

Hotel services

UNIT 10

Past simple-revision

1. I (eat)_____ dinner at six o'clock yesterday.

-

?

2. Helen (drive) _____ to work.

3. My neighbour (buy)_____ a new car last week.

4. When I was ten years old, I (break)_____ my arm

5. They (go)_____ to Italy on their last summer holiday.

6. They (swim) _____ yesterday.

Guess hotel services

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- ▶ Dry cleaning
- ▶ Laundry
- ▶ Wake-up service
- ▶ Airport pick up-service
- ▶ Complimentary
newspapers
- ▶ Uniformed service

NAMES OF THE MAIN HOTEL DEPARTMENTS:

- ▶ Front office
- ▶ Reservations
- ▶ Switchboard
- ▶ Uniformed service department
- ▶ Housekeeping
- ▶ Engineering and maintenance
- ▶ Accounting
- ▶ Sales and marketing
- ▶ Human resources / Personnel
- ▶ Security

dialogues

- ▶ What do guests say when they ask for a service?
- ▶ What does a hotel employee say if the service is available?
- ▶ What does a hotel employee say if the service is not available?

Dialogue 1

- ▶ I'd like to get my hair done. Is there a hairdresser in a hotel?
- ▶ Yes, madam. Would you like me to make an appointment for you?
- ▶ That would be nice. I'd prefer to go at about 2.00
- ▶ Could you tell me your name and room number, please?

Dialogue 2

- ▶ I need a report typed. It's not large, but I want it typed as soon as possible.
- ▶ Certainly, sir. When do you need it?
- ▶ By tomorrow morning.
- ▶ Would you like me to send the porter up to get the report now?
- ▶ Yes, please.
- ▶ What's your room number?

Dialogue 3

- ▶ Housekeeping. Can I help you?
- ▶ We need some more towels and a couple of extra blankets.
- ▶ Can you give me your room number, please?
- ▶ 441
- ▶ I'll send the maid up with them right away.
- ▶ Thank you.

Dialogue 4

- ▶ Housekeeping. May I help you?
- ▶ Yes, I'd like to have some things washed as soon as possible.
- ▶ If you hand them in right away they'll be ready at 8 a.m. tomorrow.
- ▶ That'll be fine.
- ▶ There's a laundry bag in your wardrobe. Put your things in it and fill in the laundry list. I'll send the maid right away to pick it all up.

Dialogue 5

- ▶ Housekeeping department. Can I help you?
- ▶ Yes, I need my suit pressed, and I am in a hurry. I know it is late but can you get it done this evening?
- ▶ I'm sorry sir, but today is Saturday, and the laundry service closed at 5 p.m.
- ▶ Oh, how annoying.

Dialogue 6

- ▶ Oh, hello, is that reception?
- ▶ Speaking.
- ▶ My wife and I have rather a lot of clothes and we need some more coat hangers. We're in room 549.
- ▶ I'll get someone to bring some coat hangers up right away.

Dialogue 7

- ▶ Oh, hello, is that reception? Look, I've forgotten all my shaving stuff. Can I get a razor and some shaving cream?
- ▶ Yes, we can provide all these items. If you contact housekeeping, they will help you. Just dial 121.
- ▶ Oh, 121, I see. Thank you.

Dialogue 8

- ▶ Hall Porter.
- ▶ Were there any messages or telexes for me this afternoon? The name's Carr.
- ▶ What's your number, please?
- ▶ 411
- ▶ Just a moment, please and I'll check. Yes, there's a telex for you. Would you like me to send the porter up with it?
- ▶ Yes, please.
- ▶ All right, sir. He'll be right up.



