>	 <i>pool</i>
 <i>information</i>	 <i>credit card accepted</i>
 <i>bar</i>	 <i>safe box</i>
 <i>Air conditioning</i>	 <i>gym / fitness centre</i>
 <i>double bed</i>	 <i>Wheelchair access</i>
 <i>single bed</i>	 <i>airport shuttle</i>

-  • Parking
-  • Shower
-  • Facilities for families with children
-  • Playground
-  • Tennis court
-  • Minibar
-  • Hair dryer
-  • No pets allowed
-  • Conference facilities
-  • Reception
-  • Ironing



- mini bar
- telephone
- TV
- air conditioning

**in-room facilities**

**recreational facilities**

- swimming pool
- tennis court
- golf course
- fitness centre
- sauna and massage room

**hotel facilities**

**conference facilities**

- conference hall
- exhibition hall
- audio-visual equipment

- PC
- fax machines
- copying machines
- meeting rooms
- business centre

**business facilities**

**dining facilities**

- restaurant
- café
- bar
- coffee shop
- tea shop
- pastry shop
- banqueting room

- ballroom
- discotheque
- nightclub
- TV lounge

**entertainment facilities**

- Audio-visual
- 24-hour
- Exhibition
- Tennis
- Hair
- Satellite
- Banqueting
- Dry
- free

- Dryer
- Court
- Room
- Wi-Fi
- Equipment
- Room service
- Cleaning
- Hall
- TV





Babysitting

Concierge service

Dry-cleaning

Event planning  
service

Room service

Valet parking

Laundry service

Wake-up service

- A. He helps guests by buying tickets to special events, such as theatre, cinema, sports matches. He can also help guests with travel arrangements and tours of local attractions. He recommends restaurants and makes restaurant reservations. He may also reserve transportation (taxi, limousines, airplanes, boats, etc.) or make appointments for some services.
- Concierge service

Babysitting

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Wake-up service

- B. The service of washing and ironing clothes by the hotel staff. The clean clothes can be delivered to the guest on the same day.

Laundry service

- C. Hotel guests do not park their car on their own. Their cars are parked for them by a hotel employee. The guest may pay a tip to the employee, or the hotel offers the service free of charge.

Valet parking

Babysitting

Concierge service

Dry-cleaning

Event planning  
service

Room service

Valet parking

Laundry service

Wake-up service

- D. The service of cleaning clothes without the use of water. It is used to clean delicate fabrics that cannot be washed in a washing machine and dried in the dryer.
- Dry-cleaning
- E. This service is usually used by families with small children. A member of the hotel staff takes care of the children while parents go shopping or relax.
- Babysitting

Babysitting

Concierge service

Dry-cleaning

Event planning  
service

Room service

Valet parking

Laundry service

Wake-up service

- F. This service allows the guests to have meals, snacks or drinks in their hotel room. The guests make an order over the phone, and the food and drinks are delivered to the room. The service is usually at the guests' disposal 24 hours a day.
- Room service

Babysitting

Concierge service

Dry-cleaning

Event planning  
service

Room service

Valet parking

Laundry service

Wake-up service

- G. Our professional staff can help you organize any event from an executive board meeting to a seminar or conference. We can plan banquets, fancy dinners, Christmas parties, anniversaries, birthdays and weddings.

Event planning service

- H. A hotel employee at the reception makes a phone call to inform the guest that it is time to get up.

Wake-up service

speaking

- WORK IN GROUPS.
- WHAT ARE THE FIVE MOST IMPORTANT FACILITIES AND SERVICES FOR YOU WHEN YOU STAY AT A HOTEL?
- TELL THE CLASS AND SAY WHY YOU THINK THEY ARE IMPORTANT.

# Reading comprehension

Read the description of dining facilities in a London four-star hotel.





- **DINING FACILITIES**

- Besides full English and continental breakfast buffet, we offer a range of meals, drinks and snacks in the restaurant or lounge bar.

