



# HOTEL SERVICES

Unit 9



# Services, facilities and amenities

- **Service** - work done or duties performed by hotel staff.
- **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



# Handling Guest Requests for Services

## Comprehension check p. 87

- How can a hotel inform a guest about its services?
- What is the role of front desk employees in meeting guest requests?
- Why do more hotels employ a concierge?
- What special equipment and supplies do guests most often ask for?
- What special requests may business travellers have?
- Should front desk employees handle unusual requests? Why?

A printed directory



# dry cleaning & laundry service

- 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)

- 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)



# entertainment

- Cinema
- Theatre
- Opera
- Concerts
- Etc.





# games

- Chess
- Children's games
- Game room



# golf

- golf course



# ironing

- Iron
- Ironing board





taxi / cab

- book a taxi
- hail a taxi



writing paper/ stationery



# night porter

- On call from 10 p.m. to 7 a.m.
- He has a supply of drinks

# newspapers





# safe/safety deposit

- valuables





# HOTEL SERVICES AND FACILITIES

Essential vocabulary



# F&B service

- Restaurant
- Bar
- Room service



# meals

- Breakfast

Continental, buffet etc.

- Lunch

- dinner





# dining facilities

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



# uniformed service

- Concierge
- Valet parking attendant
- Bell person/ bell attendant
- Door attendant



# office support services

- secretarial services
- translation
- printing & photocopying



# transportation services

- airport pick-up
- limousine service
- courtesy van





# other services and related facilities

- Wake-up service
- Laundry
- Dry cleaning
- Car/ limousine rental
- Garage, car park etc.

# Special requests

- Roll-away beds and cribs
- Additional linen (pillows, sheets, blankets, towels)
- Irons and ironing boards
- Additional clothes hangers
- Audio-visual and office equipment
- Special equipment for physically handicapped guests

# Informing guests about services and facilities

presence/ or absence

- The hotel provides/offers...
- Room service is available...
- The hotel has (hasn't) got...
- There is (isn't).../are (aren't)...
- The concierge may arrange...

# Working hours

- The restaurant is open from ... to ...
- The bar opens at ... and closes at ...
- The restaurant doesn't open till 2 pm.



# Location

- The restaurant is on the ground floor, just across the lobby.
- the off-site business centre is only a 5-minute walk from here.



# THE PASSIVE VOICE

# AM/IS/ARE + past participle (-ed/III)

- Writing paper is provided in a special folder...

modal verb (CAN/MAY/SHOULD/MUST) +  
be + past participle (-ed/III)

- Newspapers **may be ordered** from Reception and **will be delivered** to your room in the morning.
- Room keys **should be** left at the reception.

- You may order newspapers at the reception desk.
- You may park your car in our underground garage.
- You may obtain a free public transportation pass at the front desk.
- You should leave your room key at the reception.
- You may exchange foreign currency at the exchange office.
- You may rent a car at the agency.
- We serve coffee and cocktails in the foyer, too.
- You can taste traditional local dishes at our restaurant.



# provide/refer/follow up/handle/meet/ record/contact/arrange/make

- I tried to \_\_\_\_\_ him at his office, but he wasn't in.
- We haven't yet been able to find a house that \_\_\_\_\_ our needs.
- The duty of a front desk agent is to \_\_\_\_\_ all complaints and requests.
- The guest asked for additional hangers and the receptionist \_\_\_\_\_ the request to housekeeping department.
- Receptionists are obliged to \_\_\_\_\_ on every guest request recorded at the front desk to be sure that the request is fulfilled.
- The duty of a concierge is to \_\_\_\_\_ guests' requests.
- A concierge would normally \_\_\_\_\_ reservations for dining, \_\_\_\_\_ for theatre tickets and transportation, and \_\_\_\_\_ information on cultural events and local attractions.

answers: contact, meet, record, referred, follow up, handle, make, arrange, provide

- wake-up
- newspaper
- transportation
- entertainment
- airport
- banquet
- language
- complimentary
- valet
- car

- translation
- rental
- pick-up
- parking
- arrangements
- reservations
- calls
- delivery
- meal service
- morning coffee

- wake-up
- newspaper
- transportation
- entertainment
- airport
- banquet
- language
- complimentary
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- car

