**INTRODUCTION**

A hotel is a multi complex service industry that opens to the public, covers under one roof almost unlimited facilities,and is opened twenty four hour a day. A commercial establishment providing lodging, meals, and other guest services. A hotel is a commercial establishment that offers lodging to travelers. Some may also offer lodging to permanent residents. Hotels also have restaurants, conference rooms, stores, and other services that are available to the general public. It can also defined as the place where it provides lodging to the travelers, banquett halls for official parties, offers food to the guest make revenue on the owners point of view. Although hotels are classified into “Star” categories (1-Star to 5-Star)

According to IH&RA, to harmonize hotel classification based on a single grading (which is uniform across national boundaries).

* 1-Star hotel provides a limited range of amenities and services, but adheres to a high standard of facility-wide cleanliness.
* 2-Star hotel provides good accommodation and better equipped bedrooms, each with a telephone and attached private bathroom.
* 3-Star hotel has more spacious rooms and adds high-class decorations and furnishings and color TV. It also offers one or more bars or lounges.
* 4-Star hotel is much more comfortable and larger, and provides excellent cuisine (table d’hote and ala carte), room service, and other amenities.
* 5-Star hotel offers most luxurious premises, widest range of guest services, as well as swimming pool and sport and exercise facilities.

The development of hotel in Indonesia started in 1962 with opening of Hotel Indonesia in Jakarta. Today, the commercial accommodations are under the procurement of the Directorate General of Tourism.

Hotel is an intergal part of tourism industry and is defined as a commercial accommodation that provides:

1.Guest Room or accommodation.

2.Food and Beverages

3.Other services:

a. Recreation e. Beauty Saloon

b. Sport Facilities f. Tours and Travels

c. Laundry g. Bank and Money changer

d. Drug Store & Book Store

**CHAPTER 1**

**Welcoming Guest & Explaining Room Facilities**

Most families go away each year for holiday and many stay at hotels. They may stay away from home for one night or even for weeks or months. They know that they will be well cared for in a good hotel.

They will feel a great convenience and of course will feel at home when the first welcoming is given well for the first time they arrive. The most important thing to give some guests a great impression in a hotel is the way how a doorman or a Bell Man at the hotel’s door to greet and serve them familiarly and friendly.

**DIALOGUE**

**Gst : Guest, DM : Doorman, BM : Bell Man**

A guest comes and a Doorman opens his car’s door while He’s welcoming him.

DM : Good morning,sir!................to our Hotel!

***(welcome, welcoming, welcomed)***

Gst : good morning!

DM : May I...................your car , sir?

***(borrow, drive, park)***

Gst : Of course, thank you. Here is the.......................

***(car, key, luggage)***

DM :where should I..................the key,sir? should I put in your room or in the reception?

***(keep, hide, hold)***

Gst :put in the reception, please!

DM : All right,sir!......................Have a nice time,sir!

***(I wont do, I’ll do, I”ll try)***

Gst : Thank you!

DM :..............................................,sir!

***(don’t mention it, so do I, you’re welcome)***

**A guest (repeater/customer)comes and a doorman welcomes him.**

DM : Good afternoon, mr.dickinson.....................?

***(*how is everything, how do you do, how come)**

Dck : Good afternoon, I”m fine, thank you!

DM : Nice to................you again, it’s been a long time not seeing you!

Where have you...................?

***(saw, seen, see) (be, are, been)***

Dck : Nice to see you again, I’ve been in New York!

DM : New York is a nice place,......................?

***(is it, are they, isn’t it)***

Dck : Yes,it’s beautiful.

DM :.........................me give your hand!

***(please, let, do)***

Dck : Thank you so much!

DM : You’re welcome,sir!

**A bellboy approaches the guest and gives him a hand. to bring the luggage.**

BM : Good morning,sir! May I help you?

Gst : Oh,thank you.here is my..............!

***(luggage, bag, suitcase)***

BM : The reception is..............your left,sir!

***(in, on, at)***

Gst : Thank you!

**A bellboy puts his luggage while the guest is registering at the reception. When finish, the bellboy brings the room key and accompanies him to his room. The bellboy explains the hotel’s facilities and everything.**

BM : Please come this way, your room is five zero five(505). it is on the ...................... floor! The restaurant is................. there and the swimming pool is on your left. We have a beauty salon next to the botique over there as..............!

***(forth, third, fifth) (right, over, next to) (to, well, that)***

Gst : Very good!

BM : In case................fire or earthquake,this is the............................sir!

***(of, at, in) (entrance door, emergency exit, extinguisher)***

Gst : Oh, thank you!

**In the elevator.**

BM : Where........................ you from, sir?

***(do, are, is)***

Gst : I...............from Italy

***(am, come, was)***

BM : How.................will you stay, Sir?

***(often, long, far)***

Gst : Three days!

BM : You are.............vacation, aren’t you?

***(on, in, at)***

BM : No,..................I’m on bussines!

***(it is not, I don”t, I”m not)***

**In front of guest room.**

BM : This is your room,sir! let me..................the door! come in,please!.....................are the switches for bedside lamp, and this is for the main lamp,this is for turning.................................the tv, this is for radio and this is air conditioner and this is the volume control for the tv & radio. This is the telephone directory service and room service menus!

***(close, shut, open) (these, this, that) (on, in, of)***

Gst : I see!

BM : And over here is the balcony!

Gst : That’s..............good!

***(look, looking, looks)***

BM : And this is the bathroom

Please call me for any................................you may need. have a nice time!

***(help, assistance,thing)***

Gst : Thank you!

BM : You’re welcome.

**Please to match them by drawing lines. The followig list of words and phrases may help you identify which words and phrases are American or British English.**

|  |  |
| --- | --- |
| **British English** | **American English** |
| Aubergine |  |
| Barman |  |
| Elevator |  |
| Frying pan |  |
| Flat |  |
| Grill pan |  |
| Pageboy |  |
| Accomodations |  |
| Corn |  |
| Corn flour |  |
| Dustbin |  |
| Pavement |  |
| Taxi |  |
| Underground |  |

|  |
| --- |
| **Apartment – Bartender – Bellboy – Broiler Pan – Eggplant – Lift – Skillet – Cab – Corn Starch – Garbage/Trash Can – Lodgings – Maize – Sidewalk – Subway.** |

**EXERCISE**

1. What are the main jobs of Doorman & Bell Man?
2. Why the first impression is important on Hotel?
3. What should the Bellboy talk over with the guest when they escort to the room?
4. Try to response this dialogue!
5. I would like to go by walk! Where is the nearest shopping centre from here?
6. Are these some nice places in this city? I would like to have a pleasant trip tomorrow morning!
7. Is there a historical place around here?

**ADDITIONAL KNOWLEDGE**

1. **International terms for spelling**

**A –Alpha I - India Q – Quebec Y - Yankee**

**B – Bravo J – Juliet R – Romeo Z - Zulu**

**C – Charlie K – Kilo S - Sierra**

**D – Delta L – Lima T - Tango**

**E – Echo M – Mike U - Uniform**

**F – Foxtrot N – November V- Victor**

**G – Golf O – Oscar W - Whiskey**

**H – Hotel P – Papa X - X-ray**

**CHAPTER 2**

**Telephone Operator**

In smaller hotels there is a telephone switchboard at the reception desk. Incoming calls can be put through to guest rooms and to all parts of the hotel. The receptionist can use a loudspeaker system to call guests if they are wanted. In large hotels there is a separate telephone exchange and operator.

Telephone operators are always polite and courteous. Guests rely upon the Telephone Operators to wake them up and also to give a message to people who call them when they are not in their room. The Telephone operator also serves any phone calls from and to all of the employees, specially the managers and other important persons at a hotel.

**DIALOGUE**

**TO: Telephone Operator, Gst: Guest, Clr: Caller, Mgr: Manager**

**A caller wants to speak to a guest in the room.**

TO : Good evening, Amazing Hotel, may I help you?

Clr : Yes, good evening,.............Mr.Roger Federer in room six zero eight (608)

***(Can I speak to, May I talk with, Would you put me through to)***

TO : ...............,please?

***(who’s speaking, who shall I say is calling, may I know your name)***

Clr : Didi Estiadi..........!  ***(spoken, speaker, speaking)***

TO : ...........the line, please! I will put you...........to him

***(put, take, hold) (pass, through, direct)***

**The Telephone Operator connects to room six zero eight.**

TO : Mr. Federer, there is a..........from Mr. Didi Estiadi, do you want to take in?

***(telephone, calling, phone call)***

Gst : Okay, thank you!

TO : all right, hold the line please!

**The Telephone Operator puts the caller through to Mr. Didi Estiadi**

TO : Mr. Estiadi, Mr.Roger Federer is ..............the line for you!

***(at, in, on)***

Clr : Thank you very much!

**The guest is not in the room.**

TO : Good morning, Amazing Hotel, may I help you?

Clr : Yes, may I have word with Mr. Jimmy Hendrik?

TO : May I know...........room number, sir?

***(him, her, his)***

Clr : ...............(345)

***(three hundreds four fifty, three fourty fifteen, three four five)***

TO : Excuse me, who’s..............,please!

***(just a minute, hold the line, hold on a minute)***

Clr : Thank you

**The Telephone Operator connects to the room two one seven but nobody answers.**

TO : Excuse me, madam Artholite Duponn! Nobody.................the phone. Do you have............message for him?

***(answered, picked up, in this room) (some, any, several)***

Clr :Yes, tell .........that I’ll call him..........tomorrow afternoon!

***(him, he, his) (back, before, after)***

TO :All right, May I have your number?

Clr :087827099906

TO : ou,eight,seven,eight,two,seven,ou,triple nine(nine,nine,nine),ou,six

Could you........your name again, please?

***(say, spell, tell)***

Clr : ei-ar-ti-eich-o-el-ai-ti-i-di-yu-pi-o-double en

TO ; ei for Alpha (A), ar for Romeo (R), ti for Tango (T), eich for Hotel (H), ou for Oscar (O), el for Lima (L), ai for India (I), ti for Tango (T), i for Echo (E) di for Delta (D), yu for Uniform (U), pi for Papa (P), o for Oscar (O), en for November (N)

All right, sir!..........I’ll...........him..........message soon!

***(give, take, bring) (you, yours, your)***

Clr : Thank you, bye!

TO : You are welcome,bye!

**A caller wants to reserve a room.**

TO :Good afternoon,Amazing Hotel. May I help you?

Clr : I would like to book a room?

TO : Hold the line Madam, I’ll put you through to the...............Clerk!

***(Housekeeping, Restaurant, Reservation)***

Clr : Okay, thank you very much.

