Unit 9

Hotel Services

Essential Vocabulary

# SERVICES AND FACILITIES HOTELS MAY PROVIDE

* + Food and beverage service including Room Service, banquet meal service, complimentary morning coffee

Meals: breakfast (continental, buffet, etc.), lunch, dinner

Dining facilities: restaurant, café, bar, coffee shop, pastry shop, banqueting room

* + Uniformed service: the service done by people wearing a specially de-

signed uniform, such as: door attendant, bell attendant, valet parking attendant, concierge

* + Office support services: secretarial services, language translation, pho-tocopying, etc.
  + Transportation services: airport pick-up service, airport limousine service, courtesy van
  + Other services and related facilities: wake-up service, laundry service, dry-cleaning service, valet service, car / limousine rental; garage, car park, etc.

# GUESTS MAY ASK FOR SPECIAL EQUIPMENT AND SUPPLIES, SUCH AS:

* + Roll-away beds and cribs
  + Additional linen (sheets, pillow cases), pillows, blankets, towels
  + Irons and ironing boards
  + Additional clothes hangers
  + Audio-visual and office equipment
  + Special equipment for physically handicapped guests

# INFORMING GUESTS ABOUT SERVICES AND FACILITIES.

When we inform the guest about services and facilities, we usually mention:

* Presence or absence of services and facilities

*The hotel provides a complete food and beverage service.*

*Room service is available 24 hours a day.*

*I’m sorry, the hotel hasn’t got a garage, but there’s a free parking nearby.*

*I’m sorry but laundry service isn’t available at weekends.*

*Breakfast is served in the dining room on the first floor.*

*The concierge desk may arrange for theatre and concert tickets.*

*The concierge desk may arrange for babysitting service.*

*It is open every day.*

*It is open from Monday to Friday.*

* Working hours

*The restaurant is open from : : : to : : :*

*The restaurant opens at : : : and closes at : : : .*

*The restaurant doesn’t open till 2p.m.*

* Location of facilities

*The restaurant is on the ground floor, just across the lobby.*

*The off-site business centre is only a 5-minute walk from here.*

* General description of the service or facility or instructions how to use them

*The business centre is equipped with personal computers, fax machines and a copying machine. It provides secretarial services on request, but simultaneous translation service isn’t available.*

*In our fitness centre you’ll find all the exercise equipment you need. The restaurant offers Japanese specialities in a typical Zen atmosphere. Reservations can be made at the Reception.*

*Our restaurant offers Italian | Mediterranean cuisine and traditional*

*local dishes.*

*Breakfast can be delivered to your room by Room Service.*

*Our bar offers a good selection of cocktails and beverages. On each floor there are automatic drink and ice dispensers.*