

# **WHERE TO STAY: Session 2. Facilities**



## Caso práctico






In session 1, Alan Bennet explained to us how to choose the best accommodation when you are planning your holidays. Now, he is going to give information about the facilities of the hotel where he works.

'As a hotel manager, I'm going to give information about the hotel where I work. It is a spectacular resort situated in the city centre, a five-minute walk from the main shopping district and with easy access from the airport.

Our impeccable accommodation offers spacious double and single rooms as well as executive suites where you'll feel satisfied if you're on business since office equipment is available. All rooms have air-conditioning, WI-FI connection and satellite television.

It's amazing the punctuality and permanent courtesy of our room service which will provide you with a home away from home.

Our modern hotel provides not only accommodation for tourists but also business and entertainment centres. Our conference room and business centre can  hold business  summits and meetings. Our hotel  fully-fledged entertainment complex includes fitness room, tennis court and live band music every night in one of our bars for the exclusive use of our guests. Other bonuses included in the price of the room are laundry service, massage room and lock boxes for valuable assets.

As offering services for disabled people is one of our top priorities, we provide accessible bedrooms and bathrooms in such a way that we can do everything possible for those with any kind of disability to book and stay at our hotel.

The high-class service offered by the staff at the reception desk of the hotel will be pleased to book a variety of city tours for you and if you are interested in buying souvenirs and you don't want to leave the hotel, at our gift shop you'll find souvenirs to remind you of your stay.'

Adapted from: <http://www.britishcouncil.org/learnenglish-professionals-specialisms-hotel-english-1.htm> <http://www.city-of-hotels.com/150/hotel-business.html>



## Think about it

What type of facilities do you need in a hotel when you are on holidays? Do you normally look for high-class accommodation with luxurious facilities to go on holidays? Have you ever felt embarrassed while staying at a hotel?

# 1. What to say: Writing welcome letters

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## Quotes to make you think

"When you travel, remember that a foreign country is not designed to make you comfortable.

It is designed to make its own people comfortable."

*Clifton Fadiman*

**Welcome letters** are used to make your hotel guests feel familiar to the hotel as soon as possible. It is a good way to thank your guests for choosing your hotel. It demonstrates that you value them. Use these letters to inform of any event held in the hotel and at the same time offer your guests all the facilities available.



### In any welcome letter you should:

- ✓ Value your guests and formally welcome them to your hotel.
- ✓ Thank the guest for choosing your hotel.
- ✓ Inform the guest of any programme or event to be [held](#) in the hotel or nearby.
- ✓ Offer the guest facilities available.
- ✓ Finally, offer the guest a happy stay and provide him/her with the essential contact details for possible complaints.



## You should know

For an example of a welcome letter click on the following link:

 [Sample of a welcome letter](#). (0.06 MB)

# 1.1. Now you put it into practice (I)

## Self-evaluation



Read the welcome letter presented above and match the following sentences from the letter to the parts any welcome letter should have.

### Matching exercise

Parts of a welcome letter	Relación	Examples
Value your guests and welcome them to your hotel.	<input type="radio"/>	1.- You can enjoy our Continental Breakfast from 7.30 <u>a.m.</u> to 10.30 a.m.
Thank the guest for coming to your hotel.	<input type="radio"/>	2.- If there is anything we can do to make your visit more enjoyable please contact Guest Services.
Inform the guest of any programmes and events available.	<input type="radio"/>	3.- We are honoured that you have selected our property for your lodging needs.
Offer the guest facilities.	<input type="radio"/>	4.- Thank you for choosing Country Inn and Suites.
Offer contact details for possible complaints.	<input type="radio"/>	5.- We have laundry supplies at your disposal.

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# Self-evaluation

Read the welcome letter again and find words in the text for the following definitions, and write them in the gaps.

- ✓ Temporary accommodation: .
- ✓ A room which is typically near the entrance of a public building: .
- ✓ A system which doesn't need wires to transmit signals: .
- ✓ Internet available .
- ✓ The opposite of indoor: .
- ✓ A room or building where clothes are washed and ironed: .
- ✓ The action of buying: .
- ✓ An investigation of the opinions of a group of people based on a series of questions: .
- ✓ Objective, desired result: .

