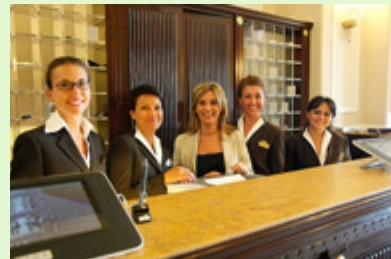


WHERE TO STAY: Session 3- Checking-in



Caso práctico

Now that we know the hotel manager, Alan Bennet, we are going to listen to one of his employees, the receptionist. He is on the phone talking to a guest who wants to make a reservation:



Receptionist: Good morning, Paradise Hotel, Daniel Brown speaking, how can I help you?

Guest: Good morning, I'd like to make a reservation.

Receptionist: 📞 Hold on, please. I'll put you through to Reservations.

Reservation clerk: David speaking, may I help you?

Guest: Hello, I'd like to book a couple of rooms.

Clerk: Certainly, Sir. What name, please?

Guest: Lynch, James Lynch.

Clerk: Ok, Mr. Lynch. When will you be arriving?

Guest: It's for 3rd March.

Clerk: Right. Will that be two doubles?

Guest: That's right.

Clerk: And how many days will you be staying?

Guest: Three nights.

Clerk: One moment, Sir. I'll check availability. Well, I think there's no problem. Have you stayed with us before, Mr. Lynch?

Guest: No, I haven't.

Clerk: Ok. I can offer two wonderful rooms with a magnificent view of the city.

Guest: Good. What's the price of the rooms?

Clerk: Standard rooms are 100 € per night. The price includes breakfast.

Guest: Ok. I'll take them.

Clerk: Perfect. Now, I need a credit card number to make the reservation.

Guest: Of course. It is 4430 9021 3231 7500

Clerk: Right, I think I have that. Now, Mr. Lynch, would you please spell your surname?

Guest: Sure. It's L-Y-N-C-H

Clerk: Perfect. So let me confirm the details. It's two doubles, arriving on 3rd March and leaving on 6th March. The total price is 600 €. Is that correct, Mr. Lynch?

Guest: Yes, it is.

Clerk: Ok, Would you like me to send you an e-mail of confirmation?

Guest: If you wouldn't mind. This is my e-mail: lynch@mail.com

Clerk: Thank you, Sir. That's all. Thank you for calling and have a nice day.

Guest: Thanks a lot. Bye.



A step ahead

Click on the following link to read another example of taking a reservation. You have a list of typical examples used by the front desk receptionist and the guests:

[Taking a reservation.](#)

1. What to say: Making offers



Quotes to make you think

“Most people who work at home find they do not have the benefit of receptionists who serve as personal guards.” ***Judith S. Marin.***



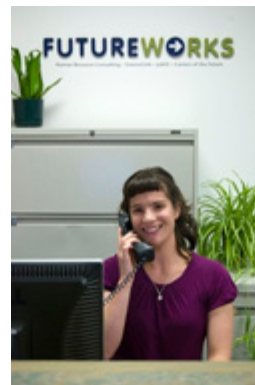
Think about it

Have you ever been to a hotel and there was a mistake in your reservation? What did you do?

In your opinion, what is the most important job among those carried out by the hotel staff? Why?

When you work for the hotel industry you need to be familiar with common English phrases to make offers. It will make you sound natural and polite when you are talking to your guests.

The following sentences are common to offer help or assistance to a guest:



✓ **Making offers.**

- ✦ Can I help you? / May I offer my assistance?
- ✦ Do you need any help?
- ✦ Can I give you a hand?
- ✦ Shall I book the ticket for you?
- ✦ Would you like me to arrange transport to and from the city center?
- ✦ I'll show you the conference room.

✓ **Responding to offers.**

- ✦ Yes, please. I'd like to know what time the train leaves.
- ✦ No thanks. I'm just waiting for my husband.
- ✦ Yes please, that would be lovely.
- ✦ It's OK. I can do it myself
- ✦ Yes please. That would be very kind of you.
- ✦ Don't worry. I'll do it.
- ✦ If you wouldn't mind. / If you could.
- ✦ Thank you. That's great!