**A caller intends to speak to the rooms division Manager.**

TO : Good morning, Amazing Hotel, may I help you?

Clr :Is Rooms Division Manager........?

***(there, in, on)***

TO : Who’s calling please?

Clr : Willy’s calling!

TO : Hold the line, please!

**The Telephone Operator tries to connect to him.**

TO : Mr. Budi! I’m..............he is..........a meeting! Would you call back in a.........hours or shall I..........him to call you back?

***(worried, afraid, think) (in, on, by) (some, any, few) (ask, let, tell)***

It’s okay! I’ll call him back this..............around four PM!

***(at, on, in)***

TO : All right, sir! I’ll tell him!

**Wrong number.**

TO : Good morning, Amazing Hotel, may I help you?

Clr : Good morning, Is Mrs. Nanda Utaridah there, please?

TO : Who’s speaking,please!

Clr : Akbar’s speaking! TO : Hold the line please!

**The Telephone Operator can’t find that name.**

TO : Could I know...................she is a guest or hotel amployee?

If she is an employee,................department does she work in?

***(how, what, whether) (which, where, what)***

Clr : Oh,I think I..............a wrong number!

***( get, take, have got)***

TO : It...........matter!

***(don’t, isn’t, doesn’t)***

Clr : Thank you!

TO : You’re welcome!

**A guest in room nine ou four (904) wants to make a long distance call.**

TO : Good Evening, Telephone Operator, May I help you?

Gst : Yes, I’m in room nine ou four! I........like to make a long distance call to

Darwin,Australia!

***(had, would, want)***

TO : All right, Mr.Vially! Could I.........the phone number, please?

***(know, have, get)***

Gst :0016105545865248

TO : ou ou one six one ou double five four five eight six five two four eight

TO : Would you please hang up the phone, and I’ll put you through to........number.

***(what, is, that)***

**The Telephone Operator dials that number.**

Aus : Halo,Good evening!

TO : This is a..............call from Amazing Hotel Bandung, Indonesia, hold the line please! ***(long distance, long trip, long call)***

**A guest in a room requests a wake up call.**

TO : Good evening, Telephone Operator, may I help you?

Gst : Good evening, please..........me up at six tomorrow morning!

I have to...............the train! ***(woke, woken, wake) (take, catch, go)***

TO : Yes, sure. I.............wake you up at six tomorrow morning!

***(will, am going to, shall)***

Gst : Thanks!

TO : you’re welcome.

**USEFUL EXPRESSION**

**Can I speak to Mrs. Rani, please! – I want to speak to Mrs. Rani, please!**

**I’d like to talk to Mr. Smith, please! – May I have a word with Mr. Smith, please!**

**Please connect me to Mr.Hedy – Could you put me through to Mr. Hedy please!**

**Is Mr. Hedy in, please!**

**Who’s calling, please – Who’s speaking, please – who shall I say in calling?**

**Vially Gianluca’s speaking – Vially Gianluca’s calling – I’m Vially Gianluca from South Africa – This is Vially Gianluca from South Africa.**

**Hold the line, please! – just a minute please! – just a moment, please! Wait a moment, please! – wait a minute, please! – Hang on for a moment, please!**

**I’ll see if he is is still stay here or not – I’ll check if he is still in his room or not – I’ll check whether he is in or not.**

**I’m afraid he is in the meeting – I’m afraid he is on leave – I’m afraid he is going to Jakarta – I’m afraid he is having lunch – I’m afraid he is not in – I’m afraid he has already check out – I’m afraid he is on the line – I’m afraid he is on another line –**

**I’m afraid he is busy – I’m afraid he is in the middle of something I’m afraid he is tied at the moment.**

**Nobody answered – Nobody picked up the phone**

**Do you have any message for him? – Is there any message for him?**

**Would you like to leave a message?**

**Would you like to call back in a few minute! – Would you like to call back tomorrow morning!- Could you ring back later!- Is it possible for you to ring back in a few minute! – Shall I ask him to call you back!**

**I’ll try to reach him on his mobile phone – I’ll try to get him on his mobile phone.**

**There is a phone call from – Mr. Hedy wants to speak to you on the phone.**

**Glossaries & Terminologies**

**Telephone**  is a communication device

1. Thereis a........from Mr.X
2. To make a chat with more than 1 persons by phone
3. Don’t need to pay for a call
4. To do something politely
5. Some phone numbers inside the office or building
6. To make a call overseas
7. To make a call from one city to another
8. Short distance call
9. To answer a phone call
10. To close a phone call
11. To telephone
12. Is a device for managing telephone lines
13. To make a call from one room to another
14. To speak clearly by smiling and courteous.

|  |
| --- |
| **International Direct Dialing (IDD) call/long distance call – station to station call – to hang up – a phone call – to make a call/to ring/ to call/to call up – conference call – collect call - city to city cal l- interlocal call – switchboard – courteous/polite – extension – to pick up – well mannered – local call.** |

**CHAPTER 3**

**Room Reservation I**

Letter and Telephone calls from guests who wish to book rooms, all contact to the reservation Clerk. The reservation Clerk has a chart which show her whether the rooms are vacant or occupied, empty or fully booked. She knows all rooms and tries to give guests the sort of room they want.

She will write the guest data down on the reservation Form to avoid some misunderstood with the guest. She also will block the reservation Chart to avoid a double booking made by guests. Finally, she will inform the reservation to all departments.

**DIALOGUE**

**Gst: Guest, Rsv : Reservation Clerk**

**A guest reserves two Junior Suite rooms by phone.**

Rsv : Good morning, reservation, may I help you?

Gst : I’d like to..........two Junior Suites from July 14th to July 20th if there are any, I’d prefer rooms with view.......the beach. How much is it per.............?

***(reserving, reserved, reserve) (on, over, up) (day, night, hour)***

Rsv :All right, sir! Let me check whether it is.........or not!

***(there, find, available)***

**The Reservation Clerk, checks the reservation Chart.**

Rsv : Yes, we still have two Junior Suites with view over the beach available............July 14th to july 20th. The rate is 950.000 Rupiah per night,.......breakfast, service and tax. Would you give me some information........your name, address and phone number?

***(for, from, on) (included, includes, including) ( on, by, of)***

Gst : That’s right, my name is Richard Elliot,...........address is 46 street ATP D3 Wood Side New York 1377 and............phone number is 718-420264

***(I, me, my) (mind, mine, my)***

Rsv : Could you spell your name again, please!

Gst : Sure! Ar-ai-si-eic-ei-ar-di i-el-el-ai-ou-ti.

Rsv : ar for Romeo (R), ai for India (I), si for Charlie (C), eic for Hotel (H), ei for Alpha (A), ar for Romeo(R), di for Delta (D), i for Echo(E), el for lima (L), el for Lima (L), ai for India (I) ou for Oscar (O) and ti for Tango (T). Is that.......?

***(right, true, correct)***

Gst : Yes that’s right!

Rsv : How......person will check in, sir?

***(much, far, many)***

Gst : My wife & me.......three children

***(with, together with, and)***

Rsv : All right, Sir! I look forward to seeing you soon!

Gst : Okay, I hope.......thank you, bye! ***(that,so, do)***

Rsv : You’re welcome,bye!

**A secretary of a company reserves three Deluxe Rooms by phone.**

Rsv : Good morning, reservation, may I help you?

Gst : I’m.......from Triwarsana Jakarta. I’d like to reserve five deluxe Rooms with swimming pool view for my guest. They will.............staying for three months on one floor! How much is it per night?

***(call, called, calling) (have, havebeen, had been)***

Rsv : All right, Madam! When will they........?

***(arrive, check-in, come)***

Gst :........will check-in on 2nd of August and check-out on 2nd..........November

***(It, He, They) (by, at, of)***

Rsv : Let me check the.......first whether the rooms are available or not!

***( form, report, chart)***

**The Reservation Clerk checks the Reservation Chart**

Rsv : I’m sorry, Madam, we have only 3 deluxe rooms on the same floor with view over the Swimming Pool for August 2nd! Do you.......if you take........two Deluxe Rooms in other floor? ***(intend, need, mind) ( other, else, another)***

Gst :..............! ***(no problem, it doesn’t matter, never mind)***

Rsv : The rate is 950.000 rupiah per night, including breakfast, service and tax.

Gst : Is it possible to have a.......for me?

***(free of charge, discount, deduction)***

Rsv : Eeeeer! All right Madam, you get ten ................... discount!

***(presentation, percentage, percent)***

Gst : Okay, thank you, I ............ it!

***(took, taken, take)***

Rsv : How many persons will.......checking-in?

***(have, have had, be)***

Gst : Five........! ***(person, persons, man)***

Rsv : May I know who will be the contact.........name, address and phone number?

***(person, persons, person’s)***

Gst : That’s right! The contact person to me. My name is venelove Cruize my office ............is jalan Jendral Sudirman No.123 Bandung and the phone number is 022-4216780

***(place, name, address)***

Rsv : 022-4216780, and your fax number, madam?

Gst : 022-4216781

Rsv : 022-4216781,how about the...........,madam,by Cash or by Credit card?

***(method payment, method of payment, payment of method)***

Gst : Cash I think!

Rsv :For your........,you’d better transfer to our Bank account. The number is887564321 of OCBC NISP Bank-Kopo Bandung Indonesia on behalf of PT. PRO UTAMA

***(convent,convenient, convenience)***

Gst :887564321 of OCBC NISP Bank-Kopo Bandung on behalf of PT. PRO UTAMA. Is it correct?

Rsv :That’s right! I’ve already.......your reservation! Would you please send.........a fax to the number 0227508901 to......your reservation as soon as possible?

***(blocked, block, blocking) (we, us, our) (confirmation, confirming, confirm)***

Gst : Of course I will

Rsv : Anything ............., Madam? ***(also, another, else)***

Gst : Oh yes!.........the hotel ..................... a car rental?

***(do, is, does) (provide, provides, provided)***

Rsv : Yes, we provide city car and minibus........rent. ***(on, in, for)***

Gst : Very good! We book 1 mini bus for 3 months as well!

Rsv : One minibus for three months, all right,madam!

Gst : Thank you,bye!

Rsv : You’re welcome, bye!