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## A step ahead

To read more sample texts click on the following link and you will become an expert on writing: reservation confirmation e-mails, pre-arrival messages, pre-arrival checklists, departure notes or even guest satisfaction surveys.

[Sample texts.](#)

## 2. How to say it: -ed/-ing adjectives



### Think about it

Look at the following adjectives and think which of them you would use to describe the job of a receptionist at a hotel:

- ✓ Boring.
- ✓ Interesting.
- ✓ Tiring.
- ✓ Satisfying.
- ✓ Depressing.
- ✓ Exciting.
- ✓ Amazing.



And, which of the following adjectives can you use to describe how you feel when you work as a receptionist?:

- ✓ Bored.
- ✓ Interested.
- ✓ Tired.
- ✓ Satisfied.
- ✓ Depressed.
- ✓ Excited.
- ✓ Amazed.

In English there are many adjectives ending in **-ing** and **-ed** and it is important to consider their difference in meaning:

- ✓ **-ing adjectives describe a situation. These adjectives have an active meaning. My job is exciting!**
- ✓ **-ed adjectives describe how a person feels about a situation. These adjectives have a passive meaning since something causes you to feel in a specific way. I feel excited about my new job.**



## A step ahead

For a full list of –ed / -ing adjectives go to the following link:

[-ed / -ing adjectives.](#)



## Ejercicio Resuelto

Click to read the Spanish translation.

[Mostrar retroalimentación](#)



## **2.1. Now you put it into practice (II)**

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**Self-evaluation**



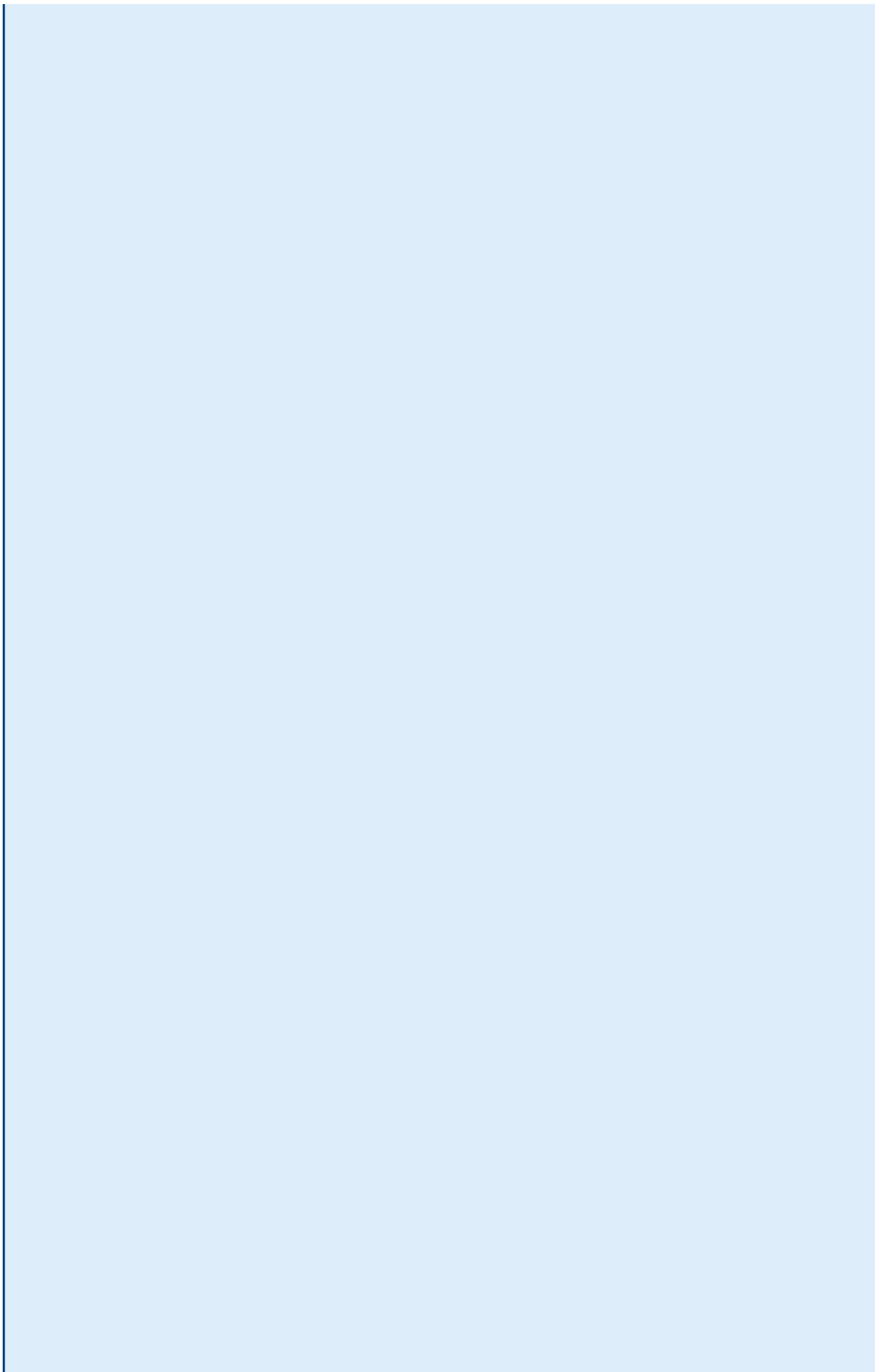
Match an adjective in –ed or –ing to describe your feelings and to describe the following situations respectively:

### Matching exercise

Situation	Match	Adjectives	
		I felt...	The situation was...
The waiter 🍷 spilled water on my trousers.	<input type="radio"/>	1. annoyed.	1. annoying.
Every night the band's live music was the same.	<input type="radio"/>	2. excited.	2. exciting.
When I worked as a receptionist, I worked all day. It was awful!	<input type="radio"/>	3. embarrassed.	3. embarrassing.
After checking in we realized the rooms were not ready.	<input type="radio"/>	4. tired.	4. tiring.
We had a high-class suite, but we didn't know how to use its new technologies.	<input type="radio"/>	5. confused.	5. confusing.
Thanks to the sport facilities the hotel had, we spent a great two-week holiday.	<input type="radio"/>	6. disappointed.	6. disappointing.
When the receptionist told me there was a roller coaster near the hotel I really wanted to go.	<input type="radio"/>	7. exhausted.	7. exhausting.
We had a reservation at the hotel, but we had to cancel it.	<input type="radio"/>	8. bored.	8. boring.
We went shopping for souvenirs and we were walking for two hours.	<input type="radio"/>	9. entertained.	9. entertaining.

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# Autoevaluación



Choose the correct answer:

Are you \_\_\_\_\_ in studying English? It's very useful for hotel industry jobs.

- interesting.
- interested.

As the hotel was at the heart of the city center, I didn't get \_\_\_\_\_ at all.

- bored.
- boring.

It was an \_\_\_\_\_ hotel for both business travellers and tourists.

- amazing.
- amazed.

Although it was a five-star hotel, it was a \_\_\_\_\_ experience for us since everything was out of order.

- frustrated.
- frustrating.

I was really \_\_\_\_\_ when they told me I could take advantage of the luxurious hotel sports facilities.

- excited.
- exciting.

The weather was \_\_\_\_\_. Thank goodness we had the heated indoor pool.

- depressing.
- depressed.



## You should know

To go on practising on the difference between –ed and –ing adjectives, you should do the activity on the following link.