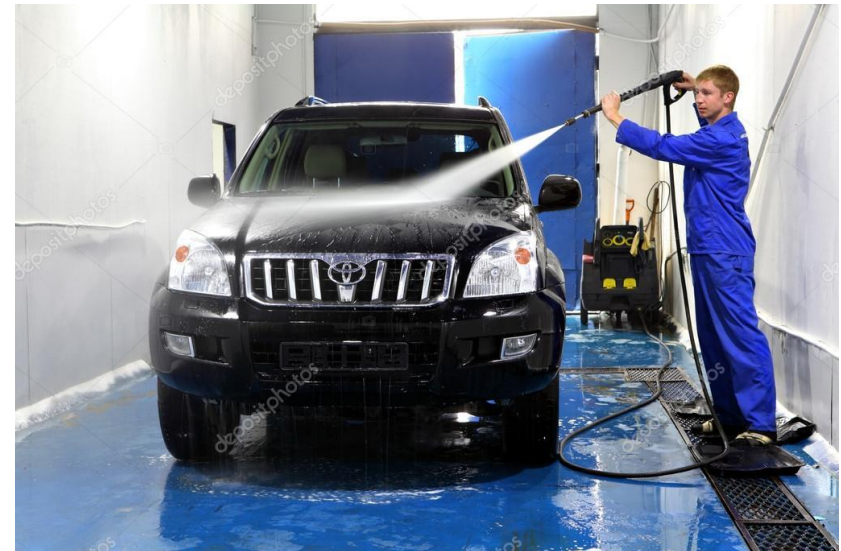
Have something done

Have/get something done = somebody does it for us

► John washed his car.
(he did it himself)



► John had his car washed.
(he paid for carwash service)

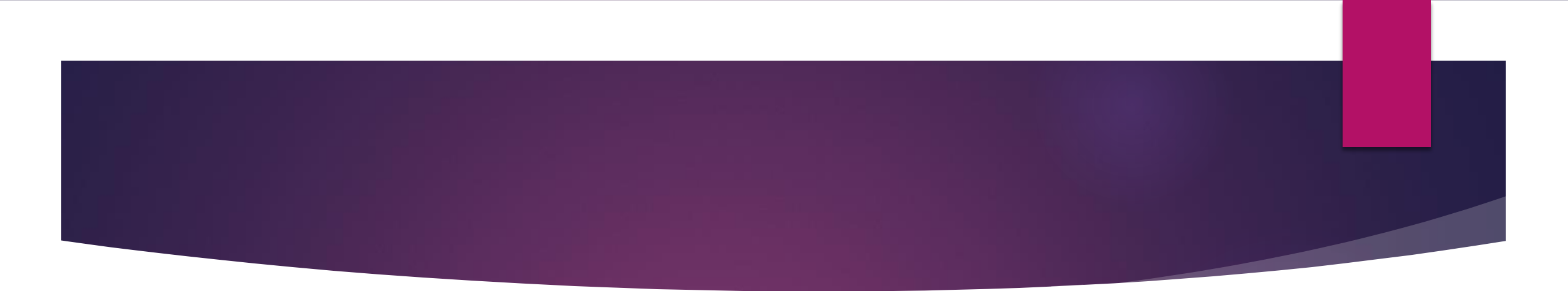


Have/get sth done

- ▶ I'd like to have my coat cleaned.
- ▶ Can I have my shirts washed?
- ▶ I think you should get your hair done.
- ▶ will have/can have/have/has/had + OBJ + ED/3.

practice

- ▶ Did you cut your hair yourself?
 - ▶ - No, I...
 - ▶ Did they paint the house themselves?
 - ▶ -No, they..
 - ▶ Will Jim cut down that tree himself?
 - ▶ -No, he...
- Did you cut your hair yourself?
 - - No, I had my hair cut.
 - Did they paint the house themselves?
 - -No, they had the house painted.
 - Will Jim cut down that tree himself?
 - -No, he will have the tree cut.

- 
- ▶ It'll be a long journey. We'd better... before we set out.
(the car/service)
 - ▶ I'll be late back after lunch. I'm going to...(my hair/do)
 - ▶ Doesn't Mark look smart? He.... Specially for the wedding
(that suit/make)
 - ▶ We're planning to.... While we're on holiday (the
house/redecorate)

verb + (OBJ) + to infinitive

verb + (OBJ) + to infinitive

- ▶ I want to speak to the manager.
- ▶ He'd like to come.
- ▶ We expected to be late.
- ▶ I want you to speak to the manager.
- ▶ He'd like me to come.
- ▶ We expected him to be late.

