

DOWNLOAD



Anke Gruner

Working at the hotel

Englisch-Aufgaben aus dem Berufsalltag

Downloadauszug aus dem Originaltitel:



netzwerk
lernen



zur Vollversion



This is Sarah. Sarah would like to work in the hotel business. As she wants to know what a hotel receptionist has to do, she decided to do a work placement at a hotel in Magdeburg.

Sarah likes to communicate with the guests. She has to talk to them personally and to answer their letters, phone calls, e-mails and faxes. People want to get information about the rooms and suites, about rates, reservation and booking, about offers and services of the hotel. She has to be able to tell them if

there is a restaurant, a bar, a café, a swimming pool, a sauna, a spa, a gym and a conference room in the hotel. And she has to inform them about offers of leisure activities, massages and body treatments, wireless LAN and child care.

But a hotel receptionist also has to talk to the staff, i.e. to the chambermaids, the bellboys, the room service and the people who are working in the restaurant, the spa and so on.

Sarah knows that a hotel receptionist always has to be very friendly and pleasant to the guests. She has to be dressed appropriately and neatly every day.

1 Draw a table with three columns on squared paper. Fill in the following headlines: „activities of a hotel receptionist“, „hotel services and offers“ and „outward appearance and behavior of a hotel receptionist“. Then fill in the table. You will find the information you need in the text above.

2 Right or wrong? Read the short description and check the correct box.

“The hotel has five single rooms, ten double rooms and eight family rooms. Each room has a shower and a television. The family rooms have a double bed and two single beds. All rooms offer air conditioning. For questions or reservations, please send us an e-mail or a fax. We will send you a confirmation of your booking via e-mail within one day.”

	right	wrong
The hotel has 10 family rooms.		
The family rooms have four single beds.		
The double rooms have a television.		
Booking confirmations will be sent via fax.		
The rooms of the hotel all offer air conditioning.		
Reservations are only accepted via phone call.		
The single rooms have a shower and air conditioning.		

- 3 Sarah works at the hotel reception. She answers the phone when guests call. This is an English speaking guest. Complete the phone conversation.

Thank you for calling. – Can you call back later?
Who is calling, please? – Do you want to leave a message?
What can I do for you? – Just a moment, please, Mr. Black.

Sarah: Good morning. This is City Hotel Magdeburg. My name is Sarah.

(1) _____

Guest: Good morning. Could I speak to Christa Müller, please?

Sarah: (2) _____

Guest: Oh, I'm sorry. My name is Will Black. I'm calling from Boston.

Sarah: (3) _____

I'll see if Mrs. Müller is in her office.

Guest: Thank you.

Sarah: Mr. Black? I'm afraid Mrs. Müller is in a meeting at the moment.

Guest: I see. When can I speak to her?

Sarah: Mrs. Müller will be back in her office in two hours.

(4) _____

Guest: OK. I'll phone back in about two hours.

Sarah: (5) _____

Guest: Yes, please. Tell her that our bikers' club will come to Magdeburg in September.

I'd like to know if we can book the rooms as discussed.

Sarah: I'll be happy to give her your message.

(6) _____

Guest: Thank you. Goodbye.

4 Mrs. Mason, a Scottish guest, comes to the hotel reception and is very angry. The chambermaid took her towels without leaving new ones in the bathroom. You are the receptionist. Apologize for the mistake and help Mrs. Mason. Don't forget to be very polite.

Mrs. Mason: Good morning. I am extremely angry! Your stupid chambermaid took my towels without giving me new ones – again!!! This is the third time in a week. Is that your idea of service? That really is the limit!

You: _____

Mrs. Mason: That's the least you can do for me, Miss.

You: I have your fresh towels right here. Here you are.

Mrs. Mason: Yes, you should really talk to the chambermaids. If this happens again, I will leave this place immediately – you can be sure about that! And I will talk to the manager.

You: _____
_____ May I
offer you _____ as an apology?

Mrs. Mason: Well, ... OK. Thank you. But make sure that this won't happen again!

You: _____

Mrs. Mason: Thanks. Goodbye.

You: _____

5 Who is doing what? Write full sentences.

chambermaid – to talk to the guests – valet parking service –
to carry the luggage – to bring food – to make the beds – Room service –
bellboy – to park the cars – hotel receptionist

Rules

Requests with "can", "could", "may" and "might"

Mit **can** und **could** in Fragen formuliert man **Bitten**.

Dabei ist **could** die höflichere Form des Fragens.

Beispiel: **Can** I buy you an ice-cream?
Could I have a cup of coffee, please?

Eine Antwort auf eine **could**-Frage sollte man immer mit **can** formulieren.

Beispiel: **Could** I use your mobile? – Yes, of course, you can.