**USEFUL EXPRESSION**

**I’d like to reserve.........I’d like to book......I want to make a reservation.......**

**I’d like to reserve a double room, please! – I’d like to book a single room for may 21st, please – Can I reserve 3 deluxe rooms for next week, please?**

**I’d prefer a room with view over the beach – a room with a beach view – a room looks out on the beach.**

**How much is it per night? – What’s the rates? – What’s the price?**

**When will you check-in? – How long will you stay in our hotel? – How long would you have been staying here? – How many nights will you spend the night in our hotel?**

**I’m very sorry, sir. We’re fully book tonight – The rooms are fully reserved for those dates**

**Yes, we still have deluxe rooms with view over the beach for August 21st to August 24th**

**Yes, we still have some Junior Suites available!**

**Glossaries & Terminologies**

**To book**  is to reserve

1. Have you already made a..............?
2. The reservation chart will know the room status from..........
3. The guest data will be written down on............when reserve
4. The payment is settled by a company
5. To make sure about the reservation
6. A reservation with down payment. It’s guaranteed for him to get the room he wants
7. The way how to pay
8. A reservation clerk should make a.................to make sure the reservation
9. A payment as to cancel the reservation
10. A reservation without down payment. It’s not guaranteed for him to get the room he wants
11. The payment is settled by a person

|  |
| --- |
| **Cancellation fee – personal account – Guaranteed reservation – reservation chart – reservation form – confirmation/ reconfirmation – to confirm/reconfirm – reservation – Non guaranteed reservation – method of payment – company account** |

**EXERCISE**

1. Why the hotel guests usually make a reservation before check-in?
2. Why the reservation clerk must take a look at the reservation chart?
3. What is the function of the reservation form?
4. The reservation clerk should get the guest data by asking the guest identities.

Make some questions to the guest that is making a reservation!

1. For three nights
2. 2 rooms
3. On the second of next month
4. The cheapest price, please!
5. Ah, thank you
6. My name is Radjib Ismard
7. Al Mubaraq Street No.76 Apartment 301 Libya
8. 087827099906
9. At five PM
10. At 10 AM
11. Cash, I think
12. Yes, I need a taxi to go the biggest shopping centre on the next day please!
13. At about 11 AM
14. Thank you very much

**CHAPTER 4**

**Room Reservation II**

When visitors would like to check-in at a hotel, they go to the receptionist to write down their names, their addresses and all of their data. The receptionists who always stand in the front desk in the entrance hall of the hotel arranges for them to be taken to their room. It is very important for a receptionist that they should be well mannered, smart and tobe able to talk in an easy and friendly way.

Check-in at hotel is an activity when guest registers at the reception desk as for willing to stay at hotel for one night or more. A check-in procedure is a must for every guest who wants to stay at hotel.

**DIALOGUE**

**Gst: Guest, Rec : Receptionist**

**A guest check-in at a hotel**

Rec : *(smiling)* Good afternoon,Sir May I help you?

Gst : Yes, I am..............check-in ***(go to, goes to, going to)***

Rec : .......... you have a reservation? (***are, do, is)***

Gst : No,................ ***(I’m not, I do, I don’t)***

Rec : How..............will you stay and how........rooms do you..........?

***(long, often, far) (much, any, many) (need, want, take)***

Gst : Three nights and I will take one room...........! ***(just, only, so)***

Rec : What kind........room do you like? ***(on, in, of)***

Gst : I’ll take one deluxe room!

Rec : Wait a minute, Sir! I should ............. whether the room is available or not for you!

***(check, find, know)***

**The Receptionist checks the computer and the reservation chart.**

Rec : Yes, we have one deluxe room for three nights.........you! ***(for, from, to)***

Gst : May I..........the room rates please? ***(have, see, know)***

Rec : Sure! These........the room rates! All rates...........twenty one percent of.............Tax, service charge and breakfast for two persons.

***(is,are, it) (include, including, includes) (govern, government, governor)***

Gst : Very good! Can I have a discount?

Rec : I am sorry Sir! It’s a............rate ***(half, fixed, expensive)***

Gst : Okay! Is it............for me to take the room with view over the swimming pool?

***(reasonable, possible, make sense)***

Rec : Let me see! I’m sorry, sir!.................,the rooms with swimming pool view are not available ............... It’s fully book today!

***(lucky you,unfortunately, fortunately) (more, anymore, once more)***

Gst : Ah,it’s okay, no problem! I take........it is. ***(whoever, whenever, wherever)***

**The receptionist gives the registration form to be filled out by the guest.**

Rec : May I ............ your passport?

***(having, had, have)***

Gst : Here it is!

Rec : Thank you! Would you please to..........out this form! and..........over here!

***(fill, file, feel) (sign, significant, signature)***

**The guest fills out the form.**

Gst : Do you.............any deposit? ***(request, recruit, require)***

Rec : Yes, Sir! What would you like to..........,cash or......credit card?

***(payment, paying, pay) (by, on, in)***

Gst : I’ll pay by.........card ***(identity, credit, member)***

Rec : May I have your credit card?

Gst : Sure,.........it is. ***(here, that, there)***

Rec : Okay, thank you.

**The receptionist swipes the credit card.**

Rec : Could you sign this............! The blue draft is for you! This is the Deposit..........,this is Guest.......,and this is the.........for Breakfast tomorrow morning at the restaurant. Here is the......... Your room number is 505, it’s on the fifth floor and the a bellboy will........you to your room. If you need any assistance, please call me!

***(paper, slip, draft) (paper, draft, slip) (card, draft, slip) (slip, voucher, draft)***

***(key room, room key, room of key) (bring, escort, accompany)***

Gst : Thank you very much

Rec : Just for your information, Sir! If there are any, you........put your...........jewelries or cash more than 1000 dollars in one of our Safe Deposit Box!

***(prefer, had better, need) ( available, suitable, valuable)***

Gst : No, I don’t bring them!

Rec : I hope you........your stay! Have a nice time,Sir! ***(enjoy, happy, nice)***

Gst : Thank you very much!

Rec : You are welcome.

**A guest have made a reservation before and check-in at hotel.**

Rec : *(smiling)* Good evening, Sir! May I help you?

Gst : Yes, I............check in! ***(would like to, am going to, want to)***

Rec : Do you have a..............? ***(credit card, reservation, identity card)***

Gst : Yes I .........My name is Rob Halford,ar-ou-bi-eich-ei-el-ef-ou-ar-di ***(don’t, am, do)***

Rec : Mr. Halford! Just a minute, Sir! I should check your reservation in the computer first! Yes, I have your reservation, Mr. & Mrs. Halford, with two children one boy and one girl, two deluxe rooms: one room is.......size bed and the other room is.......bed from the 6th to the 11th of June. ***(huge, king, big) ( small, two, twin)***

Gst : That’s right!......the rooms on the first floor? I mean.........by the swimming pool? My children like....very much ***(are, do, does) (near, next, beside) (swam,swimming,swim)***

Rec : Yes, there are! Can I have your.........? ***( photo, identity letter, passport)***

Gst : Here they are!............I got a special rate for me? ***(do, can, have)***

Rec : Yes, You have ten percent discount. Mr. Halford! Please just sign here!

**The guest signs the registration form.**

Gst : How much totally do I have to pay?

Rec : The total amount you have to pay..........two deluxe rooms for five nights is seven hundred fifty thousand Rupiah...........two is one million five hundred thousand Rupiah! And times five nights is..........you’ve ten percent discount seven hundred fifty thousand Rupiah. It will be............So, what would you like to pay, cash or by credit card?

***(to, for,on) (plus, times, divide) (seven million five hundred thousand Rupiah, seven million two hundred fifty thousand Rupiah, seven million fifty hundred thousand Rupiah) (7.500.000,- 6.570.000,- 6.750.000,-)***

Gst : By cash I think! I’II pay...........dollar, how much is it?

***(by, on, for)***

Rec : The exchange rate is Rp. 9.000,- ...........one dollar.

It means that Rp. 6.750.000,-...........by Rp. 9.000,- is 750 US$

*(****Per, in, fo) (divided, plus, times)***

Gst : Here they are!

Rec : This is the deposit slip,...........are the guest cards, and these are the breakfast voucher for tomorrow.................at The Restaurant! Here are the room keys! Your room number are 112 and 114, it’s on the first floor. It’s..........your right side near the swimming pool! The Bellboy will bring your luggage to your room! If you need any assistance, please call me! I hope you enjoy your stay! Have a nice time, Sir!

***(this, these, that) (evening, morning, afternoon) (at, on, in)***

**Glossaries & Terminologies**

**Smart**  is to do anything with minimum of mistaken

1. Good looking
2. The room can’t be sold
3. It’s ready for sale
4. No guest in the room but the room hasn’t cleaned yet
5. The room can’t be sold cause of the damages
6. No guest in the room but the guest name is available on Guest list.
7. To extend the room night
8. A room is occupied by the Management Staff
9. Free of charge
10. A guest moves from one room to another room
11. A guest cannot be disturbed
12. Cancel to check-in
13. A guest runs away without settling the bill
14. A guest check-in without reservation
15. A guest stays for a long time
16. The duration of staying
17. A card for payment without cash
18. A letter as a substitution to pay
19. It’s usually used by traveler to pay
20. It’s a proof of payment
21. It’s a Voucher for breakfast
22. It’s a free of charge drink for arrival
23. It’s an identity card in hotel area

|  |
| --- |
| **House use – walk in the guest – Guarantee letter – welcoming drink – compliment – vacant/vacant clean – change room – occupied – vacant dirty – out of order – sleep out – deposit slip – stay over – do not disturb – guest card – no show – skipper – long staying guest – length of stay – credit card – good performance – traveler cheques – breakfast voucher/meal coupon** |

**ADDITIONAL KNOWLEDGE**

1. **The kinds of Rates**

**Week-end rates** : The special rate for week-end

**Day Rates** : 50% from published rate for 12 hours (short times)

**Seasonal rates** : The rate is depended on a condition. Peak season is higher than low season

**Family plan rates** : The special for a family different from published rates and free for extra bed

**Corporate rate** : The rate based on an agreement (companies)

**Contract rate** : The rate based on a contract

**Group rate** : The special rate for group with minimum eight rooms will get free one room for a four leader.

**Commercial rate** : The special rate for regular guest (customer)

**Travel Agency rate** : The rate based on the agreement (travel agent)

**Airline rate** : The rate based on the agreement (airline company)

**Over flow rate** : The special rate for a guest which is transfered by other hotels.

**Published rate** : The rates that is offered on the Room Rates

**Discount rate** : The rate after discount (special rates)

**Complimentary** : No charge/free of charge

1. **The Method of Handling Check-in**
2. Smiling and greeting
3. Asking whether the guest have made a reservation or not

* **If Not** :

Asking the length of stay, the kind of room and number of room will the guest take.

