Practice

1. Here’s a list of special requests guests most often make.

1. Decide which service centre, hotel department or member of staff should deal with the request.
   1. It’s very cold in the room. Could you give us 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 up a bottle of champagne to room 628?
   5. We’d like to go for a drive in the country on Sunday. Could I hire a car, please?
   6. I’ve locked myself out of my room. Would you open the door for me?
   7. There’s no writing paper in my desk. Could you please send some for me? I’m in Room 410.
   8. I’d like to extend my stay. Whom should I turn to?
   9. Could you please book two tickets for the opera tomorrow, please?
   10. Can I cash a personal cheque?
   11. My wife has a terrible headache. Could you send some hot milk and a few aspirins for her?
   12. My plans have changed. I’m leaving today but I’ll be back in a week. Could I possibly book a room for the 24 March?
   13. Could you wake me up at 6 tomorrow morning? It’s very important. I have a business appointment at 8.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Hotel employees | | Hotel service centres | Departments | | |  |
|  |  | Room service |  |  |  |  |
| Reservations agent | | Housekeeping | | |  |
| Hall Porter | | Laundry | Maintenance | | |  |
| Housekeeper | | Dry cleaning | Engineering | | |  |
| Receptionist | | Valet service |  |  |  |  |
| Cashier | | Rent-a-car service |  |  |  |  |
| Concierge | | Hotel Switchboard |  |  |  |  |
| Porter | |  |  |  |  |  |
| Night porter | |  |  |  |  |  |

B. You are a receptionist. Think of replies to the above requests.

2.

Complete the following 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’s a

|  |  |  |
| --- | --- | --- |
| matinee performance on Sunday. Would you |  | me to get |
| you three tickets? |  |  |

* No, thank you. We won’t be here.
* I’m sorry, sir.
* Thank you.

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Dialogue 2 | | | | |  |  |  |  |  |  |  |  |  |  |  |
| | I’d like to get my hair | | |  |  |  |  |  |  | . Is there a | | | |  |  |  |
| in the 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.

|  |  |  |  |  |  |  |  |  |  |  |  |
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| Dialogue 5 | | | | |  |  |  |  |  |  |  |
| | Housekeeping. May I help you? | | | | | | | | | | |  |
| | Yes, I’d like to have some shirts | | | | | | | | |  |  | . |
| | When do you | | | |  |  |  |  |  | them, sir? | |  |
| | As soon as possible. | | | | | | | | | | |  |
| | |  |  |  |  | tomorrow morning be all right? | | | | | |  |
| | That’ll be fine. | | | | |  |  |  |  |  |  |  |
| | There’s a | |  |  | |  |  | bag in your dresser drawer. Put your shirts | | | | |
| in it, and | | |  | |  |  | in the laundry list. | | | | I’ll send the maid to |
|  |  |  |  |  | it up straight away. What’s your room number? | | | | | | |

**ROLE PLAYING**

A. Make up a dialogue according to the following plan.

Client.

Concierge.

Client.

Concierge.

Client.

Concierge.

You’d like to go up to the top of the mountain this after-

noon. Ask what time the cable cars leave and how much

they cost.

Give the guest a cable-car timetable. Tell the guest the

price of a trip (single ticket | 10 euros, a round trip 25

euros). Ask the guest when he plans to go.

You do not really know. You would like to come down for

lunch which is booked for 2 p.m.

Advise the guest to take the 11.30 cable car. It arrives at

the top at 12.00

Ask the concierge where you can get the tickets.

Tell the guest that he has to get the tickets at the station.

Advise the guest to get a return ticket.

B. Complete the receptionist’s part of the dialogue.

Receptionist:

Guest: Yes, I’d like to go to Budapest by plane tomorrow.

Receptionist:

Guest: Late in the evening if possible. I still have some things to attend to.

Receptionist:

Guest: Yes, please.

(The receptionist looks up the timetable and suggests the 6.30 p.m. flight.)

Receptionist:

Guest: Yes, that will be fine!

(The receptionist calls the booking office. He is told that there are no more seats left for the flight, but there is an early morning flight on the following day.)

Receptionist:

Guest: Well, I’ll have to take that then. My name is John Mathew.

Receptionist:

Guest: Where can I get the ticket?

Receptionist:

Guest: Thank you.

1. Divide into groups of 3 or 4. One of you is a receptionist, the rest are guests. Make up dialogues around the following situations.
   * Asking Room service to send some drinks to the guestroom.
   * It’s 11 a.m. The guest would like to have some things washed. He wants them back on the some day.
   * The guest has some bad stain on his jacket. He wants it cleaned right away. It’s 10.00 a.m.