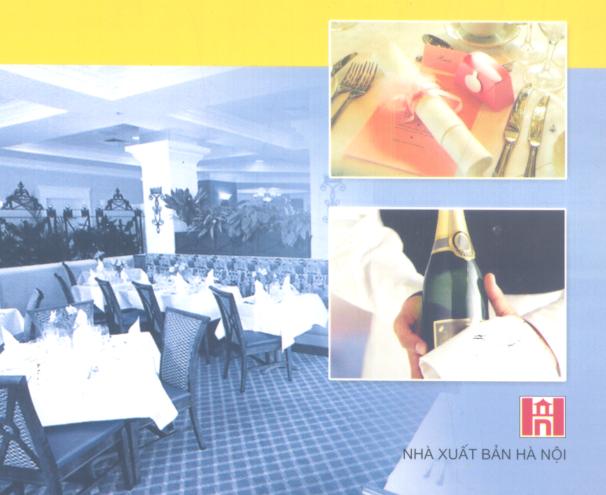


SỞ GIÁO DỤC VÀ ĐÀO TẠO HÀ NỘI

# **GIÁO TRÌNH**

# Tiếng Anh chuyên ngành khách sạn dùng trong các trường trung học chuyên nghiệp



# SỞ GIÁO DỰC VÀ ĐÀO TẠO HÀ NỘI Đỗ THI KIM OANH

# GIÁO TRÌNH TIẾNG ANH CHUYÊN NGÀNH KHÁCH SẠN ENGLISH FOR HOTEL INDUSTRY

(Dùng trong các trường THCN)

#### NHÀ XUẤT BẢN HÀ NỘI

SỐ 4 - TỐNG DUY TÂN, QUÂN HOÀN KIẾM, HÀ NỘI ĐT: (04) 8252916, 8257063 - FAX: (04) 9289143

### GIÁO TRÌNH TIẾNG ANH CHUYÊN NGÀNH KHÁCH SẠN

NHÀ XUẤT BẢN HÀ NÔI - 2007

**ENGLISH FOR HOTEL INDUSTRY** 

Chịu trách nhiệm xuất bản:
NGUYỄN KHẮC OÁNH
Biên tập:
PHẠM QUỐC TUẤN
Bìa:
TRẦN QUANG
Kỹ thuật vi tính:
HOÀNG THỦY LƯƠNG
Sửa bản in:
PHẠM QUỐC TUẤN
CAO CHÍ CƯỜNG

In 500 cuốn, khổ 17x24cm, tại Nhà in Hà Nội - Công ty Sách Hà Nội. 67 Phó Đức Chính - Ba Đình - Hà Nội. Quyết định xuất bản số: 154-2006/CXB/650GT-15/HN cấp ngày 28/02/2006. Số in: 83/2. In xong và nộp lưu chiều quý I năm 2007.

#### Lời giới thiệu

Nước ta đang bước vào thời kỳ công nghiệp hóa, hiện đại hóa nhằm đưa Việt Nam trở thành nước công nghiệp văn minh, hiện đại.

Trong sự nghiệp cách mạng to lớn đó, công tác đào tạo nhân lực luôn giữ vai trò quan trọng. Báo cáo Chính trị của Ban Chấp hành Trung ương Đảng Cộng sản Việt Nam tại Đại hội Đảng toàn quốc lần thứ IX đã chỉ rõ: "Phát triển giáo dục và đào tạo là một trong những động lực quan trọng thúc đẩy sự nghiệp công nghiệp hóa, hiện đại hóa, là điều kiện để phát triển nguồn lực con người - yếu tố cơ bản để phát triển xã hội, tăng trưởng kinh tế nhanh và bền vững".

Quán triệt chủ trương, Nghị quyết của Đảng và Nhà nước và nhận thức dúng đắn về tầm quan trọng của chương trình, giáo trình đối với việc nâng cao chất lượng đào tạo, theo đề nghị của Sở Giáo dục và Đào tạo Hà Nội, ngày 23/9/2003, Ủy ban nhân dân thành phố Hà Nội đã ra Quyết định số 5620/QĐ-UB cho phép Sở Giáo dục và Đào tạo thực hiện đề án biên soạn chương trình, giáo trình trong các trường Trung học chuyên nghiệp (THCN) Hà Nội. Quyết định này thể hiện sự quan tâm sâu sắc của Thành ủy, UBND thành phố trong việc nâng cao chất lượng đào tạo và phát triển nguồn nhân lực Thủ đô.

Trên cơ sở chương trình khung của Bộ Giáo dục và Đào tạo ban hành và những kinh nghiệm rút ra tù thực tế đào tạo, Sở Giáo dục và Đào tạo đã chỉ đạo các trường THCN tổ chức biên soạn chương trình, giáo trình một cách khoa học, hệ

1

thống và cập nhật những kiến thức thực tiễn phù hợp với đối tượng học sinh THCN Hà Nội.

Bộ giáo trình này là tài liệu giảng dạy và học tập trong các trường THCN ở Hà Nội, đồng thời là tài liệu tham khảo hữu ích cho các trường có đào tạo các ngành kỹ thuật - nghiệp vụ và đông đảo bạn đọc quan tâm đến vấn để hướng nghiệp, day nghề.

Việc tổ chức biên soạn bộ chương trình, giáo trình này là một trong nhiều hoạt động thiết thực của ngành giáo dục và đào tạo Thủ đô để kỷ niệm "50 năm giải phóng Thủ đô", "50 năm thành lập ngành" và hướng tới kỷ niệm "1000 năm Thăng Long - Hà Nôi".

Sở Giáo dục và Đào tạo Hà Nội chân thành cảm ơn Thành ủy, UBND, các sở, ban, ngành của Thành phố, Vụ Giáo dục chuyên nghiệp Bộ Giáo dục và Đào tạo, các nhà khoa học, các chuyên gia đầu ngành, các giảng viên, các nhà quản lý, các nhà doanh nghiệp đã tạo điều kiện giúp đỡ, đóng góp ý kiến, tham gia Hội đồng phán biện, Hội đồng thẩm định và Hội đồng nghiệm thu các chương trình, giáo trình.

Đây là lần đầu tiên Sở Giáo dục và Đào tạo Hà Nội tổ chức biên soạn chương trình, giáo trình. Dù đã hết sức cố gắng nhưng chắc chắn không tránh khỏi thiếu sót, bất cập. Chúng tôi mong nhận được những ý kiến đóng góp của bạn dọc để từng bước hoàn thiện bộ giáo trình trong các lần tái bản sau.

GIÁM ĐỐC SỞ GIÁO DỤC VÀ ĐÀO TẠO

#### Introduction

#### 1. Aims of the course

English for hotel industry is designed to improve job-specific English of non-native speakers of the language who are working or being trained for subsequent careers, in the hotel industry. These include staffs with customers contact in hotels. The functional aspects of the hotel industry that are covered in the course range from the relatively limited language routines of, for example, receptionists and reservationists to the more advanced language skills required by hall porters, managers, operators, cashiers... The carefully controlled introduction of new language items in the course is matched by a parallel development in the professional content from the simple to the more complex. New language items are thus introduced and exemplified in terms of existing knowledge.

English for hotel industry aims to practise and develop the four skills of listening, speaking, reading and writing through the use of varied and creative activities. Particular emphasis is placed on the first two of these skills.

Entry level: The course is intended for learners who are at an intermediate level in English. It is designed to upgrade their ability to a hotel-specific intermediate stage on completion.

Method of use: The course is designed both for using in a class setting, with a teacher and for individual learners without access to a teacher.

Parts of the course: The course consists of this book, a cassette containing material for the listening and speaking activities in the course, and the answer key for teachers.

#### 2. Structure of the course

The course consists of 11 units. Nine of these are main units with recorded material on the cassette. The other two are revision units (after Units 5 and 9). Each of the main units deals with one particular aspect of the hotel industry. This topic is indicated by the title of the unit (see contents). The main units are all divided into 5 sections, as follows.

Listening and speaking: The emphasis on the oral/aural skills is underlined by the inclusion of a substantial listening and speaking section in each unit. It includes a lot of activities. Warm up activities to introduce students to topics and set off a train of mental associations which help them deal with later activities. The speaking exercise is designed to give the learner active practice in the production of a key spoken pattern. The listening passages comprise one or more dialogues between hotel staff and their customers and colleagues, both face to face and on the phone. These are designed to encourage the extraction of both general and detailed information. The comprehension activities associated with this section frequently make use of ways of summarizing information that are customary in the tourist industry.

In each unit the Activities give the learner the opportunity to re-apply in new way the job-specific language that has been learnt. The techniques most frequently used in this section are problem solving, information transfer and topic based on discussion

**Reading:** This section provides the main thematic and linguistic input for each unit, the reading passages are either informative texts or else based on or drawn from authentic written material used within the hotel industry such as key cards, guide books, reservation, services...

Language study: This provides a resource for language use, learning and revision. It sets out the main functions, patterns and vocabulary items in the unit, along with other useful items related to the topic. It is referred to during the unit so that the students can consult it if necessary. The grammar and vocabulary sections arise out of the communicative needs of tourism professional and feed into subsequent activities.

Writing: Routine writing tasks of the type encountered in the hotel industry are practised in this section together with language devices, such as

linking and sequencing, commonly used to structure information in written texts. Emphasis is placed on producing routine letters and telexes, messages expanding note and, later in the course, on the production of extra hotel industry correspondence.

#### 3. Classroom use

The course has been designed to provide 90 periods of classroom work on the basis of 8 - 9 periods per main unit and two periods per revision unit. These timings should not, however, be taken as more than suggestions. The casual amount of work that is necessary will vary according to the leave of the learners of English. Their knowledge of the professional background, the amount of work that is done as homework, and adaptation by teachers to their own situation.

The notes on using the course in the classroom that follows are intended only as a guide. Teachers will find if necessary to adapt to the needs of their students.