- **RESTAURANT**

- Our restaurant is big, bright and modern. It can **seat** up to 200 guests. The restaurant is famous for its traditional British lunch. Lunch is served on most days and always on Sunday. The lunch menu **offers a selection of** roast meats. The meat **is accompanied** by fresh and cooked vegetables. Our guests can also **order** soups, salads, fresh vegetables and delicious desserts. Each dish **can be paired** with a glass of wine or a cocktail.
- If you are celebrating a special birthday or an anniversary, we will help you arrange a private lunch or dinner party. Our conference rooms can be combined to create 2 elegant banqueting halls. Our hotel can **host** any event, a working breakfast or lunch, a conference or a private meeting. Our experienced employees will help you plan the event. Our chef will work with you to arrange catering for your event.

## Restaurant; vocab.

- **to seat** - to arrange for someone to have a particular seat
- **be accompanied by** – be served with
- **be paired** with
- **dish** - food prepared in a particular way as part of a meal (jelo)
- **anniversary** a day when we celebrate something important
- **to host** -to provide the space and other things necessary for a special event



- **Full English vs continental breakfast**

- bacon, fried egg, sausage, mushrooms, baked beans, toast, grilled tomatoes, black pudding and accompanied with tea or coffee.
- light morning meal typically consisting of pastries and baked goods, fruits, toast, and coffee

- **OPENING HOURS**

- The restaurant is open daily for lunch from 12.30 p.m. to 2.30 p.m. In the evenings, dinner is served either in our modern restaurant between 5.30 p.m. and 10 p.m., or you can **enjoy a light meal** in the lounge bar.

- **LOUNGE BAR**

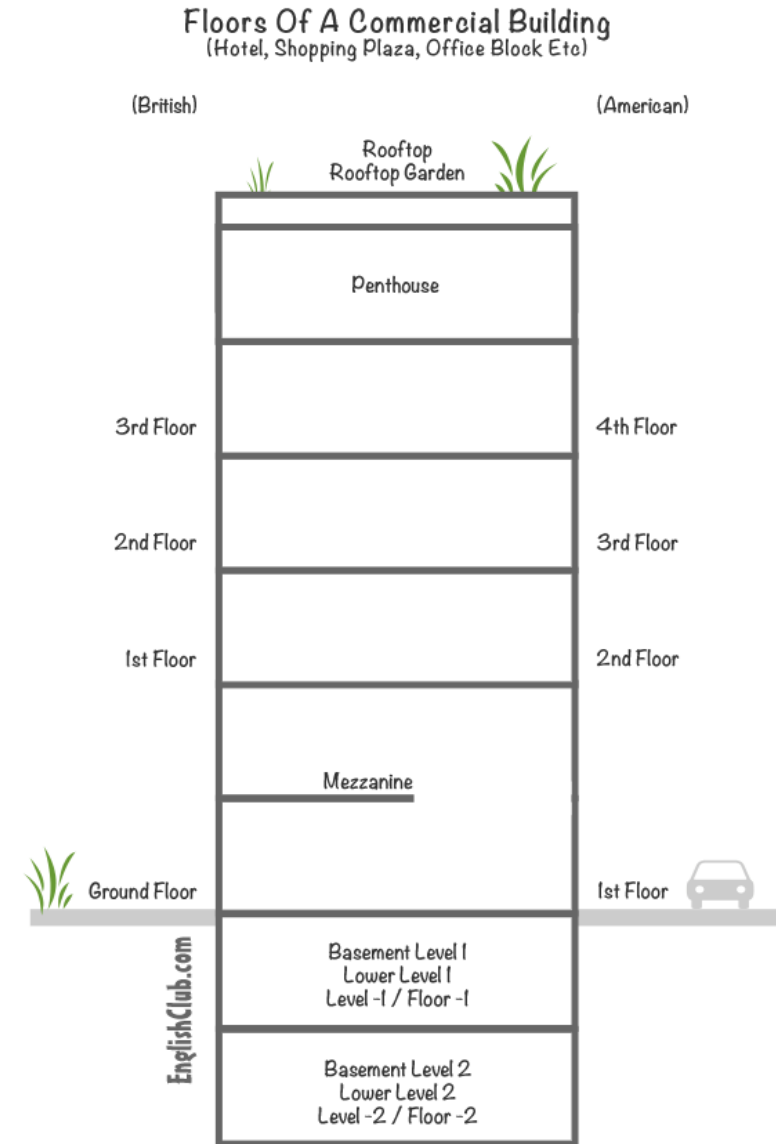
- With its warm decor and crackling fire in winter, the lounge bar is a cosy place for light meals and cocktails. There is a **complimentary newspaper** available for every guest. The lounge bar is located on the ground floor, next to the restaurant. The lounge bar is open from 10 a.m. to 1 a.m.

