Practice

1. Write the word for the following description

a machine from which you can buy small things

such as cigarettes, drinks and sweets by putting

coins into it

the furniture, curtains and other decorations in

a room or building

a device that makes small pieces of ice to put

in drinks, etc.

an amount of something that is available for use

an unexpected and often unpleasant meeting

2. Join the adjectives with nouns.

solid

ill-prepared

ignored

missed

untidy

additional

appropriate

di–cult

discreet

full

supplies

occupancy

guest relations

guest relations techniques

wake-up calls

requests for service

comment

food

rooms

encounter

1. Complete the following sentences with one of the verbs from the box.

|  |  |  |  |
| --- | --- | --- | --- |
| insult ignore avoid argue solve | | maintain follow up report | |
| deserve warn | |  |  |
|  |  |  |  |
| 1. The managers usually |  |  | the employees that they should |
| not go alone to the guestroom. | |  |  |

1. The staff is specially trained to handle di–cult guests and conflicts with guests.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  | | | |
| 3. | The guests are angry when the staff | | | | | |  |  |  |  | their complaint. |
| 4. | After all that hard work, you | | | | |  | |  |  | a holiday. | |
| 5. | When you deal with a complaint, choose the words carefully. Take care | | | | | | | | | | |
|  | not to |  |  |  | the guest. | | |  |  |  |  |
| 6. | If front desk staff cannot | | |  |  |  |  |  | a problem, they should refer | | |
|  | it to the manager. | | | |  |  |  |  |  |  |  |
| 7. | When staff members | |  | |  |  |  | in front of the guests, it puts the | | | |

guest in a very uncomfortable position.

1. It was a very unpleasant incident, and the receptionist had to the event to the manager.
2. The manager demanded that the staff should not just contact the appro-priate department and inform them about the complaint, but they should

and speak to the guest to be sure that the problem is really solved and the guest is satisfied.

10. In order to solid guest relations, the hotel trains its staff to handle unusual or di–cult situations.