Check the computer whether the room is available or not

Showing the room rates list

Negotiating the price

Giving the Registration Form to sign

Asking the guest’s passport

Asking the method of payment

* **If Yes** :

Asking the guest’s name

Checking the Expected Arrival List in the computer or in the Reservation Chart

Asking the guest’s passport

Giving the Registration Form to sign

If the guest didn’t pay the deposit ask the method of payment

1. Giving the Deposit Slip (deposit Receipt), Guest Card, Breakfast voucher and the Room Key.
2. Asking The Bellboy to escort to the room and bring theirs luggage.
3. Saying magic word

**CHAPTER 5**

**Giving Information on Hotel**

There is agood hotel in almost every town. Large towns and cities have many hotels. Seaside towns have rows of hotels next to each other on the sea-front and on the roads that lead to the sea, center towns have business hotels and many other kinds of hotel.

Every hotel guest would like to have a nice atmosphere, good location or strategic, suitable rates when they are staying and relaxing. Therefore, they will look for the information of the hotel as the occasion requires before booking.

Most hotels offer their guest many facilities and amenities for their use and enjoyment. The facilities may include pools, sauna and steam room, a number of restaurant, a health center, tennis courts, business centre,etc. Guest may also ask about facilities or places outside and inside the hotel.

**DIALOGUE**

**Gst : Guest, Rec : Receptionist, RSV : Reservation Clerk**

**A guest calls a hotel to get some information.**

Rec : Good afternoon, Ariyanti Hotel, May I help you?

Gst : Yes, good afternoon, This is Abdullah Al Farizi from Ryadh. May I.........some information on your hotel,please?

***(put, take, get)***

Rec : With my..........our hotel is four stars hotel, a resort hotel. It’s.........in the north of town and has a beautiful view and fresh atmosphere.

***(sure, nice, pleasure) (location, locate, located)***

Gst : I’ll go to Bandung.......air! How far is that from the main airport?

***(by, on,using)***

Rec : It’s about five kilometer from..........main Airport,sir!

***(that, a, the)***

Gst : May I know.......much the room........are?

***(what, how,where) (rates, prices, tariffs)***

Rec : For Standard Room is 450.000 rupiahs..........night, for deluxe is 750.000,- rupiahs..........night and for suite is Rp. 1.200.000,- rupiahs..........night

***(on, per, one)***

Gst : How much one dollar on rupiah

***(much, many, some)***

Rec : The...........rate is 13.000 rupiahs for one US dollar!

***(change, currency, exchange)***

Gst : Thank you for your.........anyway!

***(kindness, help, information)***

Rec : You’re welcome, sir! I look forward to seeing you...........!

***(tomorrow, next time, soon)***

Gst : I hope so, bye!

**A receptionist informs completely.**

Rsv : Good evening, Wonderful Hotel, may I help you?

Gst : Good evening, I’m Ninno Galliarno from Italy. I........to stay in your hotel for three days next week. Can you give me the information of your hotel facilities and everything?

***(want, plan, would like)***

Rsv : With my pleasure, sir. Our hotel is five stars hotel, business hotel and is located in the centre of town. It ........about twenty minutes..................The airport to our hotel, and ten minutes from the train station. All rooms are very convenient, airconditioner, cold and hot water and ninety nine International TV channels. We have swimming pool, twenty four hours room service and restaurant, business centre, Live Music Entertainment, beauty Salon and Convention Hall which has..........for 1000 persons. The room rates are 60 US dollar per night for the cheapest room and 150 US dollar per night for the most expensive one. All rates are included government tax and service charge.

***(take, takes, taken) (on, to, from) (maximum, capacity, maximum capacity)***

Gst : Thank you for your kindness, I hope I will be in Bandung the day..........tomorrow.

***(before, after, while)***

Rsv : You’re welcome, madam. I’ll be..........for you!

***(wait, waiting, waited)***

Rsv : Good morning, Bandung International Hotel. May I help you?

Gst : This’s William Smith and I’m calling from Paris. Could you please give me some information about Bandung International Hotel?

Rsv : Yes, of course, Our hotel is five stars hotel and is located exactly in middle of the city. From Bandung International Airport is only fifteen minutes by car.

Gst : It’s not very far, I think. What about the rooms facilities and the restaurant?

Rsv : All the rooms are very quiet and air conditioned, of course. The hotel also has two international restaurants on the ground floor which serve both international and Indonesian food.

Gst : What about evening entertainment?

Rsv : For evening entertainment, we always perform Indonesian traditional dances in the hotel lobby.The hotel also has two bars which open 24 hours.

Gst : May I know how much your rate per night is?

Rsv : A single room is US$70.000 and for a double room is US$ 85.000 per night

Gst : What about tax and service?

Rsv : Our room rate includes breakfast, tax, and service.

Gst : It’s quite reasonable, I think. Well, just one final question if you don’t mind.

Rsv : No, never mind. please ask me and I’ll explain it to you.

Gst :Does the hotel have a swimming pool?

Rsv : Yes, of course, we do. The swimming pool is exactly in the back of the hotel.

Gst : Allright then. I hope I can stay in your hotel when I visit in Bandung Indonesia later. Thank you very much for your information.

**USEFUL EXPRESSION**

**It Is located in the north of town – the location is on the suburb**

**It is about six kilometers/it takes five minutes from the train station**

**May I know how much the room rates are? – How much are the room tariff?**

**What are the rates for the room? - How much for deluxe room per night?**

**The cheapest rate is 375.000,- Rupiahs per night and 1.500.000,- Rupiahs per night for the most expensive one**

**It has a fresh atmosphere – The Weather is fresh – The hotel’s got a fresh air -**

**– All rooms are comfortable – the rooms are nice -**

**All rates are included goverment tax and service charge – The rates are included 21% goverment tax and service charge – The rate is plus plus – The rates include welcome drink and breakfast**

**Thank you for your information / your kindness / your help / for everything**

**I look forward to seeing you soon – I’ll wait for you – I’m waiting for your arrival –**

**I hope you will stay at our hotel**

**Could you give me some information on your hotel, please?**

**Can I get some information on your hotel?**

**Could you please give me some information on this hotel?**

**How much are your rooms, please? What is your rates for a double room,please?**

**May I know how much your room rates is? Does the room rate include breakfast?**

**Does the rate include tax and service? Could you tell me where the location of hotel is?**

**Is the location of this hotel far from the airport?**

**Our hotel is a four stars hotel and is located in the middle of the city.**

**Our hotel is located in the outskirts of town and surrounded by pleasant scenery.**

**Glossaries & Terminologies**

**Hostel** is a small hotel with a very cheap rates and has a limited facilities

1. It’s for accomodating the flight attendant and flight passengers.
2. It’s two room separated by flexible door.
3. Some people are business persons in this hotel.
4. It’s a middle size room with a middle price
5. The rooms face to the down town.
6. It’s a room in hotel for 2 persons
7. Dollar to Rupiah.
8. Dollar, Euro, Poundsterling,Yen and Rupiah.
9. Some guest are family
10. Dormitory
11. It’s bigger than deluxe room.
12. It’s a big bed
13. Used some motor bike traveler
14. The rooms face to the mount.
15. It’s only one room in every hotel.
16. The rooms face to the swimming pool
17. It’s located at the tourism objects
18. It’s the cheapest room in a hotel
19. It’s a room in hotel for one person.
20. It’s a room in a hotel completed by dining room and living room.
21. The rooms face to the beach.
22. It’s two beds shared
23. It’s full of tea trees
24. It’s located on the left or right of the main building.

|  |
| --- |
| **Motel – Resort hotel – wing – family hotel – airport hotel – tea plantation – junior suite room – presidential suite room – sea view – connecting room/adjoining room – superior suite room – business hotel – pool view – deluxe room – guest house – mount view – single room down town view – double room – king size bed – exchange rate – standard room – currency – twin bed.** |

**CHAPTER 6**

**HOUSEKEEPING & LAUNDRY**

The Head Housekeeper or Executive Housekeeper looks after all the bedrooms in a hotel and sees that they are keep clean and tidy. Every hotel management has got a different kind of the organization chart. Generally, The executive housekeeper has a staff such as Assistant Housekeeper, Floor Supervisor, Laundry Manager, Room attendant (Roomboy & Roommaid) Night Supervisor, Linen Keeper, Public Area Supervisor, Public Area Attendant (Houseman/Cleaner), Gardener.

Everyday the Roomboy makes the beds and clean the Guest Rooms. They change the bed linen and towels when this is needed. They try to do their work when guest are not in the room.

Some hotels have a laundry service. Guests can hand in to the Housekeeping Staff, shirt, dresses and suits to be washed and be pressed.

**DIALOGUE**

**RB: Roomboy LM: Laundryman**

**A Roomboy is going to make up the guest room. Firstly, he knocks the door.**

Rb : Housekeeping

Gst : Yes?

Rb : Good morning! May I.............your room Sir?

***(make up, clean up, clean)***

Gst : Oh sure, Please! Thank you!

**A roomboy’s going to clean the room.**

Rb : Roomboy!

Gst : Yes!.........in please! The door is unlocked!

***(walk, come, got)***

Rb : Good morning, Sir! Is it possible for me to clean your room...........?.

***(right now, now, this time)***

Gst : All right! But please don’t clean up the dressing table. I’m doing something!

Rb : All right, Sir!

Gst : Thank you!

Rb : You are welcome!

**A roomboy’s going to clean the room.The guest ask the Roomboy to wait**

Rb : Housekeeping!

**The guest opens the door**

Gst : Yes!

Rb : Good morning, Sir! May I clean your room now?

Gst : Oh!..........now! Give me a half an hour, right?

***( It’s not, don’t, not)***

Rb : Allright, Sir! Please.........if everything has..........ready!

***(let I know, let my know, let me know) (been, be, being)***

Gst : OK!

**A guest approaches the roomboy to clean his room.**

Gst : Roomboy! Would you please make up my room now!

Rb : With my.....................! ***(sure, pleasant, pleasure)***

Gst : Could you please only.....................the bathroom and change the towels! My daughter is still sleeping, she is sick!

***(cleaning, clean, cleaned)***

Rb : I’ll do, Sir

Gst : Thank you!

**A guest need an extra bath towel and calls housekeeping**

Rb : Good afternoon, Housekeeping, May I help you?

Gst : Yes! Could you give me an ................. towel?

***(additional, another, extra)***

Rb : Is it bath, hand or.......towel?

***(soft, face, small)***

Gst : Oh! Bath towel, please!

Rb : All right, Sir! Is there...............?

***( anything then, anything else, anything I can do )***

Gst : Oh! Yes, and give me one..........of shampoo!

***(liter, bottle, gallon)***

Rb : One bath towel and one shampoo. I’ll............someone to your room! May I........your room number,Sir? ***( give, send, bring) ( having, has, have)***

Gst : I’m in two ou four!