**Homework**: Homework is available for extra practice as homework or on self-study basic.

Glossary, appendix, tapescript and answer key



# ENQUIRIES AND RESERVATIONS



#### **Objectives**

- Mastering
  - Giving polite requests
  - Confirming reservation
- Taking reservation
- Developing good behavior in describing hotel

#### Contents

#### Language functions and skills

- Taking down reservation

#### Language study

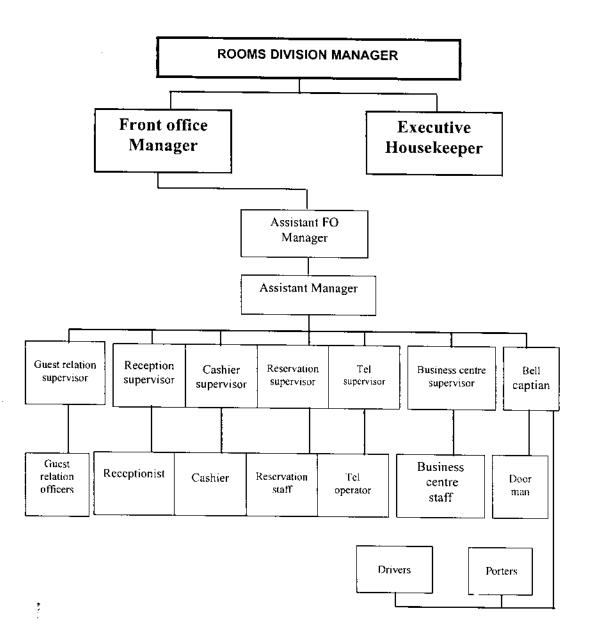
- Would/could in polite questions and request
- Comparing

Vocabulary: Words and expressions relating to reservation

- Numbers and date

#### READING

Try to understand the meaning of any new words or expressions while you are reading the passage. After that, look for new words and expressions in the Word Study at the end of unit.



As you know, a receptionist works in one of the 'front offices' by the front hall or lobby of a hotel. Usually, all members of staff who work in these offices have direct personal or telephone contact with the guests.

In a large hotel, the receptionist welcomes and registers the guests. What about in a small hotel? Here the work of the receptionist may also include the job of advance reservations clerk, enquiry clerk, and book - keeper.

The advance reservations clerk deals with reservation enquiries, of course, and with the booking and allocation of accommodation. A hotel receives reservation requests in different ways. For example, telephone booking are the most common in many hotels. This is because these booking are quick and it is possible to get full information from the customer. Hotel often ask people who make reservations by telephone to confirm their bookings in writing.

Many hotels in Vietnam are now using computer systems for reservations and other tasks. Computers can be understood as "electronic filling cabinets" and as such are idealy suited to dealing with large amounts of information, which need to be extracted and examined in different ways. In particular, computer systems allow a far more sophiticated analysis of guest information than is permitted by manual systems. The systems and software might vary, but essentially they all perform the same function. The computer still needs to meet the basic components of the manual reservations systems. This means that there is still a necessity for a standard format, a visual reference, a detailed record and for the system to be adaptable.

Perhaps you have seen that a number of hotels now have computer terminals. These hotels can link their reservation systems with other hotels in their group, with airline seat reservation systems and with terminals in the offices of important travel agents.

If a hotel is able to accept a booking, the reservations clerk must record it. The reservations clerk normally completes a reservation form and enters the information in a reservation diary.

#### 07/06/ 2005

To: Advance reservations, Daewoo Hotel, Hanoi, Vietnam

From: John Brown, Sales Division, Hanel company.

102 Tran Binh Trong Street

Hochiminh city,Vietnam

Tel: 08-7642384

E-mail: Hanel @icte.uq.ed

Please reserve a single room with bath from the evening of August 18<sup>th</sup> 2005. A quiet room on a lower floor away from the street is preferred. Please confirm as soon as possible and inform me if a deposit is required.

#### John Brown

#### Reading check

- 1. In what way is the work of a receptionist different in a large hotel and a small hotel?
  - 2. Who does the allocation of hotel bedrooms?
- 3. Write down six ways that a hotel receives bookings. Which of these do you think is the least important?
  - 4. When are guests asked to confirm a booking?
  - 5. How does the reservations clerk record a booking?

#### DAEWOO HOTEL

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· •	<b>74€</b>

#### GUEST HISTORY RECORD

	3			
Name:				
Address - H	ome :		Nationality :	
Business:			Profesion:	
Booking ma	de by :		Credit:	
Arrival	Departure	Room	Rate	Remarks
date	date	number		

RESERVATION FORM													
□ NEV	V 🗆 AI	DMEND	MENT	□ CANCELLA	TION	□ WAITINGLIST							
Guest name	Room type	Bed type	N° of	Confirmed rate	N° of nights	Additional request							
		•••											
		78.	Guaran	teed	Non	- guaranteed							
Name of	applicant												
Home ad	dress		tel	fax	e-r	nail							
Company	/office add	dress	tel	fax	e-r	nail							
Arrival o	late			Depar	ture date								
Transpo	rtation re	quest											
Fli	ght detail:	S		othe	rs								
<u> </u> 			F	Payment									
Own acco	ount 🗌	Compar	ny account		Agent ac	count 🗆							
Cash Traveller Credit ca			All expen Room onl Room & b	ly 📙									
Card No	Card type: Card No: Expiration date:												
Special re	equests												
Reservat	ion taken b	у				4114							
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#### LISTENING AND SPEAKING

A. Read these faxes and look at the chart of the Royal hotel below. There is one mistake in the way the room chart has been filled out. Find the mistake and correct it.

Do you have a single room available for two nights from Friday May 6<sup>th</sup>? If so, please reserve this for me and confirm by fax. Thank you. Please let me know the cost including continental breakfast.

Susan Smith

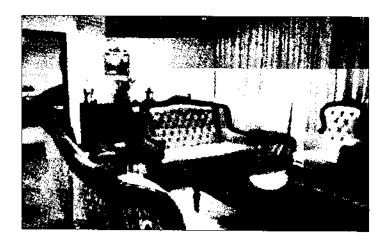
#### **Guest Rooms**

答



Please reserve one double room with balcony and shower for my husband and myself from May 1st to 8th. We require full board.

#### Mary More



A living room of a suite in Hanoi hotel

#### ADVANCE RESERVATION CHART

MONTH : F	MONTH : FEBRUARY 2005														
Room	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>	7 <sup>th</sup>	8 <sup>th</sup>	9 <sup>th</sup>	10 <sup>th</sup>					
101(SB)				-											
102(TB)															
103(TB)									,						
104(T)		_		-											
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#### C. Pronunciation

Listen to the phrases in the speech ball and practise saying them clearly and politely.

I'll just check if we have a room available.

Yes, we do have a room free.

I'm afraid the only room we have is.

Could you just spell your name for me, please?

Is there a phone number where we can contact you?

What time will you be arriving, Mr Green?

We'll confirm this reservation in writing, Mr Moore.

We'll look forward to seeing you on Monday, Ms Smith.

Thank you for your call, Mrs Moore.

D. Look at this reply to Susan Smith's fax. Find four mistakes in it and correct them.

Dear Mr Smith,

Thank you for your fax. I am happy to inform you that we have a single room with shower available for you from Friday May 6<sup>th</sup> to Sunday May 8<sup>th</sup>. The cost of the room with full break is \$65.

I can confirm that the room has been reserved for you. We look forward to welcoming you both on May 6<sup>th</sup>. Please let us know if you will be arriving later than 8 pm.

Yours sincerely,

A. Musler

Royal Hotel

Write a reply to Mrs Moore's fax.

#### LANGUAGE STUDY

Requesting information

Notice how we can ask for information politely.

Examples:

You don't know the name and address of a customer. (tell)

-> Could you tell me your name and address, please?

You don't know the spelling of a customer's name. (spell)

-> Would you spell your name, please?

You aren't sure of the name of a company. (give)

-> Can you give me the name of your company, please?

Using could, would and can, ask questions in a similar way.

- 1. You don't know the telephone number of a customer. (tell)
- 2. You aren't sure of the surname of a caller. (repeat)
- 3. You are unsure of the number of people in a group. (tell)
- 4. You don't know the arrival time of a customer. (give)
- 5. You don't know the spelling of a street name. (spell)
- 6. You are unsure of a guest's date of departure. (confirm)

#### Comparing

Study the following table	Station Hotel	Bristol Hotel	Park Hotel
1. How expensive is it? (USD)	340	220	270
2. How quiet is it? (.)			***
3. How convenient is it? (kms to centre)	2	1	4
4. How comfortable is it? (*)	***	*	**
5. How big is it? (number of beds)	400	680	250
6. How modern is it? (built in)	1947	1975	1965

Notice how we can make sentences comparing different hotels.

1. The Park Hotel is more expensive than the Bristol, but less expensive than the Station Hotel.

The Station Hotel is the most expensive and the Bristol is the least expensive.

2. The Station Hotel is noisier than the Park, but quieter than the Bristol.

The Bristol is the noisiest and the Park is the quietest.

Now write similar sentences about 3, 4, 5, and 6.

#### Numbers and dates

Notice how we say the following numbers and dates.

703 seven hundred three.

- 521 five hundred and twenty-one.
- 3,845 three thousand eight hundred and forty-five.

Tel: 0904-37769 oh nine oh four, three double seven six nine.

Room 104 room one hundred and four or room one oh four.

- 30 January 1991: the thirtieth of January, nineteen ninety-one.
- \* We can also write 30<sup>th</sup> January or January 30<sup>th</sup>. In the USA it is: January 30, 1991 January thirtieth, nineteen ninety-one.

Now say the following aloud.

2,714, 30<sup>th</sup> April 1993, tel: 08-58 23 62, 12,449, June 12, Room 317, tel: 01-703 4468, 19 July, Room 502, 650, 5<sup>th</sup> floor, May 14 2002, 01-455 4011, 30 November 2002, 12<sup>th</sup> floor, 9<sup>th</sup> July 2004, 17,446.

#### ACTIVITIES

#### STANDARD RESERVATION PROCEDURE

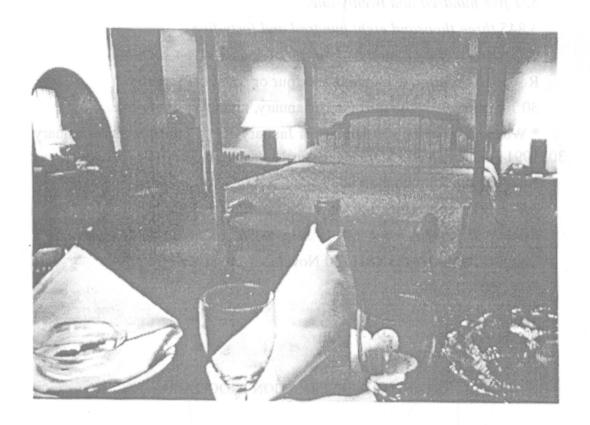
Step 1. receiving enquiries

Step 2. determining room available

Step 3. accepting or denying requests for reservation Step 4. documenting reservation details

Step 5. confirming reservation

Step 6. maintaining reservation records (filling, modifying)
Step 7. complimenting reservation reports



## A room of Mélia hotel

# Step 3. accepting or denying requests for reservation 1 this second 1

You'll be playing the roles of RESERVATION MANAGER and GUEST telephoning to reserve rooms. You should update the room chart. This role play is in four parts:

- Your name is Bernard Brown. Call Royal hotel. You want to reserve a room for your wife and yourself from May 2 to May 6 (four nights). The room must have a bath, a balcony (your home phone number is 01303879231).
- You are the Reservation manager at the Royal hotel. Answer the phone and take the booking. Fill in the room chart above.