[ed / -ing adjectives.](#)



## A step ahead

You will find more information and exercises on –ed / -ing adjectives on the following site:

[More about –ed/-ing adjectives](#)

## 2.2. Adjectives vs. Adverbs

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As you already know from session 1, adjectives are used to describe nouns, and they are placed in front of the noun they are describing:

- ✓ *A luxurious hotel*
- ✓ *Idyllic scenery*
- ✓ *A friendly atmosphere*



### Think about it


But, what's the difference between an adjective and an adverb? When do you use an adjective and when do you use an adverb? Look at the following examples and try to answer the questions:

- ✓ *The hotel manager speaks **perfect** English.*
- ✓ *The hotel manager speaks English **perfectly**.*

Mostrar retroalimentación

Sometimes you are not sure when to use an adverb or an adjective. So look at the following characteristics and it will be easy for you to establish a difference between an adjective or an adverb:


### An adjective:

- ✓ It is used before a noun or after verbs like **be, look, feel, sound,  taste, smell, appear, seem..**
  - *She'll **be excited** when you tell her you are going on a cruise.*
  - *The restaurant the hotel staff recommended **looked awful**.*
  - *Our rooms **smelled bad** so we made a complaint.*

### An adverb:

- ✓ If adjectives are used to describe nouns, adverbs are used to tell us about a verb. It describes how something is done.
  - *The hotel manager speaks English **perfectly**.* How does he speak English?
  - *As the weather was depressing and it rained **heavily** we couldn't leave the hotel.* How did it rain?
  - *Last summer our guests behaved **angrily** all the time.* How did they behave?
- ✓ As you can see from the examples most adverbs are made by adding **-ly** to an adjective:

### Adverbs made by adding -ly

Adjective	Adverb
Sad.	Sadly.
Serious.	Seriously.
Perfect.	Perfectly.
Quiet.	Quietly.
Bad.	Badly.
Heavy.	Heavily.
Easy.	Easily.
Safe.	Safely.
Terrible.	Terribly.
Simple.	Simply.
 careful	Carefully.





## A piece of advice

You should be careful with the spelling rules when adding **-ly** to adjectives:

- ✓ If an adjective ends in consonant +y, it changes to **-i** before the suffix **-ly**: *Easily, Heavily* (exception: 🙄 *shy* > *shyly*)
- ✓ If an adjective ends in **-e**, we keep **-e** before the suffix **-ly**: *Safely*.
- ✓ If an adjective ends in **-le**, the final **-e** turns into **-y**: *Terribly, Simply*.
- ✓ If an adjective ends in **-l**, it gets doubled when adding **-ly**: *Carefully*.

- ✓ There are words ending in **-ly** which are not adverbs, they are adjectives like the following ones:

*friendly, lovely, lively, lonely.*

- ✓ There are adverbs which do not end in **-ly**:
  - ◆ **Well** is an irregular adverb which comes from the adjective **good**.
  - ◆ **Fast, Hard, Late, High** can be both adjectives and adverbs. (*It is a high building. The plane flew high above.*)
  - ◆ We can also say **highly** if combined with an adjective: *This trip is highly recommended.*
  - ◆ The words **lately** and **hardly** are adverbs in English, but they are not derived from the adjectives **late** or **hard** respectively.
  - ◆ **Lately** means **recently**.
  - ◆ **Hardly** means 🙄 **scarcely**, 🙄 **barely**
- ✓ Adverbs can also be used to modify adjectives or other adverbs:
  - ◆ *This bed and breakfast is **surprisingly quiet**.* (adverb + adjective).
  - ◆ *The room service came **incredibly quickly**.* (adverb + adverb).



## Ejercicio Resuelto

Click to read the Spanish translation.

[Mostrar retroalimentación](#)

## 2.3. Now you put it into practice (III)

### Self-evaluation



Complete each sentence using a word from the list. You must decide between the adjective or the adverb of each pair i.e. if you use, for example, perfect in one sentence, perfectly cannot be used in another sentence.

serious / seriously → special / specially → perfect / perfectly →  
complete / completely → hard / hardly → colourful / colourfully →  
fluent / fluently → terrible / terribly → exact / exactly → soft / softly.

- ✓ She was hired at the travel agency because she speaks German .
- ✓ As he is vegetarian the cook prepared the meal  for him.
- ✓ The live band music gave a  performance last night.
- ✓ At night the campsite was very quiet. There was  silence.
- ✓ The hotel manager is  upset about losing his job.
- ✓ When I'm on holidays I love wearing  clothes.
- ✓ The receptionist should speak more  to their guests.
- ✓ The hotel staff works really .
- ✓ I don't know  where the hotel resort is.
- ✓ Why does the hotel manager always look so  ? He should smile a bit more.