**A laundryman delivers the guest laundry to the room.**

Lm : Laundry!

Gst : Yes!

Lm : Good afternoon, Sir! These are your........and this is the ............?

How would you like to pay, by cash or charge to the room?

***(clothes, laundry, shirt) (receipt, bill, invoice)***

Gst : Charge to the room, I think!

Lm : Would you please sign this bill!

Gst : Okay!

Lm : Have a nice time, Sir!

Gst : Thank you!

Lm : You are welcome!

**A guest wants to wash and press his clothes and calls Housekeeping.**

Rb : Good evening, Housekeeping May I help you?

Gst : Yes, Iwould like to wash and press some clothes! How long.........it.......to?

***( is, does, do) (takes, take, taking)***

Rb : If they are..........now, they will be........tomorrow morning!

***(washing, washed, wash) (finish, finished, finishing)***

Gst : Can you finish them.........in the morning?

***(lately, late, early)***

Rb : It’s about at 7 tomorrow morning!

Gst : Okay! I’ll wash two trousers, two shirts and dry clean my coat! Could you send someone up to my room?

Rb : With my pleasure, Sir!

Gst : Thank you!

**USEFUL EXPRESSION**

**May I make up your room now? May I clean your room now?**

**When should I make up your room? What time must I clean your room?**

**These are your laundry! These are yours!**

**You can pay by cash now or you just sign here if you would like to charge to the room, and you will pay it when check out!**

**Glossaries & Terminologies**

**To look after** is to take care of

1. To keep something good
2. Tidy
3. Without any dirt
4. To make the bed tidy
5. To sweep some dust
6. To make wood or stainless shinny
7. To brush
8. To inhale some dust
9. To clean the carpet
10. It’s for sweeping the floor
11. It’s for cleaning toilet bowl
12. It’s for cleaning or spotting the stain
13. It’s for dusting
14. A sheet on the blanket
15. Every people use for head when they are sleeping
16. Something for covering the bed
17. The light on standing
18. The light hang on the ceiling
19. It’s for keeping some clothes
20. It’s for dressing up and making up
21. Usually made by cloth hang on the window
22. The electricity’s stop contact
23. The sign for directing to the emergency exit
24. Sandal
25. It’s for laundry transaction
26. It’s on top of the beds
27. Some water syringe from this device
28. It’s for rinsing the mouth
29. It’s for soaking body in bathroom
30. It’s for heating the water
31. The water exile in bathroom
32. It’s for saving your beard and mustache
33. It’s for drying your body after taking a bath
34. It’s for drying your feet in bathroom
35. It’s for foaming your body
36. Tooth brush and tooth paste
37. Needle, yarn, button
38. It’s a very soft paper for facial
39. It’s like pajamas and used for drying your body after taking a bath.
40. It’s for wet garbage
41. Do not disturb sign or please make up my room sign
42. It’s for putting some luggage
43. To clean completely

**Scrubbing – to maintain – neatness – clean – dust pan – to make the bed/making bed – dusting – bottom sheet – to sweep – polishing – brushing – bucket – vacuuming – spotting – vacuum cleaner – blanket – shampooing – moping – general cleaning – broom – pillow case – toilet bowl brush – mop – sponge – bottle sprayer – duster – top sheet – second sheet – pillow – bed cover – bolster/dutch wife – bed side lamp – standing lamp – entrance lamp – wardrobe lamp – cupboard – shelf – ceiling lamp – bulb – cloth hanger – electricity plug wardrobe – drawer – dressing table – writing table - luggage rack – matches – curtain – mirror – switches – double locker air conditioner – telephone directory – emergency exit directory – directory service – slipper – ashtray – mattress – compendium – laundry bag – writing paper – laundry bill – mini bar - sofa – headboard – bed set n/spring bed – shower – hand shower – shower curtain – mouth rising basin – towel rail – wash basin – tooth glass shelve– tap - water tank – ventilator – drain/drainage – waste basket – electric razor – hair dryer – scale – glass cover – disposal bag – guest supplies – room supplies – bathroom amenities – bath towel – hand towel – face towel – bath mat – bath soap – tooth brush – hand soap – tooth paste – cotton bud – shampoo – bath foam – sewing kit – toilet paper - needle, thread and yarn – dental kit – bath slipper – flash light – comb – facial tissue – bathrobe – shower cap – sanitary can – sanitary paper ban – door sign – lost & found – baby coat.**

**CHAPTER 7**

**Checking Out & Paying Bill**

Every guest will pay their bill after checking out. They will go to the front Office Cashier who have prepared their bills. Each Hotel has its own policies that govern guest check out procedures. The check out time is posted on the back of the hotel room door and must be obeyed unless guests want to risk being charged for another day’s residency. Patrons may request a later check out time, which is granted at the discretion of management. When guests are ready to check out, they simply approach the front desk, request their itemized bill and pay their balance.

The Front Office Cashier must be smart when handling the guest’s check-out. They have to check every bill one by one carefully. Cashiers are responsible for all the money they take in. They should be able to recognize real signatures from false signatures of guest.

**DIALOGUE**

**FOC: Front Office Cashier BB: Bellboy**

**A guest wants to check out and asks his bill to the Front Office Cashier to arrange his bills.**

Gst : Good morning, I’m............now! Could you please prepare my bills? And here is the room key!  ***(check-out, checked out, checking out)***

FOC : Yes, Sir. What’s your.......................,please?

***(next destination, room number, payment)***

Gst :It’s 317

FOC : Just a minute please!

**The Front Office Cashier finds out his bills.**

FOC : Here they are! This is the............up to this time! These are the Restaurant Bills and Bar! These are the Telephone bills and these bills are your Laundry bills.

Those prices............21% Government Tax & Service charge!

***(amount, last amount, total amount) (inlude, including, included)***

Gst : I’ve given 500US $ for............., right?

***(down payment, deposit, advance payment)***

FOC : Yes, Sir! The exhange...........is Rp.9.500 for one US $, so you’ve paid Rp. 1.900.000 for the deposit, whereas the total amount.........your bill is Rp. 2. 115.000. The total amount you.......pay now is Rp. 215.000. What would you like to pay, cash or credit card?

***(money, rate, price) (in, on, of) (must, ought, have to)***

Gst :Credit card!

FOC :Can I have your credit card, Sir?

Gst :Yes, here is my credit card!

FOC :Thank you. Wait a minute, please! I’ll take the sales draft for you to..........!

***(signed, sign, signature)***

**The Front Office Cashier swipes his credit card.**

FOC :Here it is, Sir! Please sign it here!

Here is your.......and here is your bill, Sir!

I hope you have enjoyed staying with us! See you soon and have a nice...........!

***(draft, copy, bill) (time, trip, day)***

Gst : Thank you! Goodbye.

FOC : Bye!

**The guest asks a bellboy to call a taxi**

Gst : Could you call a taxi for me, please!

Bb : Yes, Sir! Just a moment please!

Gst : ..........does it take to the airport from here?

***(how far, how long, how many)***

Bb : It.......on the traffic. If there is no traffic, it’s only 30 minutes!

***(depend, depends, depending)***

Where are you taking a flight to?

Gst :I’m flying.............. London!

***(for, at, to)***

Bb :Well, Sir! I think that’s your taxi! I hope you’ll enjoy your trip!

Gst :Thank you! Bye!

**USEFUL EXPRESSION**

**I’d like to check out, please! – I’m checking out now! – I want to check out!**

**Can you prepare my bill please! – Can I have the bill, please!**

**How are you paying it, Sir? - How would you like to pay, Sir? – are you paying by credit card, Sir?**

**Do you take credit card? – Do you accept credit card? – Do you take Visa Card?**

**I’m sorry, this card has expired! – I’m afraid, this card is out of date!**

**What is the rate of exchange today? – How much is it in dollar? – Do you have change for a dollar? – I want to change these dollars to Rupiah!**

**To settle in full – to pay the entire bill**

**What time is your flight? – What time does your flight take off?**

**Are you taking a direct flight? – Will you take a direct flight to London**

**Glossaries & Terminologies**

**To pay without Credit card or Check = Cash**

1. To pay without cash
2. A voucher for travelling
3. Up to date of total amount
4. A number for accounting record
5. The amount until at the present time
6. The additional 21%
7. Some small money
8. A deposit slip

|  |
| --- |
| **Account number – credit card – travellers cheque – cash receipt –**  **current account – government tax – tax change – grand total** |

**EXERCISE**

**1. How much does the guest have to pay in dollar?**

* 3 rooms (@ Rp. 975.000,-)
* 7 nights
* Discount 15% room only
* Restaurant Rp. 1.554.250,-
* Bar Rp.768.650,- (5% discount)
* Room service Rp. 778.425,-
* Telephone Rp. 319.218,-
* Mini Bar Rp. 895.000,-
* All prices exclude 21% government tax and service charge
* The guest pay in dollar
* The exchange rate is Rp. 14.800,- per one dollar

**2. How much does the guest have to pay in dollar?**

* 5 rooms (@ Rp. 1.250.000,-)
* 5 nights
* Discount 10% room only
* Restaurant Rp. 5.255.050,-
* Bar Rp.950.750,-
* Room service Rp. 789.575,- (10% discount)
* Telephone Rp. 275.550,-
* Mini Bar Rp. 325.000,-
* All prices include 21% government tax and service charge
* The guest pay in dollar
* The exchange rate is Rp. 14.500,- per one dollar

**3. How much does the guest have to pay in dollar?**

* 8 rooms (@ Rp. 1.250.000,-)
* 8 nights
* Discount 20% room only
* Restaurant Rp. 8.888.850,- (10% discount)
* Bar Rp.2.777.750,-
* Room service Rp. 1.555.555,-
* Telephone Rp. 220.220,-
* Mini Bar Rp. 995.000,-
* All prices exclude 21% government tax and service charge
* The guest pay in dollar
* The exchange rate is Rp. 14.500,- per one dollar

**4. How much does the guest have to pay in dollar?**

* 10 rooms (@ Rp. 1.550.000,-)
* 10 nights
* Discount 15% room only
* Restaurant Rp. 10.110.100,-
* Bar Rp.9.999.950,- (5% discount)
* Room service Rp. 4.750.570,-
* Telephone Rp. 550.500,-
* Mini Bar Rp. 2.250.000,-
* All prices include 21% government tax and service charge
* The guest pay in dollar
* The exchange rate is Rp. 14.900,- per one dollar

**Term of Bills**

**Cost of Goods Invoice Tax Expense**

**Debt Maturity Trademark**

**Debt Capital Net Income Balance**

**Ending inventory Interest Rate Cash Sales**

**Financial Statement Purchase Invoice Checkmark**

**Credit Stock Card Salaries**

**CHAPTER 8**

**Serving Guests in Bar**

Bartender Should be able to explain various drinks to the guest. They should be able to demonstrate how to make a cocktail drink. Sometimes, bartender performs attractions by playing with bottles to process a cocktail. They also have to memorize the ingredients and the brand name of drinks. They must recommend guests to choose a suitable drink.