- calls
- delivery
- arrangements
- reservations
- pick-up
- meal service
- translation
- morning coffee
- parking
- rental

# item/receipt/safe/brochure/premises/ supply/loan/stationery/folder

- \_\_\_\_\_ an amount of something available for use
- \_\_\_\_\_ something which is part of a list or group of things
- \_\_\_\_\_ an act of borrowing or lending something
- \_\_\_\_\_ a piece of paper which proves that money or goods have been received
- \_\_\_\_\_ the land and buildings owned by a company or organization
- \_\_\_\_\_ things for writing such as paper, pens...
- \_\_\_\_\_ a piece of plastic or cardboard used for keeping paper
- \_\_\_\_\_ a small book giving information or advertising sth.
- \_\_\_\_\_ a strong box in a bank where you can keep money or valuable things.

Supply, item, loan, receipt, premises, stationery, folder, brochure, safe

# item/receipt/brochure/premises/supply /loan/folder

- There is no writing paper in the \_\_\_\_\_ Can you send someone to bring some?
- Iron and ironing board are available on \_\_\_\_\_ Our bar has a good ... of drinks.
- Our bar has a good \_\_\_\_\_ of drinks.
- Smoking is not allowed anywhere on the hotel \_\_\_\_\_
- The guests can learn about the local attractions from a tourist \_\_\_\_\_
- The hotel advises guests to keep a valuable \_\_\_\_\_ in the safe deposit box.
- When you leave your valuables in a deposit, you get a \_\_\_\_\_ signed by the front desk agent.



internet/secretarial/translation/computer/audio-visual/conference/exercise/sauna/tour guide/beauty/health and fitness/indoor pool

- We have a fully equipped business centre, including \_\_\_\_\_ rooms with all the latest \_\_\_\_\_ equipment. Our range of hi-tech \_\_\_\_\_ services includes full \_\_\_\_\_ access. We can arrange full \_\_\_\_\_ services plus a full \_\_\_\_\_ in several languages. Enjoy the wonderful panoramic views over the mountains, as you work out in our \_\_\_\_\_ club, with all the latest \_\_\_\_\_ equipment. Visit the \_\_\_\_\_ salon. Relax in the ... \_\_\_\_\_ ,or go for a swim in the heated \_\_\_\_\_. If you would like to go sightseeing, we can arrange for a \_\_\_\_\_ to show you the sights.
- Conference, audio-visual, computer, internet, secretarial, translation, health and fitness, beauty, sauna, indoor pool, tour guide

equipped/private/available/cuisine/wear/elegant/capacity/banqueting/lounge/pastry/choice

- Our hotel has a good of \_\_\_\_\_ of dining facilities. Besides the restaurant with the bar, there is a \_\_\_\_\_ shop, a cocktail \_\_\_\_\_ and a \_\_\_\_\_ room. The restaurant is spacious and \_\_\_\_\_. It is on the ground floor. The restaurant \_\_\_\_\_ is 120 covers. It is open for breakfast, lunch and dinner. Guests must \_\_\_\_\_ jacket and tie after 6pm. The restaurant is famous for its fine \_\_\_\_\_. It serves classical French and British dishes. A traditional English breakfast is \_\_\_\_\_ in the morning. Our \_\_\_\_\_ dining and meeting rooms are suitable for meetings, receptions, cocktail parties. They are \_\_\_\_\_ with business and presentation facilities.
- Choice, pastry, lounge, banqueting, elegant, capacity, wear , cuisine. Available, private ,equipped

- restaurant capacity = number of covers  
(guests served at a table)
- Lounge – area where you can sit and relax (or wait)
- hotel lounge
- cocktail lounge
- Pastry - baked products made from flour, eggs, milk etc.
- Pastry shop
- Cuisine (Italian, French, Serbian cuisine, traditional)
- Cuisine vs kitchen

# Write a short passage about the services and facilities the hotel provides:

Parking -100 cars  
capacity

Souvenir, gift  
shop

Hairdressing  
salon

Playground for  
children

Business centre

Audio-visual  
equipment

Fitness centre  
with a swimming  
pool and sauna

Two restaurants  
with international  
and traditional  
cuisine

Room service  
24h