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# Self-evaluation

Watch the following video to review the difference between adjectives and adverbs as well as the formation of adverbs.

Vídeo de BildungInteraktiv alojado en [Youtube](#)

Meanwhile you are watching the video complete the following sentences with the information from the video.

- ✓ We use the adjective **sick** after the verb **feel**, because **feel** is a verb of [redacted]
- ✓ Adverbs can be used to describe [redacted] [redacted] or [redacted]
- ✓ After verbs of perception, sense, and change of state we use an [redacted]
- ✓ We use an adverb after the verb **look** in the sentence **His dad looked angrily at him** because **look** expresses an [redacted] It is not a verb of [redacted] in this example.
- ✓ **Shy** and [redacted] are two exceptions of adjectives ending in -y.
- ✓ The adverb from the adjective **fanatic** is [redacted]
- ✓ The adverb from the adjective **friendly** is *in a friendly* [redacted]
- ✓ The three examples of adjectives and adverbs with the same form are **daily**, **late** and [redacted]

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## A step ahead

Are you ready to test your adverb knowledge? You can try the following adverb quizzes. Read the information on the factsheets before starting the quiz if you don't feel confident enough.

[Adverb quiz.](#)

You can do more exercises on the difference between adjectives and adverbs in the following link.

[Adjective or adverb? The difference.](#)

### 3. Words you need: Facilities in a hotel

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Many hotels offer their guests facilities and services for them to use and enjoy. If you are a hotel employee, you must be familiar with them to offer a quality service to your guests since the list of facilities a guest may ask for could be endless. They could even ask you about facilities near the hotel.



#### Think about it

Would you like to stay at Alan Bennet's hotel?

Do you remember the facilities he described in the introduction of the unit? In the following table you have a list of the facilities you can find in a hotel; which of them would you like to have if you went on holidays? And if you went on business?

## ✓ Facilities and services in a hotel

- 1.- Restaurant.
- 2.- Spa.
- 3.- Sauna.
- 4.- Fitness room.
- 5.- Gift shop.
- 6.- Conference room.
- 7.- Business centre.
- 8.- Indoor swimming pool.
- 9.- Outdoor swimming pool.
- 10.- Car park.
- 11.- Room service.
- 12.- Tennis court.
- 13.- Wi-Fi connection.
- 14.- Live band music.
- 15.- Centrally heated rooms.
- 16.- Bar Service.
- 17.- Jacuzzi.
- 18.- Facilities for disabled people.
- 19.- Mini-bar service.
- 20.- Mini golf.
- 21.- Water sports.
- 22.- Baby-sitting service.
- 23.- Air-conditioned rooms.
- 24.- Lift (US: elevator).
- 25.- Satellite TV.
- 26.- Doctor service.
- 27.- Laundry service / dry cleaning.
- 28.- Hair dressing salon.



## Ejercicio Resuelto

Click to read the Spanish translation.

[Mostrar retroalimentación](#)


## 3.1. Now you put it into practice (IV)

### Self-evaluation



What is the meaning of the following symbols? Write the facilities or services a hotel provides next to each symbol.

#### Facilities and services in a hotel

	1. <input type="text"/>		2. <input type="text"/>
	3. <input type="text"/>		4. <input type="text"/>
	5. <input type="text"/>		6. <input type="text"/>



7.

[Redacted]



8.

[Redacted]



9.

[Redacted]



10.

[Redacted]



11.

[Redacted]



12.

[Redacted]



13.