A bartender must make patrons of the establishment feel welcome, secure, and relaxed. To the patrons of a bar, the bartender is a very powerful figure. Bartending is the art of providing excellent service to each guest that enters the bar. A good bartender is one who is always ready to greet a guest, accommodate to their needs and serve them with utmost respect and professionalism.

Steps of Service behind the Bar such as: greet your guest and prepare them to order,offer service,prepare order,complete transaction,check back on customer in a timely manner, and say farewell to customer.

**DIALOGUE**

**Brt: bartender, Bwt : Bar Waiter**

**A guest orders an alcohol drink at a bar**

Bwt : Good evening, Sir!

Here is the drink list! What would you like to..................,Sir?

***(beverage, alcoholic drink, drink)***

Gst : Thank you! Do you have............special for me?

***(anything, everything, something)***

Bwt : How about whisky, brandy, vodka, gin or.....................beer?

***(may be, might be, should be)***

Gst : Give me a..........of drink............gin or vodka!

***(Sort, kind, thing) (by, with, and***)

Bwt : Yes, I’ll.........you Negroni!

***(take, bring, give)***

Gst : What’s..................?

***(that, this, those)***

Bwt : ...............in Highball Glass,...............with ice, one oz of Gin or Vodka, one oz of Sweet Vermouth, Lemon Twist Garnish and Stirred.

***(serving, serve, served) (filled, fill, filling)***

Gst : very good!

**A guest wants to try to cure his illness**

Bwt : How are you this evening?

Gst : Not so good! I’m afraid I’m........cold! ***(catch, catching, caught)***

Bwt : The weather............very good! What would you like to drink?

(***has not been, has been, had been)***

Gst : What do you recommend?

Bwt : I have something that will........you! ***(are, help, aid)***

Gst : give....................,please! ***(I, my, me)***

Bwt :I .................cured many cold with a hot toddy of rum and lemonade!

***(had, have, has)***

Gst : Okay, you are a doctor, I think!

Bwt : here it is!

**A guest come to a hotel bar**

Bwt : Good evening, Sir! What do you want to drink?

Gst : Err!! Wait minute, I’m waiting for a friend!........the way, as I..........and I saw two men leaving with hotel guards.................?

***(on, in, by) (come, came, coming) ( what’s up, what the matter, what had happened)***

Bwt : Nothing! Those men became noisy and...........to me. They had too........to drink before they came, and they insisted when I served them. When I refused, they became

***(hard, rude, rough) (many, some, much) (sad, unhappy, disappointed)***

Gst : That’s your........isn’t it? ***(authority, authorized, privilege)***

Bwt : It’s not only that but it’s my duty. We have a............client here, and we..........high standard! ***(well, better, good) (maintain, put, keep)***

Gst : Good! So,.......................a live music tonight? ***(are there, is there, there are)***

Bwt :............about a half hour, there will be a nice live music. The singer is.............great! So, what would you like to drink, Sir? ***(in, at, by) (so, really, very)***

Gst : Ah! Okay!, I order,err......, Can I have a drink......? ***(name, chart, list)***

Bwt : Sure! Here they are!

Gst :I will enjoy the live music! So, let me see!

Bwt : Live music with a nice singer, right? How about slow comfortable screw?

Gst : What’s that?

Bwt : Served in Collins glass, filled with ice, one oz of Sloe Gin and half oz.......Southern comfort and then........with orange juice,.........stir well! I guarantee you will enjoy the sexy singer!

***(pour, add, drop) (on, about, of) (filling, fill, filled) (actually, finally, last)***

Gst : Okay! I try!

Bwt : All right, wait...............!

***(a minute, for a moment, a moment)***

**The Bartender makes that drink for him**

Bwt : Here it is! It’ll take........to the fantastic tour to the moon! And the singer will be.......!

***( your, yours, you) (your, yours, you)***

Gst : ha.....ha.....ha.....Do you want to go........me? make one glass for you! And introduce her to me!

***(to, with, by)***

Bwt : I’m sorry sir. Unfortunately I am not allowed to drink while I......working, but don’t worry I know her very much!

***(am, was, have been)***

Gst : Okay! You are very kind!

**Glossaries & Terminologies**

**Head Bartender** is a person who manage the bar ativity.

1. A person who makes especially alcoholic drink
2. A person who serve drink to guest in a bar
3. Various
4. This drink...........Vodka and Orange Juice
5. It a standard for making any kind of foods or cocktails
6. ...........is 100 gram
7. It’s some materials

|  |
| --- |
| **Contain of – ounces/oz – Bartender – ingredient – any kind of – Bar waiter - recipe** |

**Translate into Indonesia**

***To prepare to pour to add to shake to stir to blend***

***To strain to fill to put to drop to mix put***

**ADDITIONAL KNOWLEDGE**

**The kinds of Bar**

a. **Public Bar is opened for public:**

* **Bar and Night club (discotique) opened at night with live music.**
* **Cocktail Bar is a place where everybody relaxes and enjoys live music entertainment while drinking alcoholic drink with formal services.**
* **Snack bar sells any kind of drink and snack or light meals**
* **Sunken Bar is a bar with piano music**
* **Expresso Bar has a big sreen for Karaoke**
* **Girlie Bar is sorrounded by pictures of girls**
* **Tavarne Bar sells beer**
* **Boogie Bar shows dances**
* **Portable bar or function Bar is a movable bar**
* **Lido Bar is located in a hotel under the F&B Department**

**Bar Equipment**

**a. Type of glass :** bell, whiskey sour, champagne, cocktail, margarita, wine, sherry, cordial, brandy, pony, collins, hi-ball, old fashioned, bucket, double old fashion, pilsner, mixing glass, beer mug, shot, double shot.

**b. Miscellaneous :** bitters shaker, blenders, bottle opener, corcksrew, ice crushers, ice tongs, jiggers, lemon squeezer, ponies, punch bowl, shakers, spoons, strainers, straws, swizzle stick, bar stool, sink.

**The kinds of mixed drink**

**a. Cocktail** is mixed drink contained of two or more ingredients.

* **Apperitif** is for stimulating the appetite: Martini, manhattan, Gimlet, rob Roy.
* **After Dinner Drinks**: Jamaican coffee, mexican offee, french offee, Golden Cadilac, Alexander
* **Exotic Drink**: Midori Colada, Banana Daiquiry, Strawberry Daiquiry, Pina Colada.

**b. Sling** is the ombination of spirit, essence of fruit, and a little bit soda: Singapore sling, Gin sling.

**c. Sours** is the combination of spirit, essence of fuit, and a little bit white egg: Whisky sour, soth sour, Rum sour

**d. Highball** is a drink served in highball glass: salty dog, Spritzer, Mellon Ball, Cuba Libra, Sea Breeze.

**e. Collins** is served in a frosted glass (not clear glass) : Tom Collins, John collins, Vodka collins, Sloe Gin Fiz.

**f. Punch** is the combination of spirit, essence of fruit, and a little bit water: Planet punch, Bonic punch.

**The Method of Mixing**

a**. Preparing/build** (without any making process): Angel kiss, Mexican coffee, Rum Swizzle.

b**. Stirring (stirrer)**: Manhattan, Dry martini, Gibson, Negroni.

c. **Shaking (shaker):** Whisky sour, Bronx, kamikaze, Margarita.

d**. Blending (blender):** Fruits

E**. Floating** (to mix slowly by using tea spoon): rainbow, Goyela.

**The Method of Making**

* First, prepare..........(equipments)
* Second, add/put/drop a half oz of.......
* And then, add/put/drop a half oz of......
* After that, stir/shake it well..........
* Finally, serve in Highball glass.

**Popular liquors**

a. **Blended Whisky:** calvert’s, Imperial, Kesster, Seagram’s 7

b. **Bourbon**: Early times, Jack daniel, Jim beam, Old crow, Old forester, Old grandad, Old Taylor, walker’s deluxe, Wild turkey.

c**. Rye Whisky**: Jim Beam rye, Old Overholt.

d. **Canadian Whiskey**: Black Velvet, canadian Club, Crown Royal, seagram’s V.O.

e. **Irish Whisky**: John Jameson, Murphy’s, Old Bushmill’s, Paddy’s.

f. **Gin**: Beefeater, Gilbeys, Gordons, seagrams, House of Lords, Tangueray, Bombay.

g. **Vodka**: absolute, Finlandia, Smirnoff, Stolichnaya.

h**. Scotch Whisky**: Black & White, Chivas regal, cutty sark, J&B, Johnnie walker Black, Johnnie walker Red, passport, Pinch

i. **Rum**: Bacardi, Myer’s, Ron Rico.

j. **Cordials & Liqueurs**: Amaretto, Anisette, Baileys Irish. Cream, Cointreau or Triple Se, Creme de Banana, Creme de Cacao (Brown & White), Creme de mente (Green & White), Drambuie, Galliano, Grand Mariner, Kahlua, Midori, pernod, Southern Comfort, Tia Maria.

k. **Brandy**: Apricot, Blackberry, Cherry, Christian Brothers, Metaxa.

l. **Cognac**: Courvoiser, Hennesy, Martell, Remy Martin.

M. **Beer**: Budweiser, Coors, Heineken.

n. **Tequila**: Jose Cuervo, Two Fingers.

**Recipes of Alcoholic drink**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name of Drink** | **Measure** | **Ingredients** | **Method of Making** | **Glass** | **Garnish** |
| Black Russian | 1 oz  ½ oz | Vodka  Kahlua | Preparing | Rock |  |
| margarita | 1  2  dash | Tequila  Lemon Juice  Triple sec | Shaking | Coktail | Lime |
| Singapore Sling | ¾  ½  ¼  ¼ | Gin  Cherry  Brandy  Cointreau  Pineapple juice  Grenade n Soda | Shaking | Collins | Orange |

**1. Find out five drink recipes and how to make them!**

**2. Complete this dialogue below!**

Btr: .................................................................

Gst: Eeer, I have no idea! What do you recommend?

Btr: ..................................................................

Gst: What is that?

Btr: ...................................................................

Gst: What are the ingredients?

Btr: .....................................................................

Gst: What glass do you serve?

Btr: ......................................................................

Gst: Do you put garnish on that?