- Your name is Mary. Call the hotel to reserve a single room from the May 1 to May 8 (your office phone number is 01783567)
- You are the Reservation manager at the Royal hotel. Answer the phone and take the booking. Fill in the room chart above.

#### • Activity 2



In a small hotel, a receptionist does a number of jobs in order to satisfy the hotel's needs and the customer's needs. For example, the receptionist will:

Prepare arrival/departure lists

Welcome guests

Show guests to rooms

Deal with departures

Deal with cancellations, etc.

deal with correspondence

allocate rooms

take advance bookings

deal with guests' problems

deal with enquiries

Place these jobs in what you think is their order of importance. Give reasons for your choice of order.

#### WRITING

#### The International Hotel has received this letter.

17 Lime Avenue
York,
Y02 1PB
England
29th January 2004

The Manager, International Hotel, Amager Boulevard 162, DK-2300 Copenhagen 5, Denmark.

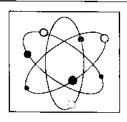
Dear Sir.

My family and I stayed at your hotel when we visited Copenhagen last year. We are now planning a second visit during May this year and hope it will be possible to stay at the International again. We require two twin-bedded rooms with baths for six nights from 7<sup>th</sup> May. We would like rooms with a view over the park again, if possible. Please let me know if a deposit is required.

Yours faithfully,

Peter Johnson

#### Here is the reply from the International Hotel.



#### INTERNATIONAL HOTEL

Amager Boulevard 162. DK-2300.

Copenhagen 5. Denmark

Telephone 01-107092.

Telex 15312

Mr Peter Johnson

17 Lime Avenue

York

Y02 1PB

England

7<sup>th</sup> February 2004

Dear Johnson,

Thank you for letter of 29th January 2004

We have much pleasure in confirming your booking of two twin-bedded rooms with baths from 7<sup>th</sup> May-12<sup>th</sup> May 2004, inclusive. Your rooms have a view over the park.

A deposit is not required.

We look forward to your visit.

Yours sincerely,

#### (Mr A.Madsen - Advance Reservations)

Using Mr Madsen's letter as an example, write letters of reply to the following reservation requests. You can accept all of these bookings.

- 1. Mr Son, 45 Giaiphong road, Hanoi city, Vietnam, Double Room/Shower from 3-4-2004 3 nights / Lower floor requested.
- 2. Jose Gilbert, Perez Galdos 34, Valencia 8, Spain Twin / Bath from 2-6-2004 7 nights / Quiet room requested.

3. Miss Lan Anh, 16 Batrieu street, Danang city, Vietnam, Single from 6-6-2004 4 nights, Gagege parking wanted.

#### WORD STUDY

advance reservations (n)

Reservations made by guests before they senders and receivers of information arrive.

allocation (n) of accommodation, confirm (v) agree to a booking. n deciding in which room each guest will confirmation.

deciding in which room each guest will costay.

guests (n) people staying at a hotel.

available (adj) ready for use. contact (n) communication.

bill record (n) of what the customer must continental (adj) breakfast light pay. (v) bill. breakfast.

booking (n) person who reservation. v correspondence (n) letters.

**book-keeper** (n) person who records **customer** (n) person using a hotel. money paid and received.

cancellation (n) message from a person deals (v) with works with; handles. with a booking saying he isn't coming. deposit money required to confirm (v) cancel. a booking.

clerk (n) office worker. diary (n) daily record.

common (adj) usual. fortnight (n) two weeks.

full board (n) accommodation and all put you through (v) connect you

meals. with.

rate (n) charge.

high season (n) the part of the year with registers (n) records information the most guests.

book.

hold the line (v) wait.

link (v) connect.

medium-sized between large and small (n).

members of staff (n) people who work in a hotel.

normally (adv) usually.

selection (n) choice. v select.

sort (n) type; kind.

suburbs (n) parts of a town outside the centre.

systems (n) ways of doing things.

**travel agents** (n) companies or people who sell journeys and holidays.

off-season (n) the part of the year with the fewest guests.



A swimming pool



#### RECEPTION

#### **Objectives**

- Mastering
- Describing adjectives
- Kinds of questions
- Doing the registration
- Developing good behavior in doing the registration

#### **Contents**

#### Language functions and skills

- Describing people's jobs
- Doing the registration

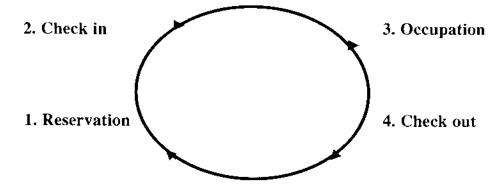
#### Language study

- Describing people's jobs, nations, nationalities, currency
- Asking question

#### Vocabulary

- Words relating to registration
- Part of registration form

#### READING



Try to understand the meaning of any new word or expression while you are reading the passage. After that, look for new words and expressions in the Word Study at the end of the unit.

It is important that the hotel receptionist should make sure that guests are registered correctly. A hotel register or, more usually, a registration card is used to record the full name, nationality, home address, and signature of each guest. Foreign visitors must provide additional information such as passport number and its place of issue, and their next destination. Many hotels use the registration card to find out more about them. Many hotels use the registration card to find out more about their customers and ask questions about occupation, method of payment, and purpose of visit.

The receptionist should always check that the registration cards are completed correctly and legibly. What if there is a query? Well, then the receptionist should politely ask the guest for clarification. It is also necessary to make sure that the reservation details have not changed. After this the receptionist can inform the guest of the room number and rate.

What happens if the guest has travel agency booking? With that sort of guest, the receptionist should obtain the original hotel voucher and check it against the hotel's copy. When large tour groups are checking in, it is useful for the tour leader to deal with the registration cards and hand them over to the reception desk himself.

#### Reading check

- 1. What kind of information is requested on registration cards?
- 2. Why must the receptionist check completed registration forms?
- 3. What should the receptionist obtain from a guest with a travel agency booking?
- 4. Why is it useful for a tour leader to deal with the registration cards for a tour group?

#### REGISTRATION FORM

GUEST NAME:		ROOM N°:	ROOM RATE:
DATE OF BIRT	H:	ARRIVAL DATE	:
NATIONALITY:		DEPARTURE D	ATE:
PASSPORT N°:		METHOD OF PA	AYMENT:
VISA N°:	VALID UNTIL:	OWN ACCOUN	
PERMANENT A	ADDRESS:	COMPANY ACC	COUNT:
OCCUPATION		OTHERS:	<del></del>
COMPANY:		TRAVEL AGEN	T ACCOUNT:
GUEST SIGNA	TURE		
Money jeweller	v and other valuable	es must be placed i	n a safe deposit box at the

front office cashier the hotel will not be responsible for any loses in the rooms.

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MAINT	FENANCE REQUEST
To: Maintenance Department	
We would like to bring the follow necessary steps to resolve the pro-	wings to your attention, kindly check and take the blems.
Room N°/ Area	Requests
Date:	Time:
Requested by:	Head of Department signature:
	sation recorded at the reception desk on the Sea ne missing information for each guest.
Name:	
Payment method:	
Name:	
Type of room :	

Cost: .....

Payment method:

- 2. Listen again. Each receptionist made a small mistake. What were the two mistakes?
- 3. Look at these phrases. Most of them are suitable for welcoming someone, but two are not suitable. Cross out two that you think are unsuitable.

Good evening, how may I help you?

Hello, what do you want?

It's good to see you again, Ms Black

It's nice to see you again, Mrs White.

Back again, Mrs Grey?

Hello again, Ms Green, and welcome!

Good afternoon, sir, do you have a reservation with us today?

Good evening, Mrs Brown. How nice to see you again!

#### 4. Pronunciation

Listen to the suitable phrases and practise saying them in a polite, friendly voice.

#### LANGUAGE STUDY

#### Asking questions

#### Examples:

Find out if he requires a room with bath.

-> Do you require a room with bath, sir?

You don't know if Miss Thomas has made a reservation.

-> Have you made a reservation, Mrs Thomas?

Find out when Mr Harris confirmed his booking.

-> When did you confirm your booking, Mr Harris?

#### Now do the followings in a similar way

- 1. You want to know if Mr Jones can change his booking.
- 2. Find out if she will confirm in writing.
- 3. You want to know if Mr Laker is cancelling his reservation.
- 4. You want to know which tour group he is with.

- 5. You need to know where his next destination is.
- 6. You don't know if the tour group has arrived.
- 7. Find out if the receptionist checked the registration card.
- 8. You need to know who Mrs Masters is waiting for.
- 9. Find out why Mr Quatan is leaving earlier than expected.

#### Describing people's jobs

#### Example:

What is a receptionist? -> A person who/that works in reception. Now complete the following. 1. What is a hotel porter? -> ...... 2. ..... -> A person that deals with reservation enquiries. What is a clerk? -> ...... 4. ...... -> A person who sells holidays. 5. What is a clerk? -> ..... 6. What is a book-keeper? -> ......

#### Nations, nationalities and currency

#### Complete the following table

Nation	Nationality	Currency
1. France	Spanish	Fr
2.	British	Pta
3.		Ê
4. Italy		L
5. Greece		Dr
6. Denmark		D Kr
7.	Dutch	G
8.	Swiss	S Fr

9.	German	DM
10. Japan		Y
11.	American	\$
12. Mexico		P
13.	Swedish	SeK
14. Austria		Sch
15. Belgium		Fr
16.	Portuguese	Esc

Fr is the **abbreviation** for Franc. Find out the full forms for the currency abbreviations in the table.

#### Advising

Notice how we use should when we are giving advice.

#### Examples:

The receptionist didn't check the registration cards.

-> You should always check the registration cards.

The guest left his Key Card in his room.

-> You should always carry your Key Card.

#### In a similar way, use should for the following sentences.

- 1. The receptionist didn't prepare the arrival list.
- 2. The guest forgot his Hotel Voucher.
- 3. The clerk forgot to confirm a booking.
- 4. The receptionist was not polite to the guests.
- 5. The receptionist clerk didn't note down the customer's name.

#### **ACTIVITIES**

#### CHECK - IN PROCEDURE

Stage 1: Receiving and Registration

Stage 2: Allocating rooms

Stage 3: Secure payments

Stage 4: Issuing keys

Stage 5: Information services

Stage 6: Complete the check in

Stage 7: Open guest bill



#### Activity 1

Work in pairs: You'll be playing the roles of RECEPTIONIST and GUEST who has just arrived at the Royal Hotel on May 1st

- You are a RECEPTIONIST at the Royal Hotel. Welcome the guest and go through the check in procedure.
- You are Mrs Green and you're checking in at the Royal Hotel. You sent a fax reserving a room till May 5<sup>th</sup>. You now want to stay until the 6<sup>th</sup>. Is the room available for an extra night?