Rephrase

- ▶ Shall I book a ticket for you? -> Do you want me to book a ticket for you?
- ▶ Shall I wake you up at 6?
- ▶ Shall I extend your stay?
- ▶ Shall I prepare his bill by tomorrow?
- ▶ Shall I call you a taxi?
- ▶ Shall I post the charge now?

Ask questions

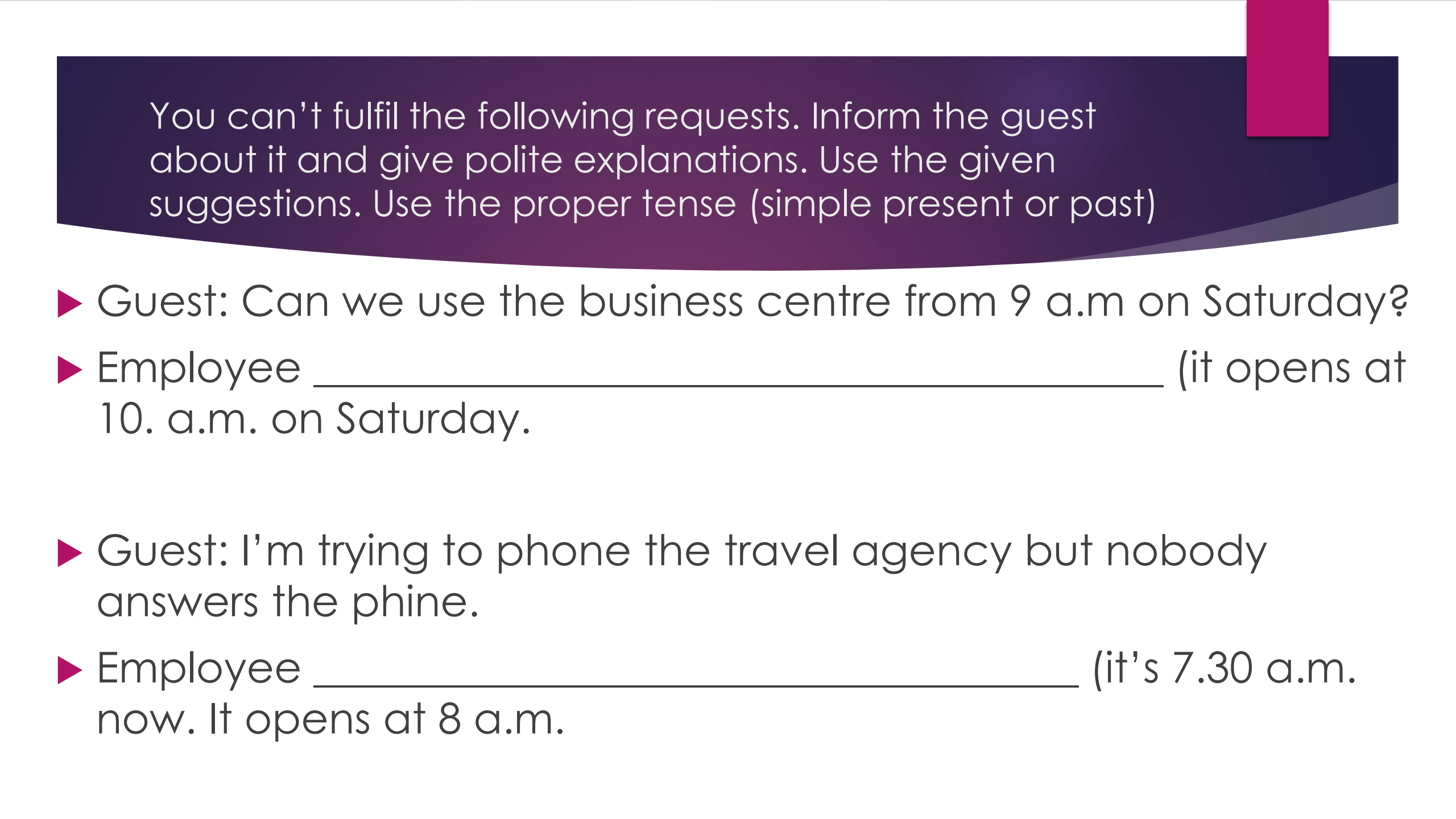
- ▶ I want you to buy something for supper. → What do you want me to buy?
- ▶ They want us to come to see them. (when)
- ▶ When do they want us to come to see them?
- ▶ The manager wants you to write the report. (why)
- ▶ Why do the manager wants you to write...?
- ▶ He wants you to bring his notes. (When)
- ▶ When does he want me to bring his notes?
- ▶ They want us to discuss the question. (How soon)
- ▶ How soon do they want us to discuss...?