- **TRADITIONAL AFTERNOON TEA**

- Enjoy the British custom of afternoon tea which is served with delicious cakes, finger sandwiches (smoked salmon, cream cheese and cucumber, egg and cress, ham and mustard) and fluffy scones with real cream and jam. The traditional afternoon tea is served in the lounge bar between 2.30 p.m. and 6.30 p.m.

## Lounge bar (vocab.)

- **Crackling** (fire) - short, dry and sharp sound of fire
- **Cosy** - comfortable and pleasant, especially (of a building) because of being small and warm
- **Ground floor** - the floor of a building that is at the same level as the ground outside
- **Complimentary** = given free to people (a complimentary bottle of champagne)





Traditional  
afternoon tea  
(vocab.)

- Custom
- Finger sandwiches
- Smoked salmon
- Cream cheese
- Cucumber
- Mustard



## Traditional afternoon tea (vocab.)

- **Cress** (potočarka, ugas, grbaštica)
- A plant with peppery, sharp flavour, like mustard. It is used in sandwiches with boiled eggs, mayonnaise and salt
- **Scone** (pogačica)
- a small, round cake that is like bread, made from flour, milk, and a little fat
- **Fluffy**
- light and full of air



- **ROOM SERVICE**

- A menu with **a wide choice of** drinks and light meals is **available** between 11 a.m. and 11 p.m. Sandwiches and snacks are offered all night long.
- You can order your breakfast and it will be delivered between 6.30 a.m. and 10.30 a.m. daily.
- The Room service is available 24/7.



READING  
comprehensio  
n SB p.31

• **ARE THE FOLLOWING SENTENCES TRUE OR FALSE? CORRECT THE FALSE SENTENCES.**

- The room service menu offers light food.
- The restaurant is small and cosy.
- Scones are served with the afternoon tea.
- The newspaper in the lounge bar is free.
- Lounge bar is a perfect place to enjoy a drink during the summer.
- The room service is not available at night.

Complete the following sentences using the information in the text:

1. The facility or service which is available all the time is \_\_\_\_\_
2. Finger sandwiches are made of \_\_\_\_\_
3. Lunch is served between \_\_\_\_\_ and \_\_\_\_\_
4. The hotel can host any event, \_\_\_\_\_.
5. Traditional British lunch is served in \_\_\_\_\_
6. The traditional afternoon tea is served in \_\_\_\_\_
7. The lounge bar is located \_\_\_\_\_

1. The facility or service which is available all the time is

room service

2. Finger sandwiches are made of

smokes salmon, cream cheese...

3. Lunch is served between

12.30 and 2.30 p.m

4. The hotel can host any event,

A working breakfast...

5. Traditional British lunch is served in the restaurant

6. The traditional afternoon tea is served in

the lounge bar

7. The lounge bar is located on the ground floor, next to the restaurant

# Match the words with their definitions

- delicious
  - decor
  - crackling
  - lounge bar
  - cosy
  - fluffy
  - famous
  - selection
  - working lunch
- comfortable and pleasant
  - light and full of air
  - known and recognized by many people
  - a choice or range of different types of something
  - having very good taste
  - style and arrangement of the objects in a room
  - short, dry and sharp sound of fire
  - a comfortable place to sit and have a drink
  - a midday meal during which work is discussed
- 
- ```
graph LR; W1[delicious] --- D1[having very good taste]; W2[decor] --- D2[style and arrangement of the objects in a room]; W3[crackling] --- D3[short, dry and sharp sound of fire]; W4[lounge bar] --- D4[a comfortable place to sit and have a drink]; W5[cosy] --- D5[comfortable and pleasant]; W6[fluffy] --- D6[light and full of air]; W7[famous] --- D7[known and recognized by many people]; W8[selection] --- D8[a choice or range of different types of something]; W9[working lunch] --- D9[a midday meal during which work is discussed];
```