#### • Activity 2

This is the Royal Hotel's registration card. Fill it out for yourself, as if you were a guest there.

Royal Hotel
REGISTRATION CARD
Surname:
Forenames:
Accompanies by:
Payment method: Cash cheque company account credit card
Home address
Nationality
Passport number
Car registration number
Purpose of visit
Signature
Special requirements
Room number Date of arrival Date of departure

#### • Activity 3

A guest who stays at a hotel without an advance booking is often called a "chance" guest. Receptionists have little information about these guests. There are different ways of deciding whether to accept chance arrivals or not. How do you think a hotel should deal with the problem?

	E	KPECTE	ED ARR	IVAL LIS	ST		DAT	E:	
1	2	3	4	5	6	7	8	9	10
			i						
									ı
			i				i		
C/c:	•				•				
Report	ed by:			1					

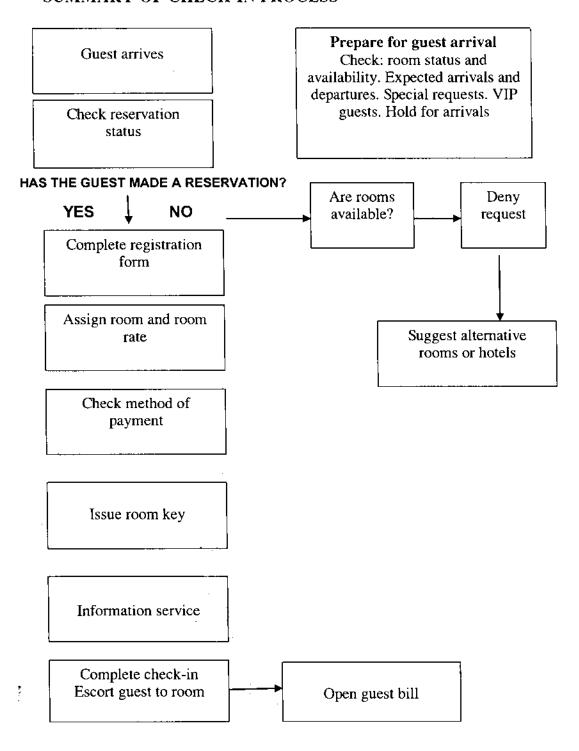
#### Note:

- 1. Booking code
- 2. Room assigned
- 3. Guests' names
- 4. No of rooms
- 7. Departure time
- 8. Departure date
- 9. Company/Group name
- 10. Remarks
- 5. Room types
- 6. Room rate

#### A SAMPLE OF STANDARD PRE-PRINTED KEY CARD

Logo	Welcome to
HOLIDAY VIEW	HOLIDAY VIEW
Add:	
Tel:	
Fax:	
E-mail:	
Check in/check out: 12.00	Name
Please notify the Front Desk if your key-card	Room $N^{\circ}$
is missing.	Arrival date
Visitors are not permitted in guest room	Departure date
For outlets Advertising	Rate
	Plus 5% service charge
	and 10% VAT

#### SUMMARY OF CHECK-IN PROCESS



#### WRITING

The Sofitel Hotel in Hanoi, Vietnam has received this letter.

23 Burley Lodge Road
Nottingham
England

The Manager

17th March 2004

Sofitel Hotel

Hanoi, Vietnam

Dear Sir,

A few weeks ago, I booked a double room a single room in your hotel. The dates were from 18th to 25th June.

Unfortunately, my father has been very ill recently and his doctor has ordered complete rest for six months. He will not, therefore, accompany my wife and me on our journey to Vietnam. For this reason, we would like to cancel the single room. My wife and I still plan to arrive as arranged.

Yours faithfully,

William Bond

SOFITEL

Hanoi city, Vietnam.

HOTEL

**Telephone:** 0831-2348. Fax 861178.

Mr Willam Bond

23 Burley Lodge Road

Nottingham

England

11th April, 2004

Dear Mr Bond.

Thank you for your letter of 17th March 2004.

We are sorry to hear that your father is ill and hope that he will soon recover.

We have, as you requested, cancelled the single reservation and are now holding for you one double room with bath for the period 18th - 25th June.

Yours sincerely,

Mr Nam

Advance Reservations

Using Mr Nam's letter as an example, write letters of reply to the following requests for alterations to bookings. You can accept all of these changes.

1. Miss Hoa, 24 Minh Khai, Tu Son, Bac Ninh, Vietnam

Original booking: T/B, from 22 July, 6 nights, arriving 15:00

Change: arriving 23 July at 17:00, still require 6 nights

2. Mr Khanh, Sales manager of Bac Ha company, 38 Bachmai street, Hanoi city, Vietnam.

Original booking: 2D from 14 August, 8 nights

Change: leaving on 20th, please confirm booking for 6 nights

3. Jack Archer, 49 Methuen Way, Edgeware, Middlesex, England

Original Booking: S/B, from 29 July, 2 nights.

Change: change of plans, please cancel booking.

#### WORD STUDY

accompany (v) travel with.

accurate (v) correct.

additional (adj) extra.

adjoining (adj) next to each other.

alteration (n) change, v alter

area code (n) telephone number for a part of the country.

charged to (v) ... account, put on... bill

check against (v) compare with.

checking (n) in registering.

**clarification (n)** extra information to make something clear. v clarify.

cocktail bar (n) bar for drinks before dinner.

**destination** (n) place to which a person is going.

in touch (n) in contact.

**legibly** (adv) in a way that is easily read.

let (v) occupied; rented.

lift (n) (US) elevator.

manual (adj) hand-operated.

mentioned (v) spoke about.

excluding (v) the opposite of 'including'
extend (v) make longer.

extension (n) internal telephone number.

external calls (n) calls to numbers outside the hotel.

fill (v) in complete.

hotel register (n) book in which information about guests in recorded.

hotel voucher (n) form issued by travel agent reserving hotel accommodation and often recording part of full payment in advance.

**identification** (n) way of showing who you are. A passport, for example, identifies who you are.

query (n) question.

recently (adv) not long ago.

room status (n) condition and availability of each room.

room board (n) board showing -

signature (n) sign (v)

therefore (adv) because of this; for this reason.

method of payment (n) way of paying.

obtain (v) get.

open round the clock (v) open 24 hours a day.

original (adj) first.

outside line (n) telephone line going out from hotel.

place of issue (n) place where passport was obtained.

provide (v) give; supply

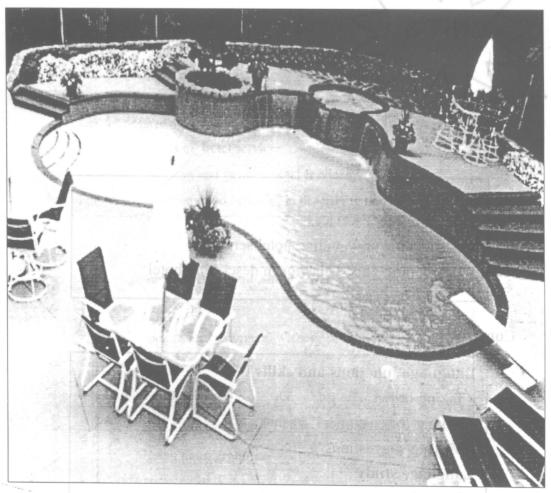
purpose (n) of visit reason for visit.

tour groups (n) groups of people travelling and staying in hotels under one booking.

tour leader (n) person in charge of a tour group.

travel agency (n) place where travel agent works.

vacant (adj) free; unoccupied.various (adj) different; a number of.(v) vary; (n) variety.



Reporting messages

Using noun group

A swimming pool

Vocabulary

Verbs of services provision

Expressions of purpose and need



# HOTEL SERVICES

# **Objectives**

- Mastering
- Kinds of hotel services
- Introducing and guiding hotel services
- Developing good behavior in describing hotel

#### Contents

# Language functions and skills

- Taking orders
- Asking for customers' wishes
- Making suggestions

# Language study

- Reporting messages
- Using noun group
- Using passive

# Vocabulary

- Verbs of services provision
- Expressions of purpose and need

#### READING

Here is a list of services described in the key card of the Hilton Hotel. Remember not to look in the Word Study until after you have read the passage.

# Welcome to the Hilton Hotel



Room service: For everything you want, please use the telephone in your room. Breakfast only is served in the bedrooms.

Tea and coffee: There are tea and coffee making facilities in all the bedrooms.

Night porter: The night porter has a supply of drinks if you need something after the bar has closed and he is on call throughout the night.

Car parking: The hotel car park is available to all guests, but we regret that no responsibility can be taken for cars left in the car park.

**Shoe cleaning service:** There are shoe cleaning machines on the second and fifth floors.

Laundry: A same-day service is available from Monday to Friday. Garments handed to the hall porter before 10 a.m will be returned the same evening.

**Doctor:** In an emergency, private medical attention can be obtained by contacting the housekeeper, reception office or the duty manager.

Theatre tickets: These can be obtained by contacting reception.

**Transport:** For car hire, travel information and taxi service, please contact reception or the hall porter.

Valuables: Valuables should be deposited at the reception office and a receipt obtained for them. Otherwise, the management cannot accept responsibility.

Cheques: The reception office will arrange for the changing of foreign currency and will cash traveller's cheques. Personal cheques will be cashed at the management's disretion.

#### FIRE INSTRUCTIONS

Please read the fire notice on display in your room

#### Reading check

- 1. Which meals are not served in a guest's bedroom?
- 2. Who cleans guests' shoes?
- 3. Who is responsible for cash kept in a guest's bedroom?
- 4. Who should be contacted in a medical emergency?
- 4. Where are the fire instructions situated?

SAFE DEPOSIT BOX CARD				
Box N°:				
Guest name 1	Room No	Signature		
Guest name 1	Room No	Signature		
Date	Time	Issuing staff		

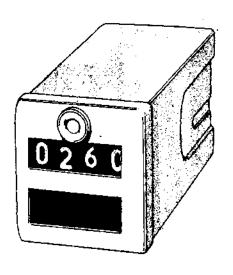
Condition: In the event of guest failure to return the key of this box within one month of departure from the hotel, the management has right to open the box and replace the lock and the above cost of \$100 to be debited to.

In the event of lost of the key to this box. The expenses of opening and replacing the lock shall be paid by the guest - \$100.