A piece of advice

May and **Shall** are more formal than **Can**. If you use the modal verb **Shall**, it can only be followed by the subject **I** or **we**:

- ✓ Offer: *Shall I carry the bags for you?*
- ✓ Suggestion: *Shall we go to the cinema tonight?*

If you start your offer with **Do you want...?**, it is a direct offer and you should use it with family and friends where the context is more informal. Better to use **Would you like (me) to.....?**



Ejercicio Resuelto

Click to read the Spanish translation.

Mostrar retroalimentación

1.1. Now you put it into practice (I)

Autoevaluación

Fill in the gaps using the words from the box.

Luggage → Pardon → Appreciate → Shall → Pleasure → Arrange →
Me → Change → Would → Help.

1. [] you like some help?
2. [] me ma'am, do you need help with your [] ?
3. Excuse [] do you need any [] opening the door?
4. I'll [] your door key.
5. Thanks, I really [] your help.
6. Don't worry sir, it was a []
7. Would you like me to [] your flight details for you?
8. [] I carry your bags?



Enviar



You should know

Look for a partner in the forum and have a dialogue with him/her. One person will take the role of a hotel employee who makes an offer and the other one will be a guest who accepts or rejects the offer. Then switch roles.

You can follow the model dialogue which you will find in the following link:

[Dialogues to practise making offers.](#)

2. How to say it: Have/Get something done

Imagine you 🗑️ got locked in your hotel room and you could not leave. You call reception for somebody to repair it for you. The receptionist uses this sentence:



✔️ *You'll have your door lock repaired as soon as possible*

This means that somebody will repair your door 🗑️ lock as soon as possible. **This structure is used when somebody does something for you.**

The following sentences are typical examples when you are on holidays at a hotel and the hotel staff does everything for you:

- ✔️ *I'll have my breakfast served.*
- ✔️ *I'll have my room cleaned.*
- ✔️ *I'll have my bed made.*



Think about it

Can you find any difference between these two sentences?

- ✔️ *I'll have my bed made.*
- ✔️ *I'll make my bed.*

Mostrar retroalimentación

When we pay somebody else to do a job we use the following structure:

SUBJECT + HAVE/GET + SOMETHING + PAST PARTICIPLE.

We can use **have** or **get** in any verb form, for example:

- ✔️ **Present continuous:** *I'm having my bag carried.*
 - ✔️ **Present perfect:** *I've already had my bedroom tidied.*
 - ✔️ **Past simple:** *My Internet wireless connection didn't work so I had it repaired.*
 - ✔️ **Past perfect:** *I had never had my hair done at the hotel beauty salon.*
 - ✔️ **Will + infinitive:** *I'll have the door lock replaced as soon as possible.*
-



A piece of advice

The structure **get something done** is normally used in informal spoken English:

- ✓ *I normally get my car repaired at the local garage.*
- ✓ *I think you should get your hair cut.*



Ejercicio Resuelto

Click to read the Spanish translation.

[Mostrar retroalimentación](#)

2.1.Now you put it into practice (II)

Self-evaluation



Order the sentences to make correct sentences using the structure have/get something done.

- garage / I / local / my / car/ had/ the / serviced/ at.
[redacted] at the local garage.
- manager/ have / the / redecorated/ hotel / will / the.
[redacted]
- hair / dressing / my / will / at / I / have /done / the / salon / hair.
[redacted] at the hair dressing salon.
- my / have / I / dry-cleaned / had / jacket.
[redacted]
- having / conference / am / I / the / organized.
[redacted]
- didn't / executive / I / the / have / suite / cleaned.
[redacted]
- had / the / you / installed / facilities / have / new / at / hotel?
[redacted] at the hotel?

Enviar

Self-evaluation

Who in the hotel does the following activities for you or for any other person?

Matching exercise.

