

WHERE TO STAY: Communicative Activities



Caso práctico

If you remember session 3, David, the reservation clerk, was talking to Mr. Lynch who wanted to book a couple of rooms for 3rd March. Now, David, as a part of his job, is going to send him an e-mail of confirmation with the details of the reservation.



Dear Mr. Lynch,

Thank you for choosing to stay with us at the Paradise Hotel. We are pleased to confirm your reservation as follows:

Confirmation Number: 2347 Guest Name: Mr. James Lynch

Arrival Date: 3rd March

Departure Date: 6th March

Number of Guests: 4

Accommodation: 2 double rooms

Rate per Night: 100 € per room

Check-in Time: 4:00 pm

Check-out Time: 11:00 am

If you require an early check-in, please make your request as soon as possible. If you find it necessary to cancel this reservation, the Hotel requires notification the day before your arrival to avoid a charge for one night's room rate.

Whatever we can do to make your visit extra special, call us or click on Contact Concierge here, which will take you to our pre-arrival checklist form where we will assist you with advance reservations for airport transfers, dining or massage treatments.

We look forward to the pleasure of having you as our guest.

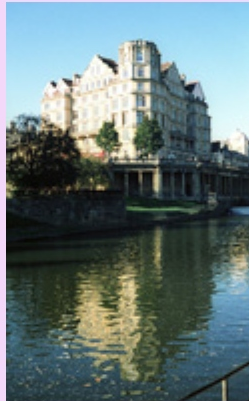
Sincerely, David White.

Reservation Department.

1. Reading Activity



You should know



You are going to read a text about the star rating system of hotels. Before you start, what do you already know about it?

In the world of tourism today the terms 'grading', 'rating', and 'classification' are used to generally refer to the same concept, that is to categorize hotels. There is a wide variety of rating schemes used by different organizations around the world. Many have a system involving stars, with a greater number of stars indicating greater luxury.

The HOTREC (Hotels, Restaurants & Cafés in Europe) is an umbrella organization for 39 associations from 24 European countries. At a conference in Bergen in 2004, the partners drafted a hotel classification system in order to harmonize their national standards. In 2007 HOTREC launched the European Hospitality Quality scheme (EHQ) which has since accredited the existing national inspection bodies for hotel rating.

Under the patronage of HOTREC, the hotel associations of Austria, Czech Republic, Germany, Hungary, Netherlands, Sweden and Switzerland created the Hotelstars Union. On 14 September 2009, the Hotelstars Union classification system was established at a conference in Prague. This system became effective in these countries in January 2010, with the exception of Hungary, Switzerland and the Netherlands, who chose later dates for the change. Later, more countries have joined the HOTREC hotelstars system: Estonia, Latvia, Lithuania, Luxembourg, Malta, Belgium, Denmark and Greece.

The European Hotelstars Union system is based on the earlier German hotelstars system that had widely influenced the hotel classifications in central Europe, with five stars and a Superior mark to flag extras. Instead of a strict minimum in room size and required shower facilities (e.g. a bath tub in a four-star hotel) there is a catalogue of criteria with 21 qualifications encompassing 270 elements, where some are mandatory for a star and others optional. The main criteria are in quality management, wellness and sleeping accommodation. In the catalogue of criteria each entry is associated with a number of points – each Hotelstars level requires a minimal sum of points besides some criteria being obligatory for the level. The minimum requirement for the Superior flag requires the same sum of points as for the next Hotelstars level which, however, was not awarded due to at least one obligatory requirement being left out.

For hotels with three to five stars, the Hotelstars Union will use "mystery guests" to check the service quality regularly.

Some hotels have been advertised as seven star hotels. The Burj Al Arab hotel in Dubai was opened in 1998 with a butler for every room – this has been the first hotel being widely described as a "seven-star" property, but the hotel says the label originates from an unnamed British journalist on a press trip and that they neither encourage its use nor do they use it in their advertising. Similarly the Emirates Palace Hotel in Abu Dhabi (open since 2005) is sometimes described as seven star as well, but the hotel uses only a five star rating.

There is so far no international classification which has been adopted. There have been attempts at unifying the classification system so that it becomes an internationally recognized and reliable standard, but they have all failed. It has been considered that, as has been the case in other areas (e.g. international accounting standards), hotel classification standards should result from a private and independent initiative. This may be the case of the World Hotel Rating (WHR) project, which notably aims to set international classification standards and rating criteria along the lines of a world star-rating system.

Source: [wikipedia](https://en.wikipedia.org/wiki/Hotelstars_Union)

Autoevaluación

Read the text and say if the following sentences are True or False according to the text.

1. All hotels around the world agree on using the star system.

- True
- False.

2. The new system set up under HOTREC was influenced by what was already being done in places like the Czech republic and Austria.