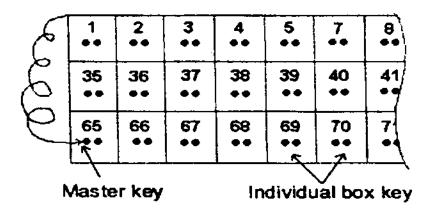
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USE OF SAFE DEPOSIT BOX			
Date	Time	Guest signature	Front desk
			· · · · · · · · · · · · · · · · · · ·
	<del> </del>		

	Tione desk
Room N°	Date Time



# A SAFETY BOX INDIVIDUAL SAFE DEPOSIT BOX



1. You'll hear some guests asking for information. Listen and tick (x) the

# LISTENING AND SPEAKING

boxes to show the right answers.	
1. The first guest wants to know	
· ·	
a. when lunch starts	b. when lunch ends
2. The receptionist advises him to	
a. reserve a table	b. get there early
3. The second guest wants to know	where she can buy
a. a gift	b. sun lotion
4. The pool attendant	
a. give her a towel	b. doesn't give her a towel
5. The third guest wants to	
a. order today's special	b. find out about today's special
6. The waitress recommends	
a. the special	b. another dishes
7. The fourth guest wants to get a	ticket for
a. a concert	b. the opera
8. The hall porter (concierge) tells	her that she should
a. pay him for the ticket now	b. not pay him for the ticket

- 9. The fifth guest wants to know ......
  - a. where she can wash the clothes b. how to get his washing done
- 10. The housekeeper tells him to put his dry cleaning in .......
  - a. the same bag

- b. a different bag
- 2. Listen again. Pay attention to the tone of voice of the members of staff use and tick (x) the boxes to show how they sound.
- 3. Look at the phrases in the speech balloon. Match them to the situations in which you would say them.

The receptionist sounds	helpful	unhelpful
The pool attendant sounds	helpful	unhelpful
The waitress sounds	efficient	inefficient
The hall porter sounds	friendly	unfriendly
The housekeeper sounds	friendly	unfriendly

#### Situations

- 1. If you know the answer to a question.....
- 2. If you have to check before answering a question
- 3. If you can't answer the question
- 4. If you want to give someone extra information....

Certainly, I'll just explain......
Excuse me a moment, I'll have to check.
I'll just have to fill out.
I'm afraid I don't know.
I'm not quite sure, I'm afraid.
I'm sorry, I don't really know.
Just one moment, please, I'll ask one of my colleagues
Yes, certainly. Well....
By the way, you might be interested to know

#### 4. Pronunciation

Listen to the phrases and practise saying them in a friendly and helpful voice.

#### LANGUAGE STUDY

Reporting messages

Study the following examples of a receptionist passing on the messages of different guests.

'Tell my husband that I'll wait for him in the bar,' said Mrs Law.

- -> 'Your wife said she would wait for you in the bar, Mr Law.'
- 'Tell Mr Lutz that I am arriving at six o'clock,' said Mr Logan.
- -> 'Mr Logan said that he was arriving at six o'clock, Mr Lutz.'
- 'Could you tell the Duty Manager I want to see him?' said Mr Jones.
- -> 'Mr Jones said he wanted to see you, sir.'

In a similar way, report the following messages, taking care to make changes where they are necessary

- 1. 'Tell Mr Graham that I have a message for him,' said Mrs Betts.
- 2. 'Would you inform the housekeeper that I need some soap?' said Mr Tor.
- 3. 'Could you tell my husband that I'll see him in the lobby?' said Mrs Reid.
  - 4. 'Tell my wife I'm going to the shops,' said Mr Parks.
  - 5. 'Tell the tour leader we need the registration cards,' said the manager.
  - 6. 'Could you tell the cashier I want my bill?' said Peter Jones.
  - 7. 'Tell my wife that I have collected the newspaper,' said Mr Lambert.
  - 8. 'Tell Mrs Pritchard that I'm leaving at two,' said her sister.

Using nouns in groups

Examples:

reservation chart -> chart for recording reservations

booking confirmation -> confirmation of a booking

Now complete the following in a similar way

- 1. tea making facilities -> .....
- 2. tour group leader -> .....
- 3. ..... -> service provided in a guest's room
- 4. .... -> system for reserving airline seats
- 5. shoe cleaning machine -> ......
- 6. ..... -> telephone code for an area
- 7. ..... -> bureau which finds accommodation
- 8. ..... -> form for registering guests from overseas
- 9. arrival list -> .....
- 10. room status system -> .....

# Using the passive

# Guests, please

- 1. deposit valuables at reception.
- 2. order newspaper at the desk.
- 3. sign registration cards on arrival.
- 4. confirm reservations in writing.
- 5. change traveller's cheques at the cash desk.
- 6. leave your keys at reception.

Note how we can use a passive form to write out the first example above:

Valuable should be deposited at reception.

Note that it is not necessary to speak about the guests.

Use can, should and must to write passive sentences for examples 2-6.

#### **ACTIVITIES**

#### • Activity 1

Hotel guests have a wide variety of needs. Some of these are listed below. Decide which member or members of staff should deal with each of these

4.GTTA-KS-A 49

requirements. For example, if a guest wanted soft drinks in his room, he could call 6 the night porter or 9 room service.

A guest wants:

Members of staff

a, some drinks in his room

1. Bookings Clerk

b. some soap

2. Cashier

c. to stay at the hotel again

Duty Manager

d. his shirts cleaned

4. Hall Porter

e. some writing papers

5. Housekeeper

f. to leave a message

6. Night Porter

g. to cash a traveller's cheque 7. Porter

h. to extend her stay

8. Receptionist

i. some theatre tickets

9. Room Service

i. medical attention

k. to hire a car

l. to change her room

m. to cash a personal cheque

n. to deposit some valuables

o. an early call

p. a newspaper in his room

q. his baggage moved

# Activity 2

You will be playing the roles of GUEST and RECEPTIONIST at the Melia hotel. This role play is in four parts.

- You are a GUEST at the Melia hotel. Ask one of the receptionist to help you with these questions. Here are the thing you want to do...

- + Find out if you can get to Haiphong by train. Can you book a room in a good hotel there?
  - + Find out how to get to the airport for your flight to Hochiminh City.
  - + Find out where and when breakfast is served.

Now ask a different receptionist to help you with these questions. You want to.....

- + Change your room to one with better view
- + Find out how long it takes to the international airport
- + Find out what time you have to check out
- + Reserve a room for your next visit in a month's time

#### HOTEL SOFITEL INFORMATION

**Rooms** with a lake view are \$95, rooms overlooking the garden are \$86. You have only one \$95 room available now, but several for next month.

**Dinner** is served in the Atlantic Restaurant (8 - 11.30 pm) of Roof Top Room on the 12<sup>th</sup> floor (10 pm - 3 am). Roof Top Room has a cabaret and dancing.

The swimming pool (open from 6 am to 7 pm) is on the roof. Towel available from the attendant (always on duty - press to bell to call him).

Checking out time is 11 am. Luggage can be stored for guests who have checked out.

International flights depart from Noibai airport (25 kilometres from here). Allow one hour by taxi + 1 hour to check in.

Domestic flights depart from National Airport to other cities

 Hue:
 10 am
 2 pm

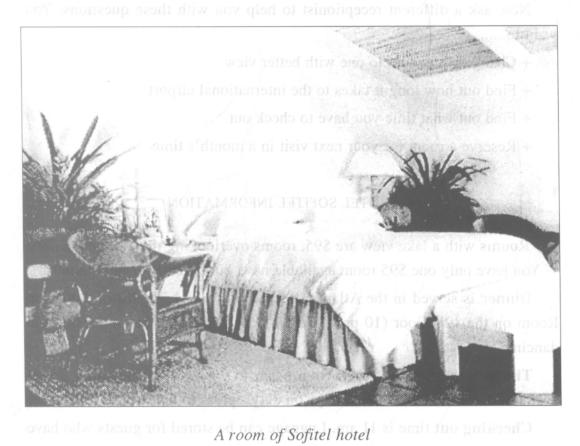
 Danang:
 9 am
 6 pm

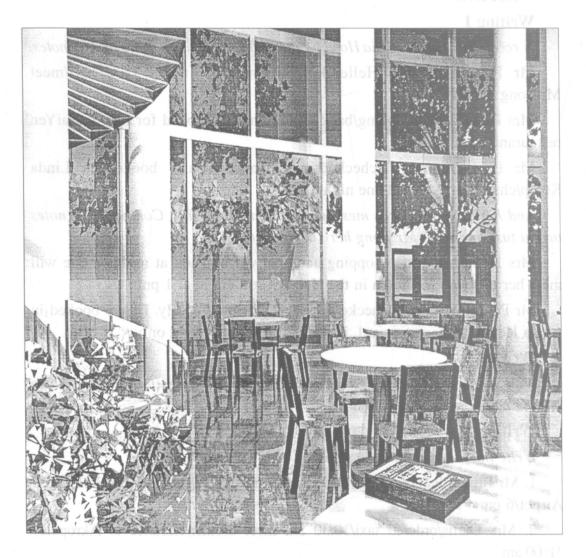
 Hochiminh:
 11 am
 2 pm

Allow 40 minutes by taxi and 45 minutes to check in.

Taxi are normally always available outside the hotel. They can not be + Find out how to get to the airport for your flight to Landvance I.

Today's exchange rate is \$1 = 15.800 VND. who bother than the bother than the





s. Miss Wiseman/cancelled qods space newspaper changed order

 Mr Drew/made booking/21.3.82/3 nights/SB sent letter/confirming booking.

5. Mrs Payne/called doctor/9 am/husband ill doctor/sent Mir Payne/City Hospital/11 am 6 John Adams/left message/Mr Authur/midday nor able 10 meet/Diplomat Bar/7 pm/this/evening.

#### WRITING

# Writing 1

A receptionist at the Melia Hotel has taken three messages. Here are her notes.

Mr Powers/arriving Hellenikon airport/7 pm today take taxi/meet Mr Long here.

Mrs Hong/gone shopping/back midday meet husband for lunch/ HaiYen restaurant/1 pm

Mr Peters/room 702/checked out/7 am/day early booked in Linda Kemp/chance arrival/702/one night only.

And here are the three messages written out in full. Compare the notes take a taxi and meet Mr Long here at the hotel.

Mrs Hong has gone shopping and she will be back at midday. She will meet her husband for lunch in the Hai Yen restaurant at 1 pm.

Mr Peter, room 702, checked out at 7 am, a day early. I have booked in Linda Kemp, a chance arrival, in room 702 for one night only.

# Writing 2

Now cover the three messages. Look at the notes again and try to write out the messages in full yourself.

# Writing 3

Write the following messages in full.