**Write one word for the following description.**

1. to cook meat in the oven or over a fire  
—
2. to provide someone a place to sit \_\_\_
3. to do something special or enjoyable for an important event, occasion\_\_\_\_\_
4. to be provided together with something else \_\_\_
5. to take something to a person or place  
—
6. to provide space and other things necessary for a special event\_\_\_\_\_

# LANGUAGE STUDY

The passive voice

## Describing hotel services and facilities

- **Present Simple**
- The restaurant **is/isn't** on the ground floor.
- We **offer/do not offer** secretarial services.
- Our hotel **provides/doesn't provide** room service.
- The hotel **has/doesn't have** its own free parking.

Present simple  
(Passive voice)

- **ACTIVE:**
- Our hotel **provides** room service.
- **PASSIVE:**
- The room service **is provided** by our hotel.



## The Passive Voice (Present Simple)

BE

(is, are, isn't, aren't) + past participle

**Active voice:** Waiters **serve** **tea** in the lounge bar.

**Passive voice:** **Tea is served** in the lounge bar.

+

**Tea is served** in the lounge bar.

**Snacks are offered** all night long

-

**Breakfast is not served** after 10.30. am

**Pets are not allowed** in public areas.

?

**Is tea served...?**

**Are snacks offered...?**

Present Simple  
Passive (be +  
past participle)

deliver,  
offer,  
accompany,  
combine,  
serve,  
pair

1. In the evenings, dinner\_in our modern restaurant.
2. Our conference rooms\_to create 2 large banqueting halls.
3. Sandwiches and snacks \_\_\_\_all night long.
4. The meat\_\_\_by fresh and cooked vegetables.
5. Each dish\_\_\_with a glass of wine or a cocktail.
6. Breakfast\_\_\_between 6.30 a.m. and 10.30 a.m. daily.

## The Future Simple (Will + inf.)

- We **will help** you arrange a private lunch or dinner party.
- The chambermaid **will clean** your room.

## Present Simple (active or passive) or Future Simple (active)

be provide answer allow find open equip close clean have be

1. The bar \_\_\_\_\_ on the top floor.
2. Every room \_\_\_\_\_ a balcony.
3. You \_\_\_\_\_ all the necessary equipment in our conference center.
4. Our concierge \_\_\_\_\_  
\_\_\_\_\_ any question you have.
5. Smoking \_\_\_\_\_ only in special smoking areas.
6. The rooms \_\_\_\_\_ every day.
7. The swimming pool \_\_\_\_\_ at 11 p.m.
8. Our hotel \_\_\_\_\_ a variety of services.
9. Free Wi-Fi \_\_\_\_\_ available in the entire hotel building.
10. The sauna \_\_\_\_\_ at 7 a.m.
11. The gym \_\_\_\_\_ with all kinds of exercise machines.

Future simple  
(passive)  
will be + past  
participle

A: The chambermaid **will clean** your room.

- +The room **will be cleaned** tomorrow.
- -The room **won't be cleaned** tomorrow.
- *?Will the room **be cleaned** tomorrow?*
- *?**When** will the room **be cleaned**?*

# Present simple (Passive) or Future Simple (passive)

1. The office/clean/every day
2. These rooms/ clean/every day?
3. It/not allowed/to park here.
4. We/allow/to park here.
5. When/the article/publish?
6. Why/the meeting/hold/ next week?

- 1. The office is cleaned every day.
- 2. Are these rooms cleaned every day?
- 3. It is not allowed to park here.
- 4. We are allowed to park here.
- 5. When will the article be published?
- 6. Why will the meeting be held next week?