[Redacted]



14.L

[Redacted]

or

[Redacted]

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## Self-evaluation

Match the questions which a guest may ask a hotel employee to the appropriate answer:

### Matching exercise

Question	Match	Answer
Where can I get a good  workout?	<input type="radio"/>	a. Certainly sir, the Business Center can handle all your needs.
We're looking for a Thai restaurant. What would you suggest?	<input type="radio"/>	b. You might try Patong beach road. There are a lot of shops that cater specifically to tourists.
Does the hotel have facilities for getting online?	<input type="radio"/>	c. Absolutely sir; the Kids Club provides planned activities for children from four to twelve years old.
Is it possible to eat by the pool?	<input type="radio"/>	d. Yes sir, let me get you a brochure that describes them and their locations.
Does the hotel have activities for children?	<input type="radio"/>	e. Well, you could always go on a snorkelling tour. It's always fun and requires no experience.
Where can I do some shopping for souvenirs?	<input type="radio"/>	f. The hotel gym is available for your convenience.
I'm looking to try an easy water sport. Do you have any suggestions?	<input type="radio"/>	g. There is a movie theater at Central Festival in Phuket city.
Does the island have any good golf courses?	<input type="radio"/>	h. Of course sir. Would you like me to reserve a tee off time for you?
My kids want to see a movie. Where should we go?	<input type="radio"/>	i. The Thai Restaurant located by the Lost Horizons pool is always an excellent choice.
I understand that there are some beautiful Buddhist temples on the island. Is that correct?	<input type="radio"/>	j. Of course sir, just ask any of the pool staff for a menu.

Adapted from: <http://www.hotel-tefl.com/hotel-facilities/facilities-3/>

Enviar





## You should know

Read the following brochure advertising a hotel – Columbia Tower Hotel. It provides information about the facilities it offers.

[Hotel brochure.](#)

Choose a hotel of the area where you live and write for the forum a short brochure describing its characteristics and facilities. You can follow the brochure advertising Columbia Tower Hotel.

Look for a partner in the forum and role-play the conversation activity explained in the link below. With this activity you will be ready to deal with a situation in which a guest seeks information about different facilities and services. You can follow the model provided.

[Conversation activities – Hotel facilities.](#)



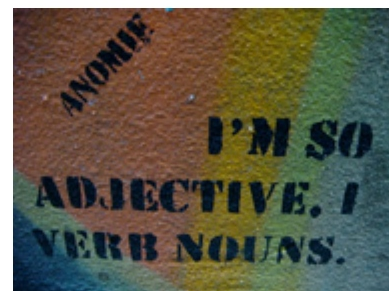
## A step ahead

To consolidate vocabulary related to furniture and accessories in a hotel as well as facilities, click on the following link and watch the presentation:

Video de OnTargetEnglish alojado en [Youtube](#)

## 3.2. Collocations (adjective + noun)

In session 1 we studied adjectives to describe a hotel and establish comparisons. Now, we are going to describe hotels, but we are going to do so by means of collocations.



A collocation is a combination of words that co-occur together:

- ✓ Verb + noun: *make arrangements, ride a bike, do aerobics.*
- ✓ Verb + adjective : *get sick, go bald*
- ✓ Adjective + adjective: *black and white (Not: ~~white and black~~), safe and sound.*
- ✓ Adjective + noun: *strong tea, powerful computer, beautiful woman, handsome man, tall man, high mountain.*
- ✓ Noun + noun: *pen and paper, tennis court, football pitch, golf course.*



### Think about it

Look at the examples above and answer the following question:

Can you say **do arrangements, drive a bike, powerful tea or tennis pitch?**

Mostrar retroalimentación

In this unit we are going to focus on the combination of adjectives + nouns used to describe hotels:

✔ **Collocations: adjective + noun**

- 1.- Understated → elegance.
- 2.- Deluxe → accommodation, suites, facilities, resort.
- 3.- Luxurious → accommodation, suites, facilities, resort.
- 4.- Spectacular → scenery, settings.
- 5.- Unique → facilities, attractions, settings.
- 6.- Stunning → facilities, scenery, settings, resort.
- 7.- Superb → suites, attractions, scenery, settings, facilities.
- 8.- Idyllic → scenery, settings.
- 9.- Picturesque ( /,pɪktʃə'resk/) → scenery, settings.
- 10.- Sublime → service, scenery, settings, resort, accommodation, facilities.
- 11.- Sophisticated → service, accommodation, elegance.
- 12.- Charming → scenery, settings, resort.
- 13.- Delightful → scenery, settings, suites.
- 14.- Impeccable → service, accommodation, suites.
- 15.- High-class → service, accommodation, suites, elegance, facilities, resort.