- 1. Mr Brown/leaving/3 pm/this afternoon catch flight/London/Hellenikon Airpot/6 pm
- 2. Mrs Curtis/ordered taxi/10:30 am meet brother/entrance to Akropolis/
- 3. Miss Wiseman/cancelled order/ "Times" newspaper changed order/ "International Herald Tribune"
- 4. Mr Drew/made booking/ 21.3.82/ 3 nights/SB sent letter/confirming booking.
- 5. Mrs Payne/called doctor/9 am/husband ill doctor/sent Mr Payne/City Hospital/11 am 6 John Adams/left message/Mr Authur/midday not able to meet/Diplomat Bar/7 pm/this evening.

#### WORD STUDY

baggage (n) luggage.

car hire (v) use of a car for payment.

cash (n) another word for money. (v)

change into money.

**chemist shop** (n) where medicines are obtained.

currency (n) money.

deposited (v) given for safe keeping.

discretion (n) freedom to decide.

drugs (n) medicines.

duty manager (n) manager made responsible for day to day operations.

**emergency** (n) problem which requires immediate attention.

facilities (n) equipment.

fee (n) charge.

fire notice (n) instructions on what to do if there is a fire.

flight (n) airline journey.

garments (n) pieces of clothing.

headache (n) pain in the head.

heart attack (n) sudden illness of the heart.

same-day service (n) service which is completed on the same day it is requested.

situated (v) placed; sited; located.

straight (n) away immediately.

sýmptoms (n) signs of illness.

loosened (v) made free; undone.

on call (n) available for contact.

on display (n) put where it can be seen.

on time (adv) at the correct time.

otherwise (adv) if not.

**prescription** (n) written note used for obtaining medicine.

public holiday (n) national holiday such as May 1<sup>st</sup> or December 25<sup>th</sup>. In the UK, the expression 'bank holiday' is also used.

receipt (n) written note recording money or valuables received.

regret (adj) are sorry.

responsible (adj) for in charge of; accountable for.

throughout (adv) all through.

**urgent** (adj) requiring immediate attention.

valuables (n) things worth a lot of money.

within (prep) before the end of.



#### FOOD SERVICES

# **Objectives**

- Mastering
- Kinds of food and drinks
- Serving procedure
- Serving food and drink
- Developing good behavior in describing hotel

# **Contents**

# Language functions and skills

- Explaining dishes
- Making suggestions
- Taking order

# Language study

- Making suggestions
- Describing dishes and drink
- Present time

# Vocabulary

- Verbs of service provision
- Expressions of purpose and need
- Word relating to dishes

#### READING

Here is part of the introduction to the book "Good Eating Guide for France 2004". Remember not to look in the Word Study after you have read the passage.

#### CLASSIFICATION

A large number of restaurants are mentioned in this guide. We particularly recommend some of them for the high quality of their cuisine. These establishments are indicated by Good Eating Stars. For each of the starred restaurants, we have also shown three speciality dishes which are usually served a la carte. Some of these dishes are available only in season.

- \* A good restaurant where carefully prepared meals are served at reasonable prices.
  - \*\* A very good restaurant where first-rate cuisine is available.
- \*\*\* An excellent restaurant where the very best food and wines are served.

#### PRICES OF MEALS

The rates for each restaurant give an indication of basic charges current in Spring 2004. Prices are given in francs and are inclusive of service and VAT. If you think that an establishment has overcharged you, let us know.

M 50/140 Fixed price meals - A minimum of 50 and a maximum of 140 francs for set meals served at normal eating hours.

b.i. Beverage included.

!

Mà la c. A carte meals - The fist amount is for a plain but well-prepared (80/180) which includes a light entrée, a main dish of the day with vegetables, and a dessert or cheese. The second figure is for a fuller meal with a house speciality and includes hors d'oeuvres, two main courses, cheese and a dessert.

# Reading check

- 1. What kinds of restaurants does the Good Eating Guide recommend?
- 2. What is the difference between a one star and a two star restaurant?
- 3. What does the basic charge include?
- 4. Is a beverage always included in the set meals?
- 5. How many courses are served in the cheaper à la carte meal?

#### PREPARING FOR SERVICE OF LUNCH AND DINNER

#### Table d'hote

- Check table cloth is clean
- Place salt and pepper and ashtrays
- Place serviette, glass and side plate
- Place cutlery
- Add optional items such as flowers, table numbers
- Check placement of chairs. They should be lined up evenly with each cover.
- Check uniformity of covers. Spacing of all items should be the same.

#### A la carte

- Lay up the table as for table d'hote cover, except place cutlery (3 items)
- Adjust cutlery for first course, depending on customer's order.
- Add extra cutlery, course by course.

#### LISTENING AND SPEAKING

1. Work in pairs: Note down three questions a customer might ask about the menu. Decide how you would answer each question.



A Buffet - Hilton hotel

2. Now you hear three guests ordering from the menu. Note down their orders, including the changes they request.

**MENU** 

Apetizers and soups

Soup of the day
Cream of asparagus soup
Melon with port wine

Six oyters

Grilled sardines with lemon juice and garlic Smoked salmon Waldorf salad

Entrees

Grilled fillet steak served with French fries
Pan fried trout served with tagliatelle
Venison steak with pepper sauce served with roast potatoes
Veal schnitzed served with new potatoes
Grilled lamp chops served with saute' potatoes.

All served with vegetables of the day

Today's specials

Tomato, spinach and eggplant casserole

Poached salmon with a ginger and lime juice sauce

# Restaurants

餐廳



# 3. Listen again and then discuss these questions

- Which waiter or waitress did the best job?
- Who made mistake? What was the mistake?
- Who was the most polite?
- Who was the most efficient?
- Who was the most friendly?

# 4. Fill blanks in this dialogues

Waiter	Are you ready to order?	
Customer	Yes, I'd like a steak, please.	
Waiter	Certainly. How?	
Customer	Medium rare, please. And can I have it with rice instead of French fries?	
Waiter	Yes, of course. Would?	
Customer	Yes, a mixed would be nice	
Waiter	Fine, sir, and would?	
Customer	Oh, yes. Let's see What's the soup of the day?	
Waiter	Today we have cream of aspagus - It's made with fresh asparagus.	
Customer	Good. Ok, I'll have that.	
Waiter	And would?	
Customer	No, I have a beer, I think. Do you have local draught beer?	
Waiter	No. I'm afraid not. Would?	
Customer	Yes, Ok, never mind. That'll be fine.	
Waiter	So, that's a medium rare steak with rice and a mixed salad. And	
	cream of asparagus soup to start with. Is that right?	
Customer	Yes, that's right. And can I have some bread, please?	
Waiter		
Customer	Thanks very much.	

#### 5. Pronunciation

Listen to a model version of the dialogue. Then pratise it in pairs, taking it in turns to play the roles of the waiter/waitress and the customer. Make sure you sound as friendly and helpful as possible.

#### LANGUAGE STUDY

# • Making suggestions

Study the following table.

Situation	Suggestion	
1. You are eating fish	a Chablis	
2. You feel hungry	the English breakfast	
3. You're looking for a good restaurant	the Good Eating Guide	
4. You have a headache	an aspirin	
5. It's a long way to walk	a taxi	
6. You feel very hot	a beer	
7. You've had a tiring day	a rest	

Notice how we can make suggestions for 1

If you are eating fish, madam/sir, I'd suggest a Chablis.

or if you are eating fish, madam/sir, why don't you try a Chablis?

or if you are eating fish, madam/sir, what about trying a Chablis?

In similar way, use the table to make suggestions for 2 - 7.

Describing dishes and drinks

# • Example:

What's noisettes Milanese exactly? (cook lamb with herbs and serve it with spaghetti)

That's lamb cooked with herbs and served with spaghetti.

In a similar way, describe the following.

- 1. What's dry Martini? (mix three parts gin with one part dry Martini and serve it with a olive) with a olive) with a olive of guilless file of the serve it with a olive.
- 2. Could you tell me what paella is? (cook rice and sea food together and serve it in the cooking dish)
- 3. What's blanquatte of yeal? (Cook yeal with carrots and onions and serve it in a while sauce with boiled rice)
- 4. Could you explain what an Irish coffee is? (Mix coffee with brown sugar, Irish whisky, and cream, and serve it as and after dinner drink)
- 5. What's sweet and sour pork? (Fry pieces of pork and serve in a sugar and vinegar with rice)



A restaurant in Holiday hotel

#### • Present time:

Notice how the Present Perfect and the Present Continuous are used in the examples.

# Examples:

Have you decided yet, sir? (look at/menu)

-> No, I haven't. I'm still looking at the menu.

No, he hasn't. I'm still waiting for him. (brother/arrive)

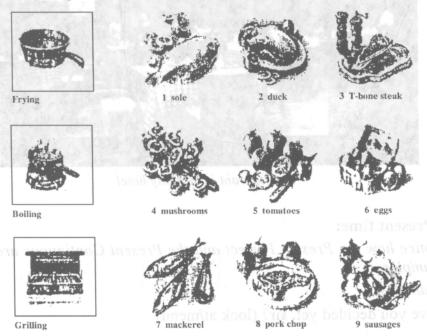
-> Has your brother arrived?

# In a similar way, make questions or answers for the following

- 1. Have you ordered yet? (wait for/menu) it adirectly gaw radiants and
- bru 2. Have you found your wallet? (look for) and Vinitas Myob a had W .1
  - 3. No, it hasn't. We're still waiting for it. (time/arrive) Alors of the still swips
- 4. No, I haven't. I'm still waiting for a line. (telephone/company)
  - 5. No, I haven't. I'm filling it in. (complete/registration form)
- bru 6. Have you finished with the tour guide? (use) allowed a land with the
  - 7. No, I haven't. I'm still waiting for confirmation (allocate/tour group)
- 8. Have you prepared the room? (clean) a larly mislage hey blue of the sugar, Irish whifky, and cream, and serve it as and after digartivitaA

# 5. What's sweet and sour pork? (Fry pieces of pork and PytivitaAsugar

There are many different ways of preparing and cooking food. Take mushroom, for example. They can be (a) fried - fried mushrooms, (c) grilled - grilled mushrooms, or (f) deep - fried - deep - fried mushrooms. Now use the illustration below to decide how the various foods can be prepared and write out the descriptions.



#### • Activity 2

Listed below are the duties of a reception waiter, station waiter, and wine waiter in a restaurant. Decide in which order these activities should take place for the correct service of guests.

- 1. The station waiter brings the guests' first course.
- 2. The reception waiter checks on the time of the booking and the number of guests.
- 3. The wine waiter offers the guests the wine list and takes orders for a apearitifs.
  - 4. The wine waiter takes the order for wine.
  - 5. The station waiter takes the order for wine.
  - 6. The reception waiter receives and welcomes the guests.
  - 7. The wine waiter brings the wine.
  - 8. The station waiter seats the guests.
  - 9. The reception waiter takes guests to their table.
  - 10. The station waiter offers the guests the menus.
  - 11. The wine waiter brings the aperitifs to the guests.