Wenn du um Erlaubnis bittest, hast du die Wahl zwischen **can**, **could**, **may** und **might**. Sie unterscheiden sich in ihrer Sprechabsicht durch den Grad ihrer Höflichkeit – von einer sehr umgangssprachlichen Bitte (**can**) bis zu einer sehr formellen, extrem höflichen Frage (**might**).

Beispiel: **May** I show you the salad bar, please?

Exercises

Ask three polite questions with "could" as a guest and three questions with "may" as a waiter and give a short answer to each question.

Guest: Could I have the menu, please? – Yes, you can.

Waiter: May I take you to your table, please? – Yes, you can.

Put the words in the correct order.

1. I – another ice-cream – may – have – ?
2. the party – might – go – to – we – ?
3. I – visit – may – my friend – ?
4. leave – they – the English lesson – may – ?
5. I – in my jeans – cut – slits – can – ?

1. _____
2. _____
3. _____
4. _____
5. _____

At the hotel: Some help for you & Answers

Exercise 3

Here are some useful phrases for phone conversations:

- Who is calling, please?
- Carol Black speaking.
- Hello, this is John.
- Can/Could I talk to ..., please?
- Yes of course. Please wait a minute.
- Just a moment, please.
- Oh, I'm sorry. He is out.
- Can I take a message?
- No, it's fine. I'll call her/him on her/his mobile.
- I'll tell her/him that you called.
- Thank you for calling.
- Thanks. Goodbye.

Some help
for you

Exercise 4

Here are some ideas for you. Translate the following sentences.

- (1) Das tut mir wirklich furchtbar leid, Frau Mason. Natürlich gebe ich Ihnen umgehend frische Handtücher.
- (2) Selbstverständlich werde ich auch mit den Zimmermädchen sprechen und sie auf den wiederholten Fehler hinweisen.
- (3) Es wird sicher nicht noch einmal vorkommen, Frau Mason. Darf ich Ihnen als Entschuldigung und kleine Wiedergutmachung einen Gutschein für unser Hotelrestaurant anbieten?
- (4) Natürlich, ich werde mich darum kümmern. Es tut mir wirklich leid. Hier ist Ihr Gutschein. Wir würden uns freuen, wenn Sie uns als Gast unseres Hotels erhalten blieben.
- (5) Auf Wiedersehen und einen schönen Tag noch.

Answers

Exercise 1

activities of a hotel receptionist	hotel services and offers	outward appearance and behaviour of a hotel receptionist
<ul style="list-style-type: none">- to communicate with the guests- to talk personally to the guests- to talk to the staff- to answer letters, phone calls, e-mails and faxes	<ul style="list-style-type: none">- restaurant, bar, café- swimming pool, sauna, spa- gym- conference room- leisure activities- massages and body treatments- wireless LAN- child care	<ul style="list-style-type: none">- very friendly and pleasant to the guests- dressed appropriately and neatly every day

Exercise 2

Answers

	right	wrong
The hotel has 10 family rooms.		x
The family rooms have four single beds.		x
The double rooms have a television.	x	
Booking confirmations will be sent via fax.		x
The rooms of the hotel all offer air conditioning.	x	
Reservations are only accepted via phone call.		x
The single rooms have a shower and air conditioning.	x	

Exercise 3

(1) What can I do for you?, (2) Who is calling, please?, (3) Just a moment, please, Mr. Black., (4) Could you call back later?, (5) Do you want to leave a message?, (6) Thank you for calling.

Exercise 4

- (1) I am really sorry, Mrs. Mason. I will give you fresh towels immediately.
- (2) Of course I will talk to the chambermaids to point out their mistake.
- (3) It won't happen again, Mrs. Mason. May I offer you a voucher for our hotel restaurant as an apology?
- (4) Certainly. I will take care of it. I would like to apologize again. Here is your voucher. We would be glad to keep you as a guest of our hotel.
- (5) Goodbye and have a nice day.

Exercise 5

1. A chambermaid makes the beds every day.
2. The Room service brings food to the rooms of the guests.
3. When you work as a hotel receptionist, you always have to talk to the guests.
4. In very fine hotels, the valet parking service parks the guests' cars.
5. A bellboy carries the luggage and is always grateful for a good tip.

Answers:
Rules and exercises

- Guest:
1. Could I have some sugar, please? – Yes, you can.
 2. Could you bring us a knife, please? – Of course, I can.
 3. Could I talk to the cook, please? – No, you can't, I'm afraid.
- Waiter:
1. May I clean your table, please? – Yes, of course.
 2. May I offer you a dessert? – No, thank you, we're fine.
 3. May I bring you some more wine? – Yes, please. That would be great.
-
1. May I have another ice-cream?
 2. Might we go to the party?
 3. May I visit my friend?
 4. May they leave the English lesson?
 5. Can I cut slits in my jeans?