Services	Match	Hotel staff
I'll have my bag carried to my hotel room.	<input type="radio"/>	1.The room service.
I'll have my sheets changed.	<input type="radio"/>	2.The bellboy.
I'll have my food delivered.	<input type="radio"/>	3.The entertainment manager.
The hotel manager will have the children's activities organized.	<input type="radio"/>	4. The housekeeper.
The cleaners will have their job supervised.	<input type="radio"/>	5. The chambermaid.

Enviar



You should know

Watch the following video which explains the use of **have/get something done** (also called passive causative) and then do the quiz on the page given at the end of the video:

Vídeo de Learn English with Alex [engVid] alojado en [Youtube](#)



A step ahead

Go to the following webpage to read more about the structure have/get something done and do the interactive exercises provided.

[Have/Get something done.](#)

2.2. Intonation

In this unit we are studying how to be polite when dealing with our guests. For example, how to make offers to sound polite. But being polite does not just mean using the right words and expressions, but it is also a matter of intonation. **Intonation is about how we say things, rather than what we say.** Without intonation, it's impossible to understand the expressions and thoughts that go with words.

There are two basic intonation patterns: **Rising and Falling.** With rising intonation you have to raise slightly the pitch at the end of the sentence, whereas with falling intonation you go down a bit.



We use rising intonation with:

- ✓ **Yes / No questions:** *Will that be two doubles?*
- ✓ **Polite requests ending in *madam* or *sir*:** *Would you spell your surname, Sir?*
- ✓ **Offers:** *May I help you?*

We use falling intonation with:

- ✓ **Wh- questions:** *When will you be arriving?*
- ✓ **Polite requests not ending in *madam* or *sir*:** *Would you spell your surname?*
- ✓ **Orders and invitations:** *Please hold.*
- ✓ **Declarative sentences:** *The price includes breakfast.*
- ✓ **Exclamations:** *What a lovely room!*



You should know

Click on the following link and listen to examples of sentences with rising and falling intonation:

[Listening to rising and falling intonation.](#)



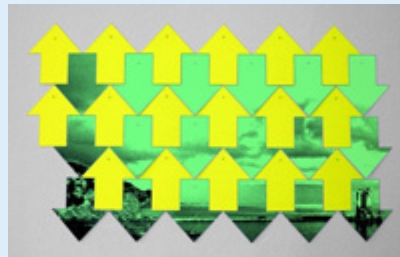
Ejercicio Resuelto

Click to read the Spanish translation.

[Mostrar retroalimentación](#)

2.3. Now you put it into practice (III)

Autoevaluación



Match the following sentences to its appropriate intonation pattern:

Matching exercise.

Type of sentences	Match	Intonation
Would you like me to call the porter?	<input type="radio"/>	1. Rising intonation
Is that the key to my room?	<input type="radio"/>	2. Falling intonation
Where can I buy a newspaper?	<input type="radio"/>	
Could I have your name, madam?	<input type="radio"/>	
We have three different types of rooms.	<input type="radio"/>	
Would you mind opening the window, please?	<input type="radio"/>	
Do you have any rooms for tonight?	<input type="radio"/>	
Could you open your bag, Sir?	<input type="radio"/>	
Are you travelling alone?	<input type="radio"/>	

Enviar




You should know

Watch the following video about intonation.

Video de JenniferESL alojado en [Youtube](#)
[Text summary](#)

3. Words you need: Hotel staff

How many jobs  carried out at the hotel do you know?

Hotel staff or people working at the hotel are the representatives of that hotel and they are as important as the interior or the menu.

In the following list you can see the most common jobs at the hotel:

✔ **Hotel staff.**

- 1.- General manager
- 2.- House manager
- 3.- Resident manager
- 4.- Front office manager
- 5.- Head receptionist
- 6.- Concierge
- 7.- Bellboy
- 8.- Porter / Doorman
- 9.- Night porter
- 10.- Receptionist (US:Front desk clerk)
- 11.- Head housekeeper
- 12.- Housekeeper
- 13.- Cleaners
- 14.- Chambermaids
- 15.- Entertainment manager
- 16.- Security guard



Ejercicio Resuelto

Click to read the Spanish translation.