# • Activity 3

Work in groups: Take it in turns to play the roles of a waiter/waitress and a table of two or three customers. Use the menu above.

After each turn, the guests give feedback on how well the waiter of waitress did the job.

#### SERVING ROOM SERVICE BREAKFAST

- Check tray. Make sure everything the customer ordered is on tray. Use one tray for each breakfast. Remember that hot items are last to go on the tray.
- Proceed to customer's room quickly, so that the breakfast will not get cold.
- Hold the tray in one hand, knock on door and say "Room Service". Do not knock with your keys, as this is too noisy.

•

- When the customer answers and requests that you come in, use your passkey to open door. Enter only when requested to do so.
  - Greet customer with a smile, and say "Good morning, Sir/Madam"
  - Ask "Where would you like me to put the tray?"
  - Ask "Would you like me to open the curtains?"
  - Check customer satisfaction, "Is everything all right?"
  - Leave room immediately and close door.
  - Trays must be collected later.

#### WRITING

# • Writing 1

Notice how the following pairs of sentences are combined using relative pronouns.

# Examples:

Mr Tom is the reservation clerk. He deals with the allocation of room. (who)

-> Mr Tom is the reservations clerk who deals with the allocation of rooms.

For each restaurant, the Good Eating Guide shows three speciality dishes. These speciality dishes are usually served à la carte. (which)

-> For each restaurant, the Good Eating Guide shows three speciality dishes which are usually served à la carte.

Three stars are given to excellent restaurants. Only the very best food is available in these restaurants. (where)

-> Three stars are given to excellent restaurants where only the very best food is available.

Combine the following pairs of sentences in a similar way, and make any changes where necessary.

1. As requested, we have booked you two double rooms. These rooms look over the park. (which)

- 2. Here is our service list. The list gives details of the services available at the hotel. (that)
- 3. You can buy cigarettes and sweets at the hotel tobacconist. This is situated in the hotel lobby. (which)
- 4. Mr Francis is one of the duty managers. The duty managers deal with day today problems. (who)
- 5. There are free shoe cleaning machines available. These can be found on the  $2^{nd}$  and  $5^{th}$  floors. (which)
- 6. We have received a telephone booking from European Mines. The company will confirm the booking by telex. (who)
- 7. The porter has gone to the chemist for the prescription. The porter will bring the prescription to your room. (which)
- 8. The Cafe Tour specializes in salmon. Salmon dishes are reserved by the Cafe Tour only in season. (which)
- 9. There is a car park adjoining the hotel. Only hotel guests may leave their cars in this car park. (Where)
- 10. The hotel has a coffee shop on the ground floor. Beverages and snacks are served in the coffee shop all day. (which)

#### • Writing 2

Now write out the following passage, combining pairs of sentences where possible with who, which, and where.

The Simon Hotel has two restaurants. These restaurants are situated on the ground floor and the first floor of the hotel. The first-floor restaurant is called the Grill. The Grill has only an à la carte menu. The other restaurant is called the Simon. A set menu is usually served in this restaurant.

Monsieur Noiret is the reception head waiter. He deals with table reservation in the Grill and the Simon. Both these restaurants are very popular. The Grill is particularly busy in the evening, and so it is always necessary to reserve a table well in advance. In fact, the Grill is an excellent restaurant. First-rate cuisine and good wines are always available there.

#### WORD STUDY

à la carte (n) type of menu where each dish is individually priced.

air-conditioning system (n) system controlling air quality and temperature.

Apéritif (n) alcoholic drink taken before a meal.

basic charges (n) charges that do not include any extra services or orders.

beverage (n) drink.

herbs (n) plants whose leaves are used in cooking.

hors d'oeuvres (n) small dishes served at the beginning of a meal.

house speciality (n) special dish prepared by a restaurant.

indicated (v) shown. indication.

in season (n) at certain times of the year.

main dish (n) most important or principal dish.

marmalade (n) type of jam made with oranges, lemons, etc.

overcharged (v) charged too much. particularly (adv) specially.

plain (adj) simple.

preserves (v) marmalades and jams. accompaniments (n) equipment on a dining table such as salt, pepper, etc. canned (n) a can of juicechilled (v) made cold.

classification (n) way of dividing. v classify.

courses (n) different parts of a meal.cuisine (n) cooking.

current (adj) in use at the moment.

dessert (n) final course in a meal where something sweet is served.

entrée (n) courses before the main course.

establishments (n) places of business.

quality (n) level or degree of excellence.

reasonable (adj) not too much.

recommend (v) speak well of. n recommendation.

Scotch on the rocks (n) Scotch whisky served with ice.

set meals (v) meals with a limited choice of dishes.

snack (n) light meal such as a sandwich.

soft-boiled eggs (n) eggs boiled for about three minutes.

... suits me (v) is to my liking.

VAT (n) Value Added Tax. A tax on goods and services in Britain.

wine list (n) list of wines served with a meal.

appropriate (adj) suitable.

carafe (v) open glass container for wine, water, etc.

carving (v) cutting meat, etc.

category (n) type; class

chips (n) deep-fried fingers of potato; French fries (US); pommes fries (Fr).

couscous (n) a North African dish consisting of meat and vegetables in a spicy sauce, served with semolina.

cover (n) the equipment on a dining table laid for each customer.

cutlery (n) knives, forks, spoons, etc.

diabetic (n) a person with the desease diabetes which makes it necessary to limit the amount of sugar eaten.

diets (n) restricted eating programmes. v diet

sittings (n) services of a meal.

**skilled (adj)** good at his work. adj skilful.

soft drinks (n) non-alcoholic cold drinks.

**spicy** (n) strong tasting because of high pepper or chili content.

table d'hôte (n) restricted choice. tasks jobs.

!

makes it necessary (v) to limit the amount of sugar eaten.

diets (n) restricted eating programmes. v diet

economy (n) saving money, (v) economize.

extensive (adj) wide.

filleting (v) removing the bones from fish, meat, etc.

flats (n) large serving plates.

grade (n) level

house wine restaurant's own wine.

labour-saving (n) work limiting.

mineral water (n) natural water sold in bottles.

previous (adj) last.

procedures (n) methods; ways of doing things.

rare (n) only cooked a little; underdone.

turnover (n) number of customers arriving and leaving.

vegetarians (n) people who don't eat meat and other animal products.

washing-up (v) cleaning the plats, cutlery, etc.

well-done (adv) well-cooked.

makes it necessary (v) to timil the imount of sugar caten.

liets (n) restricted cating programmes, v diet.

securous (n) saving money, (v)



vegetarians (n) people who don't

soft drinks (n) non-alcoholi moor sakara and other animal products.

washing-up (v) cleaning the plats drinks.

spicy (n) strong tasting because of high pepper or chili content. table d'hôte (n) restricted choice.

well-done (adv) well-cooked.



#### **REVISION 1**

The exercises in this unit are revision of some of the work studied in Unit 1 - 4 of the course.

#### 1. Asking questions

#### Example:

Find out when he's leaving for London

-> When is he leaving for London?

Now make questions in a similar way.

#### Find out

- 1. how long Mr Wright wants to stay.
- 2. when Mrs Sloane checked out.
- 3. if they'd rather have white wine.
- 4. which room the Lepics are staying in.
- 5. if the manager was responsible.
- 6. who the Browns should write to.
- 7. how many non-stop London flights a day there are.
- 8. when she is leaving the hotel.
- 9. when the Golden Ball restaurant closes.
- 10. what they'd like for dessert.

# 2. Vocabulary

Choose the correct word from those in the brackets in order to complete the following sentences.

- 1. The receptionist should give a (bill/receipt/confirmation) to a guest when valuables are deposited.
  - 2. Dial 9 for an (extension/external/outer) line.
  - 3. Payment may be made in any major European (cash/money/currency).
  - 4. Guests should fill (in/up/of) a registration form.
  - 5. Room 712 is (vacant/empty/not used) between 5th, 17th May.
  - 6. Could you put me through (to/for/up) Mr Spencer in room 78, please.
  - 7. A (payment/deposit/voucher) is required to confirm the booking.
  - 8. Which (dessert/entreáe/main dish) would you like before your steak?

## 3. Comprehension

Study the chart below and then answer the questions that follow.

FROM	LINE	то	Till April 1	Till August 31
NEWCASTLE	Fred. Olsen-Bergen Line	BERGEN	No Service	£240.00
	DFDS/Tor Line	GOTHENBURG	No Service	£156.00
	DFDS	ESBJERG	£84.00	£120.00
	DFDS	OSLO	No Service	£150.00
HULL	North Sea-Ferries	ROTTERDAM	£126.60	£177.00
	North Sea-Ferries	ZEEBRUGGE	£118.20	£164.40
GT YARMOUTH	Norfolk Line	SCHEVENINGEN	£48.00	£103.50
FELIXSTOWE	Tor Line	GOTHENBURG	£120.00	£165.00
	Townsend Thoresen	ZEEBRUGGE	£29.50	£70.00
HARWICH	Prins Ferries	HAMBURG	£181.00	£201.50
	Prins Ferries	BREMERHAVEN	£169.50	£187.50

	Fred. Olsen-Bergen	KRISTIANSAND	No Service	£240.00
	DFDS	ESBJERG	£84.00	£120.00
	Sealink	HOOK OF HOLLAND	£56.00	£77.00
SHEERNESS	Olau Line	VLISSINGEN	£54.00	£57.00
DOVER	Sealink	OSTEND	£40.00	£42.00
	Sealink	DUNKIRK	£40.00	£42.00
	Sealink	CALAIS	£40.00	£42.00
	Seaspeed	CALAIS	£40.00	£60.00
	Townsend Thoreson	CALAIS	£26.50	£42.00
	Sealink	BOULOGNE	£40.00	£42.00
	Seaspeed	BOULOGNE	£40.80	£70.00
	Townsend Thoreson	ZEEBRUGGE	£26.50	£55.00
FOLKETONE	Sealink	OSTEND	£40.00	£42.00
	Sealink	BOULOGNE	£40.00	£42.00
	Sealink	CALAIS	£40.00	£42.00

Cheapest crossing from England - A family of four in a Ford Cortina

- 1. What is the cheapest way to travel to Boulogne off-season?
- 2. How many companies operate ships to Calais?
- 3. What is the difference between the off-season and the high-season price for travellers going from Folkestone to Calais using Sealink?
  - 4. Inseason, is Folkestone Ostend as expensive as Dover Ostend?
  - 5. Which companies serve Zeebrugge, and from which ports?
  - 6. How do you get to Gothenburg in March?

