Unit 10

Hotel Services: Dialogues

Reading

Read the conversations about hotel services and answer the following questions:

* 1. What do guests say when they ask for a service?
  2. What does a hotel employee say if the service is available?
  3. What does a hotel employee say if the service is not available?

Dialogue 1

* I’d like to get my hair done. Is there a hairdresser in the hotel?
* Yes, madam. Would you like me to make an appointment for you?
* That would be nice. I’d prefer to go at about 2.00.
* Could you tell me your name and room number, please?

Dialogue 2

* I need a report typed. It’s not large, but I want it typed as soon as possible.
* Certainly, sir. When do you need it?
* By tomorrow morning.
* Would you like me to send the porter up to get the report right now?
* Yes, please.
* What’s your room number?

Dialogue 3

| Housekeeping. Can I help you?

* We need some more towels and a couple of extra blankets.
* Can you give me your room number, please?
* 441.
* I’ll send the maid up with them right away.
* Thank you.

Dialogue 4

| Housekeeping. May I help you?

| Yes, I’d like to have some things washed as soon as possible.

* If you hand them in right away they’ll be ready at 8 a.m. tomorrow.
* That’ll be fine.
* There’s a laundry bag in your wardrobe. Put your things in it and fill in the laundry list. I’ll send the maid right away to pick it all up.

Dialogue 5

| Housekeeping department. Can I help you?

* Yes, I need my suit pressed, and I’m in a hurry. I know it’s late, but can you get it done this evening?
* I’m sorry sir, but today is Saturday, and the laundry service closed at 5 p.m.

| Oh, how annoying.

Dialogue 6

* Oh, hello, is that reception?
* Speaking.
* My wife and I have rather a lot of clothes and we need some more coat hangers. We’re in room 549.

| I’ll get someone to bring some coat hangers up right away.

Dialogue 7

* Oh, hello, is that reception? Look, I’ve forgotten all my shaving stufi. Can I get a razor and some shaving cream?
* Yes, we can provide all these items. If you contact housekeeping, they will help you. Just dial 121.

| Oh, 121, I see. Thank you.

Dialogue 6

| Hall Porter.

* Were there any messages or telexes for me this afternoon? The name’s Carr.
* What’s your number, please?
* 411.
* Just a moment, please and I’ll check. Yes, there’s a telex for you. Would you like me to send the porter up with it?

| Yes, please.

| All right, sir. He’ll be right up.