[Mostrar retroalimentación](#)

The following tree shows you the rank of each job in the hotel staff:

- ✓ General Manager
- ✓ House Manager
 - Personnel
 - Sales
 - Resident Manager
 - Front-office Manager
 - Head Receptionist
 - ✦ Concierge
 - ✦ Front-office porters
 - ✦ Bellboys
 - ✦ Night Porter
 - ✦ Clerks
 - Head Housekeeper
 - ✦ Housekeeper
 - ✦ Porters
 - ✦ Cleaners
 - ✦ Chambermaids
- Purchasing
- Accounts
- Restaurant

3.1. Now you put it into practice (IV)

Self-evaluation



Match each job to the definition which explains the responsibility carried out by each member of the staff.

Matching exercise.

Job	Relación	Responsibility
General manager	<input type="checkbox"/>	01. On duty at the main reception desk of a hotel throughout the night.
House manager	<input type="checkbox"/>	02. Organization of events of many kinds, from cabaret and discos to children's activities.
Resident manager	<input type="checkbox"/>	03. The person responsible for the hotel.
Front office manager	<input type="checkbox"/>	04. Responsible for cleaning and tidying bedrooms.
Head receptionist	<input type="checkbox"/>	05. Responsible for and coordinator of the different departments of the hotel.
Receptionist	<input type="checkbox"/>	06. Supervision of front-of- house operations.
Concierge	<input type="checkbox"/>	07. The cleaning of the rest of the hotel apart from guestrooms.
Bellboy	<input type="checkbox"/>	08. Responsible of dealing with people arriving at a hotel, doing check-ins and check-outs.
Porter	<input type="checkbox"/>	09. In charge of the entrance of the hotel and also helps guests with their luggage.
Night porter	<input type="checkbox"/>	10. Organization of work for the chambermaids and cleaners.
Head housekeeper	<input type="checkbox"/>	11. To carry people's bags to their room in a hotel.
Housekeeper	<input type="checkbox"/>	12. Someone whose job is to help people staying in a hotel by dealing with problems and giving them information.
Cleaners	<input type="checkbox"/>	13. Supervision and coordination of housekeepers.
Chambermaid	<input type="checkbox"/>	14. Responsible for managing all everyday tasks surrounding the operations of a hotels front desk, concierge, guest services and facilities operations.
Entertainment manager	<input type="checkbox"/>	15. Responsible for the staff at reception.

Enviar

Self-evaluation

Read the text you will find in the following link about the responsibilities carried out by front-office and guest accommodation services. Then, choose the answer to these questions according to the information in the text:

[Front-office services.](#)

Which is the first acquaintance of the guests with their place of accommodation?

- Housekeeping department.
- Front-office service
- The general manager.

Which of the following members of a hotel staff does not belong to the personnel engaged in accommodation services?

- Porters.
- Booking managers.
- Housekeepers

In small hotels, which responsibility does the porter carry out in addition to luggage delivery?

- The porter works as an administrator.
- The porter carries out the operation of catering service.
- The porter works as a receptionist.

In big hotels, who supervises the head of front-office service?

- The front-office manager.
- The hotel director.
- The floor supervisor.

In relation to working shifts, what's the meaning of 'round-the-clock mode'?

- To overwork and be underpaid.
- A twenty-four hour-shift.
- Daytime, evening and night shifts.



You should know

Read the following Hotel Vocabulary offered by The Flatmates, watch the video and finally do the quiz:

[Hotel vocabulary.](#)

[The Flatmates' episode.](#)

[The Flatmates' quiz.](#)

Choose one of the jobs carried out by a hotel employee. Tell another student on the forum what your duties are, if you like your job, the pros and cons, etc. Then switch roles.

You can follow the dialogue you will find in the following webpage.

[Expressions and dialogues to describe hotel jobs.](#)



A step ahead

The following activities will help you to have better conversation in English with your guests. Have a look at the following page where you will find extra activities for hotel employees:

[English for hotel employees.](#)

3.2. Adjectival suffixes

Let's start defining **adjectival suffixes**. A suffix is a particle which is added at the end of a word to form a derived word; in this case we are going to focus on those particles which are added to nouns or verbs to form a new derived adjective. For example:

- ✓ *Attract (verb) + -ive (suffix) > attractive (adjective).*
- ✓ *Profession (noun) + -al (suffix) > professional (adjective.)*

The most common suffixes added to verbs or nouns to form adjectives are the following ones:



Suffixes added to verbs or nouns to form adjectives.