## Ejercicio Resuelto

Click to read the Spanish translation.

[Mostrar retroalimentación](#)

## **3.3. Now you put it into practice (V)**

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# Self-evaluation



Which adjectives would you use to describe the following nouns related to the hotel industry? (Write letters in alphabetical order in the gaps):

## Matching exercise

Nouns	Match	Adjectives
Facilities	● ● ● ● ●	a. Unique
Accommodation	● ● ● ● ●	b. Stunning
Suites	● ● ● ● ●	c. Spectacular
Service.	● ● ● ●	d. Idyllic
Scenery	● ● ● ● ● ● ● ●	e. Sublime
		f. Charming
		g. Impeccable
		h. Delightful
		i. Picturesque
		j. Superb
		k. Luxurious
		l. Sophisticated
		m. High-class

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# Self-evaluation

Fill in the gaps with the correct adjective from the box below:

high-class → superb → stunning → impeccable → luxurious.

- ✓ The scenery from my room was [REDACTED].
- ✓ The standards of service are [REDACTED].
- ✓ That's the most [REDACTED] room I've ever been to. Even my slippers had my name on them!
- ✓ The hotel in London offers [REDACTED] attractions for children.
- ✓ For their holidays they chose a [REDACTED] hotel resort. They're very rich.

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## You should know

Read the article that you can find in the following link and do the collocation quiz:

[collocations](#)






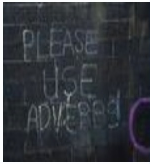





## A step ahead







To improve your knowledge of collocations try the following interactive quiz:

[Collocations interactive quiz](#)

# Appendix: Licences of Resources

## Licences of Resources used in session 2.

Resource (1)	Resource information (1)	Resource (2)							
	By: Mrs Logic. Licence: CC by. From: <a href="http://www.flickr.com/photos/mrs_logic/2748038404/">http://www.flickr.com/photos/mrs_logic/2748038404/</a>		By: Th Licenc From: <a a="" and="" at="" data-bbox="151 797 300 958" hat="" href="http://v&lt;/a&gt;&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;&lt;img alt=" laptop."="" of="" person="" photograph="" scarf,="" sitting="" table="" using="" wearing=""></a>	By: Ed Yourdon. Licence: CC by-sa. From: <a href="http://www.flickr.com/photos/yourdon/3405811164/">http://www.flickr.com/photos/yourdon/3405811164/</a>		By: ph Licenc From: <a 'adjective'="" a="" background."="" dark="" data-bbox="151 1025 300 1187" glowing="" href="http://v&lt;/a&gt;&lt;/td&gt; &lt;/tr&gt; &lt;tr&gt; &lt;td&gt;&lt;img alt=" in="" letters="" of="" on="" photograph="" the="" white,="" word="" written=""></a>	By: procsilas. Licence: CC by. From: <a href="http://www.flickr.com/photos/procsilas/65525813/">http://www.flickr.com/photos/procsilas/65525813/</a>		By: ma Licenc From:
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	<p>By: dlisbona. Licence: CC by. From: <a href="http://www.flickr.com/photos/dlisbona/325024785/">http://www.flickr.com/photos/dlisbona/325024785/</a></p>		



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Actualización de materiales y correcciones menores.		
Versión: 01.01.00	Fecha de actualización: 23/12/16	Autoría: Alistair James Alan Watson .
<p><b>Ubicación:</b> 1.2 y 1.3 <b>Mejora (tipo 2):</b> En las sesiones de la unidad no hay comprensión auditiva y solamente un ejercicio de audio en el apartado de comunicación. Propongo incluir un mínimo de 2 audios más (relevantes para el tema) para que el alumnado pueda mejorar su comprensión auditiva.</p> <p><b>Ubicación:</b> 3.1 <b>Mejora (tipo 2):</b> En Words you need, hay solamente listas de vocabulario sin explicación de los posibles matices o uso y se practica muy poco su uso en el siguiente apartado. Propongo añadir explicaciones, la pronunciación, más ejercicios para practicar su uso en contexto.</p>		
Versión: 01.00.00		Fecha de actualización: 04/02/14
Versión inicial de los materiales.		