Btr: ........................................................................

Gst: Is it served with ice cube?

Btr: .........................................................................

Gst: Can you show me how to make it?

First, prepare.............................(equipments)

Second, add/put/drop a half oz of....................

And then, add/put/drop a half oz of..................

After that, stir/shake it well.............................

Finally,.............................

Gst: OK, I take one!

Btr: ..............................................

Gst: Thank you!

**CHAPTER 9**

**Serving Guests in Restaurant**

The waiters in a restaurant stand at the door of Dining Room. They greet guest as they arrive and help them to show the table. They spread the napkin, pour plain water, they show menus & beverage lists, they write down the order, repeat the order and they serve them on the table. They also try to boost the sale of drink by suggesting cocktails before dinner, wines during dinner and liquor after dinner.

**DIALOGUE**

**Wtr: Waiter/Waitress**

**A guest comes to the restaurant to have a dinner at Dinning Room.**

Wtr : Good evening! Do you have a reservation?

Gst : Yes, my name is King Arthur and I have..........a table for 8 o’clock.

***(reserve, reserving, reserved)***

Wtr : All right Mr. King Arthur! Where would you like to have a........?

Non smoking or smoking............?

***(sit, sheet, seat) (section, places, area)***

Gst : non smoking, please!

Wtr : please..............! This is your table, please have a seat!

***(follow me, come this way, this way)***

**The waiter spread the napkin (ladies first)**

Wtr : Excuse me!

**The waiter gives the menus and beverages list**

Wtr : Here........The Menus and Beverages list!

***(are, is, this)***

**Pouring ice water and taking order**

Wtr : What would you............with,madam? - Ladies first

***(order, eat, start)***

Gst1 : I would like to start with Mixed Salad and Thousand Island! And...........The soup is Asparagus Soup,please!

***(to, by, for)***

Wtr : One Mixed salad with Thousand Island and one Asparagus Soup. And what do you want for your..............?

***(main course, appetizer, dessert)***

Gst1 : Tenderloin steak, please!

Wtr :Do you like your steak rare, medium or..........?

***(well done, cooked, baked)***

Gst1 : medium please!

Wtr : Tenderloin steak medium! And how about your............,madam?

***(appetizer, main course, dessert)***

Gst1 : Give me one........of slice mixed fruits, and one pudding!

***(package, plate, glass)***

Wtr : One plate of slice mixed fruits, and one pudding, and your.........., madam? Would you like to have some Wine?

***(drink, dessert, main course)***

Gst1 : Ah No! I Just would you like a..........Orange Juice!

***(glass, bowl, cup)***

Wtr : A glass of Orange juice! Anything else, madam?

Gst1 :No, that’s all!

Wtr : All right, madam! And how about you,Sir! What would you like to start with?

Gst2 : My appetizer is Fish hollandaise, my salad is Mixed salad with mayonaise and my soup is Hungarian goulash, please!

Wtr : one Fish hollandaise, one Mixed salad with Mayonaise and Hungarian goulash. And what would you like for your main course?

Gst2 : eeeer! Let me see! My main course is Sirloin steak with French fries, please!

Wtr : do you like your steak rare, medium or well done?

Gst2 : I like medium rare, but not too rare. Just pink inside?

Wtr : Sirloin steak well done with French fries. And how about your dessert, Sir?

Gst2 : Banana split, please!

Wtr : Banana Split! What would you like to drink, Sir?

Gst : Red wine, please!

Wtr : Red wine. Is there anything else?

Gst : No, that’s all

Wtr : All right! I repeat all your order.

**For the appetizers are:**

One Mix salad with Thousand Island, one Asparagus Soup

One Fish Hollandaise, one Mixed Salad with mayonnaise, one Hungarian Goulash.

**For the Main courses are:**

One Tenderloin Steak medium

One Sirloin steak medium rare not too rare just pink inside with French fries

**For the desserts are:**

One plate of Slice mix fruits, and one pudding

One Banana split

And for the drinks are:

One Orange and two Glasses of Redwine! Is it correct?

Gst : That’s right!

Wtr : Your order will not................................!

***(long, longer, be long)***

**The waiter gives the captain order to the kitchen and after that giving bread and butter**

**When the order are ready to serve, he serves starting with appetizer, salad, soup, main course, dessert and drink.**

Wtr :.............your meal, Sir, Madam!

***(have,enjoy,nice)***

**When finish having meals**

Gst : Can I have my ...............?

***(receipt, bill, slip)***

Wtr :Yes, Sir!........it is! What would you like to pay, cash or charge to the room?

***(there, this, here)***

Gst : Charge to my room, please!

Wtr : May I have your room number,Sir?

Gst : 101

***(one ou one, one hundred one, one zero one)***

Wtr : Would you please sign..........here!

***(on,up,over)***

Gst : Okay

Wtr : How was the meals, Sir?

Gst : It’s............!

***(well, good, better)***

Wtr : I............you will be back in some...........time! Have a nice time, Sir!

***(think, need, hope) (next, on, other)***

Gst : thank you very much

Wtr : You’re welcome

**A guest comes to have a supper after midnight at Coffee Shop. (ala Carte)**

Wtr : Good morning, Sir? This is the menus and beverage list!

What would you like to order?

Gst : What do you............?

***(require, request, recommend)***

Wtr : How about French fries, soup or may be sandwich?

Gst : ah! yes, sandwich please!

Wtr : What sandwich do you want? We have Cheese sandwich!

Gst : Cheese sandwich, please!

Wtr : And your drink, Sir?

Gst : Coffee with creamer, please!

Wtr : All right, Sir! I repeat your order; one cheese sandwich and a cup of coffee!

Anything else, sir?

Gst : No, that’s all!

**USEFUL EXPRESSION**

**Yes, how can I help? I’ll get you some**

**Yes, what can I do for you, sir. I’ll get you another**

**Execuse me, madam/sir I’ll speak to the headwaiter immediately**

**I’m sorry, sir. There must be a mistake**

**I’m very sorry, sir. I’m sure we are able to find you something good**

**I’m terribly sorry, sir. I’ll ask the headwaiter about that**

**My apologies, madam. We’ll make sure that......**

**I really must apologize. I’ll change it for you**

**I’ll take it back to the kitchen, sir - I can take it back to the kitchen**

**I’ll be with you in a moment - I’ll have it replaced soon**

**Would you like to have it replaced? - I’ll have it changed immediately,madam**

**Would you like to have it changed? - I’ll have it served immediately,madam**

**I’ll have them brought immediately,sir - I’ll have them moved immediately,sir**

**I’ll get a candle for you.**

**Where would you like to have a seat? – Where do you want to have a seat? – Would you like to seat by the window? – Would you like a smoking section?**

**What would you like to order? – What would you like to order for appetizer? –**

**What would you like to order for main course? – What would you order for dessert? – What would you like to order for drink?**

**Would you like to have some coffee? – would you like to have some wine?**

**How was the meals? What do you think of meals we served? – Did you enjoy your meals?**

**EXERCISE**

1. Tell some ways if you want to excuse causing you serve a wrong order?
2. Response these dialogues!
3. Waiter! I don’t order this food!
4. Waiter, Why my order is too long?
5. Waiter! This food is too salty!
6. Waiter! This glass is a little bit dirty!
7. Waiter! How can I take this soup, I can’t find soup spoon on my table!
8. I want to have a hot food! What do you recommend?

**(Sequences of Service)**

1. Welcoming The Guest
2. Escorting the guest
3. Sitting the guest
4. Presenting the menu
5. Pouring Ice water
6. Taking the order
7. Repeating the order
8. Serving The order
9. Clearing up
10. Suggesting for Dessert
11. Billing
12. Farewell Thank you. (Thanking)

**Glossaries & Terminologies**

**Waiter/waitress**  is someone who serve meals and beverage in restaurant.

1. Someone who leads in Restaurant
2. Someone who manages the operation in restaurant
3. Someone who leads all waiter/waitress
4. The list of drink
5. It’s taken in the morning
6. It’s taken in noon
7. It’s taken in evening
8. It’s taken between breakfast and lunch
9. It’s one of guest supplies in restaurant
10. It covers a table in restaurant
11. It’s taken after midnight
12. It’s for clean mouth after having meals
13. It’s taken after having main course
14. It’s a list of foods
15. It’s taken before having dessert.

**Dinner fork – lunch – b&b plate – serving bowl – appetizer/aperitif – dinner – knife – guest napkin – gravy ladle – sugar bowl – head waiter – tooth picks – Captain – menu – beverage list/drink list – tea spoon – restaurant manager – b&b knife – vegetable bowl – fish fork – wine list – table cloth – dessert spoon – breakfast – dinner plate – saucer-main course – brunch – soup spoon – dinner – dessert fork – supper – snack/light meals – dessert – place mats – dinner spoon – salt & pepper shaker – soup bowl – salad fork – chafing disg (small stove) – water goblet – fish plate – water pitcher – serving dish**

**CHAPTER 10**

**ATTENDING A JOB INTERVIEW**

**Activity 1**

* Study the following expressions
* My name is............
* I graduated from...........
* My major was............
* I studied...........
* At the moment, I am working for.........
* Prior to that...........
* Before that..........
* In addition..............
* My long term goal is to build my own restaurant after getting enough experience in the industry.
* I have been working for...........years in this company
* My worst problem was when I........
* I speak English well but only a little Japanese
* I am good at operating a computer
* My present boss is quite wise but sometimes...........
* I like my present job, but I really want to have a more challenging one
* Yes, I am still young but I...........

**Activity 2**

You need some preparations before attending a job interview. Here are some tips for you. Ask your teacher for any queries.

* Sleep well the night before an interview to appear fresh
* Know exactly where you will be interviewed
* Be Punctual. It will be much better to come 15 minutes before the interview
* Do not wear sun glasses
* Dress neatly, wear your proper best clothes
* Do not eat too much
* Show a good, clean and tidy appearance

**Activity 3**

There are some tips during an interview

* Try to develop a friendly approach by greeting, shaking hands, smiling, relaxing, addressing the interviewer by name.
* Be polite and confident
* Sit properly ( use good posture and do not slouch)
* Listen carefully, look at the interviewer, keep eye contact, speak clearly, and do not rush
* Be natural and honest
* Keep still, avoid irritating nervous mannerism such as hand over mouth, bitting nails, rubbing head/hair, twisting legs, etc
* Do not just give a short “yes” or “no” answer but add extra information to support your short answer
* Be relevant, do not give long, winding answers
* Smile occasionally
* Show keen interest in the job offered
* Use the interview to find out what you want to know about the job and the company.
* Do not be afraid to ask for more information or put your own questions.
* Study the following typical interview questions, expected points and answers.