- True.
- False.

3. Amongst other things, the new system states that bathtubs are obligatory in all 4-star hotels

- True.
- False.

4. A hotel that has a flag is almost equivalent to the next category.

- True.
- False.

5. The Burj al Arab hotel is one of only two recognised 7 star hotels in the world.



Adapter

imagen de [soundy](#) en pixabay bajo dominio público

- True.
- False.

6. A world-wide classification system will probably never come from government involvement.

- True.
- False.



A step ahead

If you want to know useful information about hotels, traditions of hospitality in a country, customs as well as tips for tourists, click on the following link where you will find hotels from more than 50 countries.

[Hotel catalogue.](#)



Vocabulary

Find expressions in the text that mean:

- a. association of institutions that work together formally to coordinate activities
- b. drew up in written form
- c. bring into agreement
- d. set in motion, initiated
- e. financial support from an institution or person
- f. to mark or signal for attention

Show Feedback

2. Listening Activity



You should know



Click on the following link to listen to a check-in conversation.

[Text summary](#)

Self-evaluation

Listen again and while you are listening, fill in the gaps with words or expressions from the conversation:

1. Welcome to the Transnational Hotel. [REDACTED] you?
2. Good morning. My name is Tom Sanders. I have a reservation [REDACTED] for three nights.
3. I can't seem to find a record of [REDACTED].
4. I've already also paid [REDACTED] on the first night. I have a [REDACTED] if that helps.
5. Maybe there was a glitch with the [REDACTED]. Well, we don't have any more single rooms available, with the exception of one [REDACTED].
6. I can upgrade you to one of our [REDACTED]. That would of course be at no [REDACTED] for you.
7. If you have any problems, feel free to call the [REDACTED].
8. Has the valet already taken your car or will you be needing a [REDACTED]? I don't have a car.
9. And could you just fill out this [REDACTED] ?
10. I'm looking forward to getting some [REDACTED] done as well.
11. I've got you all [REDACTED] to your room.
12. Just leave your suitcase here and the [REDACTED] will bring it up.

Submit

2.1 Listening Activity



Self-evaluation

You are going to listen to a phone reservation. Answer the questions.

1. What's the name of the hotel?
2. What particular requests does the customer have about her room?
3. What does the receptionist offer her and with what type of bed?
4. What are the dates for the booking and how much does it cost in total?
5. Why does the customer request a reservation in the hotel restaurant?
6. What 2 mistakes does the receptionist make while taking down her details?
7. What's her contact number?

Show Feedback



Self-evaluation

Checking out

You are going to listen to a couple of guests checking out. Answer the questions.

1. What are the guests' names and room numbers?
2. How much is the item that they query on the bill for?
3. What was the item for?
4. How will they pay?
5. Why does one of the guests ask about club membership?
6. Where can they rent a car and how will they get to the rental office?



Show Feedback

3. Writing Activity

Write an e-mail of confirmation to a guest who has just made a reservation at Quality Inn Hotel. You can follow the model provided above.

Click on the link below to read the conversation between the receptionist at the Quality Inn Hotel and the guest at the moment of making the reservation to find out the details.



You should know

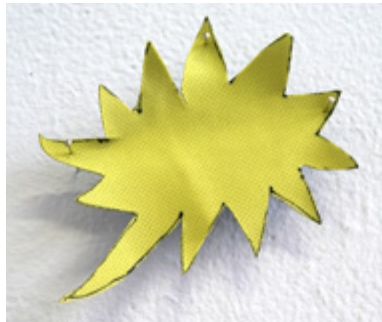
Sample conversation between the receptionist at the Quality Inn Hotel and the guest at the moment of making the reservation.

[Taking a reservation – sample conversation.](#)

4. Speaking Activity

Look for a partner in the forum to role-play a check-in situation. Use the video you watched for the listening activity as a model or you can click on the following link to watch a subtitled video.

- ✓ Student A will be the receptionist.
- ✓ Student B will be the guest.
- ✓ Then switch roles.



A step ahead

Click on the following link to watch an example of a role-play situation.

[Text summary](#)

Appendix: Licences of Resources

Licences of Resources used in Communicative

Resource (1)	Resource information (1)	Resource (2)	
	<p>By: re-ality. Licence: <u>CC</u> <u>by</u>. From: http://www.flickr.com/photos/re-ality/58106180/</p>		<p>By: rbrwr. Licence: C From: http://www</p>
	<p>By: Guttorm Flatabo. Licence: CC by. From: http://www.flickr.com/photos/dittaeva/4474993652/</p>		<p>By: The T Licence: C From: http://www</p>
	<p>By: Marc Wathieu. Licence: CC by-nc. From: http://www.flickr.com/photos/marcwathieu/5262892041/</p>		<p>By Bradley Licence: C From: http</p>