Suffix	Example
-al	National, Professional, Natural, Musical, Accidental, Economical.
-ent	Different, Excellent.
-ive	Attractive, Effective, Repetitive.
-ous	Continuous, Dangerous, Famous, Adventurous, Ambitious, Poisonous.
-ful	Beautiful, Peaceful, Careful.
-less	Endless, Homeless, Careless.
-able	Drinkable, Avoidable, Knowledgeable, Fashionable, Comfortable.
-ible	Edible.
-ed /-ing	Bored, Boring.
-ic	Angelic, Volcanic, Economic.
-istic	Realistic.
-y	Healthy, Creamy, Messy.



Ejercicio Resuelto

Click to read the Spanish translation.

Mostrar retroalimentación



A piece of advice

Do you know the difference between these pairs of adjectives?

- ✓ **Historic – Historical.**
 - ✦ *A historic occasion* (having significance in history).
 - ✦ *A historic city* (A place which is important because it is old and interesting).
 - ✦ *Historical evidence / historical event* (connected with history or with the past).
- ✓ **Economic – Economical.**
 - ✦ *Economic growth / economic development* (having to do with the economy of a country or region).
 - ✦ *Economical holidays* (not costing or spending much money).



You should know

To practice adjectival suffixes it's very important to do vocabulary exercises like the ones you can find in the following links:

[Word formation: Adjectives.](#)

[The Flatmates' suffix quiz.](#)

3.3 Now you put it into practice (V)



Self-evaluation

Complete the sentences with the correct form of the words in brackets.

1. These holidays really are for the more [] traveller. (Adventure)
2. This pen is [] - have you got another one? (use)
3. Although you are starting at the bottom, if you are hard-working and [], you'll succeed. (ambition)
4. The museum organises [] trips for local schools. (education)
5. Today hasn't been very []. (product)
6. She gets upset easily- she's very []. (sense)
7. We need to find a more [] solution to the problem- we can't just throw money at it. (economy)
8. We are [] that there will be a room available. (hope)
9. That's not a very [] explanation. (science)
10. The guests look []. I think we'll have to talk to the entertainment manager. (bore)
11. Our receptionist is very [] about local history. (knowledge)
12. The caves in the Algarve are world- []. (fame)
13. Listening to songs and TV shows in English is a very [] way of improving your comprehension in the language. (effect)
14. What he is doing there is quite []. (ridicule)

Enviar

Appendix: Licences of resources

Licences of Resources used in session 3. "C"

Resource (1)	Resource information (1)	Resource (2)	
	By: rabendeviaregia. Licence: CC by-sa. From: http://www.flickr.com/photos/rabendeviaregia/4820438959/		By: Ca Licence: From: http://w
	By: Dimitri N. Licence: CC by. From: http://www.flickr.com/photos/dimi3/3096166092/		By: Ea Licence: From: l
	By: zoetnet. Licence: CC by. From: http://www.flickr.com/photos/zoetnet/4851968066/		By: Div Licence: From: http://w
	By: Robert Ostmann. Licence: CC by-nc-sa. From: http://www.flickr.com/photos/jetbronze/124331834/		By: Su Licence: From: l
	By: Hotel Portosoller. Licence: CC by-nc-sa. From: http://www.flickr.com/photos/hotelportosoller/4627646672		By: mr Licence: From: l

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Historial de actualizaciones

Versión: 01.01.02		Fecha de actualización: 15/11/18
Actualización de materiales y correcciones menores.		
Versión: 01.01.00	Fecha de actualización: 23/12/16	Autoría: Alistair James Alan Watson .
<p>Ubicación: 1.2 y 1.3 Mejora (tipo 2): 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>Ubicación: 3.1 Mejora (tipo 2): 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.		