**General Interview**

1. What’s your name?
2. Where do you come from?
3. What’s your ages?
4. What’s your hobby?
5. What’s your favorite movies?
6. What’s your favorite food in your hometown?
7. What’s is your present address?
8. Do you have any brother and sister and what number you are in your family?
9. What do you do in your spare time?
10. What is your father occupation and what is your mother?
11. What will you do in the next?
12. What is your ambition or gold aim in your future?
13. Could you explained/described about your self?

**Job Interview**

1. Tell me about yourself?
2. How would you describe your home backround?
3. What did you do in your last job?
4. Have you done this kind of work before?
5. We have lot of applicants for this job, why should we appoint you?
6. Why do you want to work with this company?
7. What do you think of your weaknesses/failings?
8. How would you change things if you came here?
9. What do you think are your greatest strengths?(be positive but avoid boasting)
10. What was your previous employer’s opinion of you?
11. What attacted you to this particular job?
12. Why should we hire you instead of one of the other candidates?
13. Do you regard yourself ambitious?
14. What sort of salary are you looking for?
15. When would you be available to start?
16. What has been your most valuable experience?
17. How would you describe your personality?
18. When did you lose your temper? Describe what happenned?
19. How long do you want to leave your present job?
20. What was the worst problem you have had in your last job and how did you solve it?
21. What are you most proud of having done in your present job?
22. Don’t you think that you’re a little young for this posisition?

**Some tips for the interviewers**

* Greet the interviewee, shake hands
* Try to create a relax atmosphere with some small talk
* Let the interviewee ask questions at the end of the interview
* Thank the interviewees for coming and tell them when they can hear the outcome
* Say goodbye.

Remember that questions are used not only to elicit a direct response, but to also assess your thought processes, work ethic, personality, perception of your self and pthers, etc. Always try to answer in a positive fashion or with an answer that will indicate a positive resolution or outcome.

**CHAPTER 11**

**Giving Directions out of the Hotel**

Some times a guest asks you how to get to the museum or to restaurant, or somewhere else. Go over the expressions below and practice pronouncing them.

* Across the bridge
* Across the railway line
* Across the river/bridge
* By the river
* Just before the river
* Just before the dead –end on your right
* On the other side of the river
* On the corner
* At the corner
* The second building on your left
* The third building on your right
* Go straight on
* Go straight ahead
* Go along this road until
* Go straight down this street
* Take the first turn to the right
* Take the second right turn
* Go to the north (west,east, south, north west, north east, south east, or south west)
* Take the road to the north west
* Do not turn left, do not go straight on, but take the middle one.
* At the crossroads, you go straight on
* At the crossroads, you take left
* At the T-junction, you turn/take left
* The museum is on your left
* The bank is on your right
* The shop is at the side of...........
* It’s opposite the drugstore
* It’s just next to the........
* It’s just before the church
* It’s just after the supermarket

**Activity 2a**

Study the following parts of traffic terms, and match them with the pictures by writing the number. Look at the example.

No entry sign ( ) Dead-end ( )

No parking sign ( ) Roundbout ( )

No stop sign ( ) Pavement/sidewalk ( )

No U-turn ( ) Traffic lights ( )

Left turn ( ) Corner ( )

T-junction ( ) Zebra cross ( )

Crossroads/intersection ( ) Overhead footbridge ( )

Fork road ( ) Pedestrian ( )

Lamp post ( ) Bus stop ( )

Traffic ( ) Mail/letter box ( )

**Activity 2b**

Work in pairs, test each other with the terms above by asking what is number 1,2,3, etc. Look at the picture only and cover the words

**The map of a nice planned town**

Tourist : Excuse me, can you tell me how to get to the market, please?

Hotel Porter : As you go out of the hotel, turn left and go straight on until the end of the road, then turn left at the T-junction. Go along the road passing the first turn to the left. You will find the market on your left, just before the Shoe-shop.

Tourist : Excuse me. Do you kow where the Bank is?

Hotel Porter : As you go out from the hotel, go left until the first turn to the left.

Go straight on until the second crossroads. Turn right at the second crossroad. The bank is the second building on your left.

Tourist : Do you know where the school is?

Hotel Porter :..........................................................................................................

Tourist : Excuse me. Could you show me the way to the discotheque, please?

Hotel Porter : .........................................................................................................

Tourist : Excuse me. Could you show me the way to the church, please?

Hotel Porter :..........................................................................................................

Tourist :Excuse me. Do you happen to know where the cinema is, please?

Hotel Porter :..........................................................................................................

Tourist :Excuse me. How can I get to the theatre, please?

Hotel Porter :..........................................................................................................

**Activity 3**

Look at the map carefully, and study the examples of telling how toget to certain places from the hotel on the next page.then complete the other dialogues (c,d,e,f,g,h, and i) based on the map available. Be sure the traveller is at the hotel.

**Activity 4**

Work in pairs with students B to practice giving directions. Your map is the same as your partner’s map but the information on your map is not complete. Complete your map by asking your partner the following missing places, buildings, or landmarks and mark them accordingly. Always start from the Omega Hotel (OH). Please do not look at your partner’s map.

**Follow this model:**

You : Excuse me, could you tell me how to get to the Hair Dresser?

Hotelier : Certainly, Sir....................................................................................

**Your partner will ask you: You ask your partner:**

1. Railway Station (RS) 1. Hair Dresser (HD)
2. Post Office (PO) 2. Hospital (H)
3. Police Station (PS) 3. Bank (B)
4. Drug Store (DS) 4. Japanese Restaurant (JR)
5. Shopping Centre (SC) 5. Baptish Church (BC)
6. Park (P) 6. Al-Azhar Mosque (AM)
7. Favourite Theatre (FT) 7. Book Store (BS)
8. Art Gallery (AG) 8. Old Market (OM)

**The Map of Bagelen City**

**Where exactly is it?**

Tourist : Excuse me. Is there a place near here, where I can get my camera repaired?

Clerk : let me see. I think there’s a camera shop on washingron Street. Do you know where that is?

Tourist : Is that the street that runs parallel to Main?

Clerk : No, washington crosses main. It’s parallel to Thompson.

Tourist : Oh, yes I think I know the one you mean. Now, where on Washington Street is it?

Clerk : It’s in the Shell Building

Tourist : Oh? Which one is that?

Clerk : It’s that big glass office building just past the post office. You can’t miss it.

Tourist : What floor is it on, do you know?

Clerk : On the ground floor next to the entrance.

Tourist : OK.thanks, oh, and do you know how long it’s open?

Clerk : I think it stays open until 5:30.

Tourist : Fine, Thanks again.

**Asking where inside a building something is located**

And *what* floor is the camera shop on?

*which*

On the ground floor next to the entrance

It’s upstairs, on the third floor

Downstairs, on the second floor.

**Student A Student B**

1. Household appliances department Basement floor 0
2. Furniture department Men’s wear floor 1
3. Men’s wear department Toy department floor 2
4. Toy department **YOU ARE HERE** floor 3
5. Accounts section Household appliances floor 4
6. Lost and found department Furniture floor 5
7. Foodcourt stall Restaurant floor 6

Accounts lost and found floor 7

**Asking where facilities and services are located**

Is there a place *near* here where I can get my camera repaired ?

*around* have watch

mail these letters?

I think there’s a **camera shop** on Washington Street

**post office**

**Practice**

Student A covers the map and asks his/her partner about the places indicated in the cues. Students B answers using information in the map.

A: Is there a place near here where I can get my camera repaired?

B: Yes, there’s a camera shop on Essex Street.

**Student A**  **Student B**

1. Camera repaired 1. Star photo studio
2. Hair cut 2. West’s TV and Radio
3. Clothes dry cleaned 3. Car Repair Centre
4. Photo taken 4. Oxford Dry Cleaners
5. TV fixed 5. Canon Camera
6. Car serviced 6. Pete’s Hair Salon

**Locating Streets**

Is that the street that runs parallel to Foster?

No, it crosses Foster

**Practice**

First study the map and the sentences which describe it

Fox Street runs into Redmore

Fox Street is off Redmore

Redmore turns into Grange

Hill is parallel to Fox, Maple and Grange.

Redmore crosses Hill, Fox, Maple and Pine

Now student covers the map and asks his/her partner about the places given in the cues. Another Student answers using the information in the map.

1. Excuse me. I’m looking for Citibank.
2. Citybank? Let me think now. Oh, yes. It’s on Fox Street.
3. Is that the street that’s parallel to Broadway?
4. No, it’s parallel to Hill.

**Another Student asks about these places:**

1. The Public library
2. King’s Department Store
3. The Medical Centre
4. The Pacific Hotel

**Practice**

Make a list of places near your school and practice dialogs like the one above about them

**Asking where inside a building something is located**

And *what* floor is the camera shop on?

*which*

On the ground floor next to the entrance

It’s upstairs, on the third floor

Downstairs, on the second floor.

**Student A Student B**

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5. Accounts section Household appliances floor 4
6. Lost and found department Furniture floor 5
7. Foodcourt stall Restaurant floor 6

Accounts lost and found floor 7

**Practice**

You are at the information desk in a department store. Student A asks where the following places are. Student B answers using the information given.

Take a lift Take the lift to the seconf floor

Go left Go up to the second floor,.....

Turn left As you go out from the lift, go left.

Turn right As you come out of the lift,......

Opposite At the end of the corridor, turn right.

Next to Then go along the corridor, turn right.

Beside The room is just in front of you

On your right The room is the third door on your left

On your left The room is the second on the right

First floor Go right then turn left

Second floor Could you tell me where room 207 is?

Go straigt on Certainly, madam/sir

Excuse me, could you tell me where the Business Centre is?

1. Guest : Excuse me, could I know where the Business Centre is?

Reseptionist : Certainly, madam. Please, take the lift to the second floor and come out of the lift, turn right then go right again. At the end of the corridor, turn right and the Business Center is the third door on the left. Its opposite the Convention Hall.

Guest : Thank you

1. Guest : Excuse me, I want to see Mr. Johnson. He is in Room 204.

Reseptionist : Please take the elevator to the second floor. As you go out from the elevator, turn right. At the end of the corridor, turn right again and his room is on the left at the end of the corridor.

Guest : Thank you

1. Guest : Could you tell me where Room 207 is?

Reseptionist :................................................................

1. Guest : Could I see Mr. Jackson. His room is number 210.

Reseptionist : .....................................................................

1. Guest :........................................................................

Reseptionist :.........................................................................

1. Guest : Execuse me, where is the Convention Hall?

Receptionist :...........................................................................