apologising & giving
reasons

apologising & giving reasons

- ▶ I'm very sorry (but)... you can't have breakfast now.
- ▶ I'm afraid (but)... the restaurant is closed./you can't speak to the manager.
- ▶ Unfortunately..., the bank closes at 5 p.m.



You can't fulfil the following requests. Inform the guest about it and give polite explanations. Use the given suggestions. Use the proper tense (simple present or past)

- ▶ Guest: Can we use the business centre from 9 a.m on Saturday?
- ▶ Employee _____ (it opens at 10. a.m. on Saturday.
- ▶ Guest: I'm trying to phone the travel agency but nobody answers the phine.
- ▶ Employee _____ (it's 7.30 a.m. now. It opens at 8 a.m.

- ▶ Guest: Can I reserve a table for four for Tuesday?
- ▶ Employee: _____ (not a single vacant table at 7 p.m. but only at 8 p.m.)
- ▶ Guest: Can I have a parking place, please?
- ▶ Employee _____ (full, not a single vacant lot)
- ▶ Guest: Is it OK to use the pool on Sunday evening?
- ▶ Employee: _____ (the pool closes at 6 p.m. on Sundays)

A. Here's a list of special requests. Decide which service centre, hotel department or member of a staff should deal with the request?
B. Reply to the requests.

- ▶ 1. It's very cold in the room. Could you give me an extra blanket?
- ▶ 2. I'd like to have my suit ironed.
- ▶ 3. Could I possibly have my things washed today?
- ▶ 4. I have an unexpected visitor. Could you send a bottle of champagne to room 444?
- ▶ 5. We'd like to go for a drive in the country on Sunday. Could I hire a car?
- ▶ 6. I'd like to extend my stay.
- ▶ 7. Could you please book two tickets for the opera tomorrow?
- ▶ 8. Could you wake me up at 6 tomorrow morning?
- ▶ **Hotel employees:** reservations agent, hall porter, housekeeper, receptionist, cashier, concierge, porter, night porter
- ▶ **Hotel service centres:** Room service, laundry, dry cleaning, valet service, rent-a-car service, hotel switchboard
- ▶ **Departments:** housekeeping, maintenance, engineering

Complete the dialogues

Dialogue 1

- ▶ Good afternoon. May I _____ you?
- ▶ We would like to go to the ballet on Sunday evening. Can we still _____ the tickets?
- ▶ How many would you _____?
- ▶ Three.
- ▶ Just a moment please..... I'm sorry, there aren't any tickets left for Sunday evening. But there is a matinee performance on Sunday. Would you _____ me to get you the tickets?
- ▶ No thank you, we won't be here.

Dialogue 2

- ▶ I'd like to get my hair _____. Is there a _____ in a hotel?
- ▶ Yes, madam. Would you like me to make an _____ for you?
- ▶ That would be nice. I'd _____ to go at about 2.00.
- ▶ Could you tell me your name and room number, please?

Dialogue 3

- ▶ I need a short report typed.
- ▶ Certainly, sir. When do you _____ it?
- ▶ By tomorrow morning.
- ▶ Would you like me to _____ the porter up to get the report right _____?
- ▶ Yes please.
- ▶ What's your room number?

Dialogue 4

- ▶ I need the parcel sent _____ away. Can you send someone to _____ it up?
- ▶ Certainly sir. What's your room number? I'll send the _____ immediately.