#### 4. Verb tenses and forms

In the following sentences, place the word(s) in brackets in the correct tense and/or form.

- 1. At the moment, the tourist industry..... very quickly. (grow)
- 2. The London flight ...... at 18.00 daily. (leave)
- 3. Mr Thomas ...... yesterday morning at 9.00. (check in)
- 4. Mr Smith ..... to order his meal. (still wait)
- 5. Fruit juices ..... before they are served. (should chill)
- 6. Normally, the International hotel..... individual booking in writing. (not confirm)
  - 7. The booking ..... ten days ago. (confirm)
  - 8. I ..... a menu yet. (not look at)
  - 9. If Mr Shaw ...... I'll give him your message. (ring)
  - 10. Traveller's cheques ...... at the cash desk. (can change)

## 5. Multiple choice

Complete the following sentences in the correct way.

- 1. The main purpose of the key card is to show
  - a. that a guest has confirmed his reservation.
  - b. that a guest has paid a deposit.
  - c. to the head waited for a table reservation.
  - d. services, facilities, tariff, and room number.
- 2. A room status system does not show
  - a. the number of rooms available in any one day
  - b. the length of stay of an arrival.
  - c. the room number allocated to arrivals.
  - d. the number of people expected.
- 3. The most convenient way of registering a large group is
  - a. a registration book,
  - b. individual forms.
  - c. a special room list.

- 4. If a guest wants to cash a personal cheque, the receptionist should
  - a. ask the guest to sign it on the back.
  - b. refuse to do it.
  - c. check with the duty manager.
  - d. always change it.

### 5. VAT is

- a. a service charge.
- b. a type of bill.
- c. an extra charge.
- d. a tax on service provided.
- 6. After greeting a new guest the receptionist's first action should be to
  - a. check the guest's reservation.
  - b. ask the guest the length of his stay.
  - c. ask the guest to register.
  - d. call the luggage porter.
- 7. A credit card is used primarily to
  - a. obtain money when banks are closed.
  - b. identify the writer of a cheque.
  - c. purchase goods and services.

### 6. Translation

Translate the following words and expressions into your own language.

- 1. a. suburbs
- b. off-season
- c. fortnight
- d. convenient

- 2. a. laundry
- b. valuables
- c. medical attention

- d. personal cheque
- 3. a. frying
- b. deep frying
- c. boiling

c. banana d. cucumber

d. grilling

4. a. three course meal

5. a. grapefruit b. grapes

- b. dessert, c. wine list
- d. set meal e. melon

f. peas,

Ť

- g. celery
- h. carrot
- i. onion
- j. garlic

- 6. a. roast lamb b. boiled potatoes
- c. grilled sole
- d. poached eggs

- e. fried tomatoes
  - f. fresh lemon juice.

# 7. Verbs and nouns

Complete the following table.

Verb	Noun	Verb	Noun
1. confirm	confirmation	9	cancellation
2. reserve	******	10. select	
3. book		11. allocate	
4	identification	12. sign	
5. enquire		13	cash
6. alter		14	recommendation
7	clarification	15. charge	
8. telex		16. register	



# **LOCAL TOURS**

## **Objectives**

- Mastering
  - Beauty spots
  - Procedure for arranging tour
- Introducing beauty spot and arranging tour
- Developing good behavior

#### **Contents**

# Language functions and skills

- Taking down reservations
- Introducing tourism spots
- Arranging a tour

## Language study

- Using prepositions
- Future time
- Abbreviations

## Vocabulary

- Words and expressions relating to holidays

#### READING

### Reading

Here is a description of a Spanish resort taken from a Letts Holiday Guide.



This popular summer resort has one of the finest sand beaches of the Costa Brava - the Playa de Paris. Formerly a little fishing port, where the inhabitants fished for sardine and anchovy, it has, in a few years, achieved international status without losing its appeal.

Just off the coast lie a group of four islands known as the Medas isles and a little farther north is the Foadada Rock. Inhabited in Roman times, these islands later became described. Now you fish or simply sunbathe.

There is little to see in Estartit itself. In fact, it is hardly more than a main street - Calle Sante Ana - which runs parallel to the sea and contains some good boutiques and small souvenir shops. If you want to shop, the best day to visit Estartit is on Thursday, which is a market day.

For a small resort, Estartit has plenty of night life. For first - class evening entertainment, often with an international floor show, it is worth climbing the hill to the Cub.

El Catalan, and, in the village itself, the Galeon usually has a floor show, with dancing to recorded music. Young people usually go to the St. Tropez discotheque.

Anyone wishing to travel from Estartit to Torella de Montgri will be able to take the bus, which leaves at two-hourly intervals from Estartit.

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1. sig	ghtseeing coach	4. telephone box
2. ne	ews-stand	5. pavement café
3. ki	osk	
Read	ding check	
1. W	here is the Foadada Rock	situated?
2. W	hat activities can be carrie	ed out in the Medas Isles?
3. W	hat does the Calle Sante A	ana have to offer the tourist?
		ay for shopping in Estartit?
		re suggested for night-time entertainment?
	ΓENING	
		tion officers talking about the questions on the questions they're asked.
	1. The most common ques	tion that the man is asked is:
	2. The most common ques	tion that the woman is asked is:
	3. The most difficult quest	ion that the man has been asked was:
	4. The most difficult quest	ion that the woman has been asked was:
	5. The most unusual quest	ion that the man has been asked was:
	6. The most unusual quest	ion that the woman has been asked was:
		o you think people ask in a Tourist

3. You'll hear another information office talking to three different visitors. Listen and fill the missing information.

Bus or metro tickets	Price: Where to buy them:
Bank opening hours	Monday to Friday: Saturday: Sunday: Other places to change money:
Department stores opening hours	Monday to Friday: Thursday: Saturday: First Saturday of the month: Sunday:

Transportation				
Bus, tram or metro tickets				
Where to buy them:				
Cost:				
How to have tickets validated:				
How to transfer from one route to another:				
Taxis				
Phone numbers: Fares:				
How to tip:				
Trains (or buses) to two other cities				
Times:				
Cost:				
How to reserve seats:				

Opening times				
	Monday to Friday	Saturday		
Shops and stores	Fromto	Fromto		
Supermarkets	Fromto	Fromto		
Banks	Fromto	Fromto		
Tourist attraction	ns			
top three tourist a	attractions in the area:	ticket price:		
***************************************	***************************************			
Three more usefu	ıl pieces of information ab	out your city or region which a		
foreign visitor ne	eds to know:			
***************************************				

#### LANGUAGE STUDY

# Using prepositions

Notice how the prepositions are used below to describe position and direction.

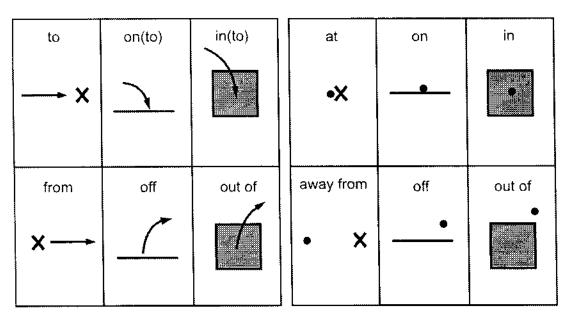
Just off the coast lies a group of islands.

You can take boat trips to the Medas Isles.

There is a discotheque in the village.

Now study the following table and choose the correct prepositions from the table to complete the sentences below.

#### **POSITION**



- 1. The tour buses depart ..... the central square at two-hourly intervals.
- 2. There are many interesting buildings ...... the old quarter of the city.
- 3. The medieval monastery is situated seven miles ...... the town.
- 4. I'll wait for you ... the reception desk.
- 5. They travelled ... ...... Madrid to Barcelona overnight.
- 6. The coach driver drove ... the main road in order to visit the craft centre near Cordoba.
- 7. I would like a table ... the window. It's too bright today.
- 8. You can find the Jorge Hotel just ...... the Ramblas.
- 9. One moment, I've left my wallet ... the table.
- 10. His room looked ... the main street.

#### Future time

Notice how we can use the **Simple Present** and the **Present Continuous** to talk about the future.

The next boat train for London leaves at six o'clock.

Mrs Francis is meeting her friends at the Akropolis tomorrow.

The Simple Present is used to refer to future events that are part of a fixed timetable or programme. The Present Continuous is used to refer to an individual arrangement or a plan for the future.

# In the following sentences, place the verb in brackets in either the Simple Present or the Present Continuous.

- 1. I ..... to the cinema tomorrow afternoon. (go)
- 2. The chef ...... a special dinner for the managing director and his wife next Friday. (prepare)
- 3. The guided tour ...... from the Information Office at ten o'clock this evening. (depart)
  - 4. We ... two weeks in Paris in August. (spend)
- 5. The first performance at the theatre ...... at 17.30 tonight. (begin)
  - 6. Mrs Sloane ..... her sister for lunch at 13.00 tomorrow. (meet)

#### **Abbreviations**

Match each of the following abbreviations with the full form that it stands for in the list given below. Then learn them.

1. kgs	9. Nº.	17. pm	
2. A.C.	10. oz	18. hrs	
3. P.O	11. sae	19. Ave	
4. lbs	12. am	20. Rd	
5. tel	13. h&c	21. fr	
6. km	14. °F	22. arr	
7. dep	15. St	23. v	
8.°C	16. incl.	24. eg.	
before midday		kilograms	number
Volts		telephone	ounces
hot and cold		francs	Avenue
after midday		inclusive	hours

degrees Centigrade	pounds	Road
air conditioning	Street	arrival
stamped addressed envelope	kilometre	for example
degrees Fahrenheit	Post Office	departure

### **ACTIVITIES**

## • Activity 1

In a recent survey of British holidaymakers visiting Italian resorts, questions were asked about what facilities were considered the most important for a holiday abroad. Here are the results of that survey.

Facilities	Percentage (%) of holidaymarkers who thought that this was:		
racinties	Very important	Quite important	Not important
1. Weather	78	12	10
2. Food	68	24	8
3. Comfort of hotel	45	52	3
4. Hotel service	42	56	12
5. Night life	31	30	39
6. Distance of hotel from beach	44	20	26
7. Distance of hotel from town	29	30	41
8. Sports	20	35	45
9. Shopping	32	44	24
10. Day-time entertainment	18	46	42
11. Amenities for children	15	13	72
12. Local tours to places of interest	23	34	42

# 1. Put all the facilities in the order of importance you think would appear to the following holidaymakers:

- a. A husband and wife with three children under ten years old.
- b. Two active young men aged 21 and 23.

# 2. Do you think the survey asked all the questions that were necessary? If not, what other facilities are holidaymakers interested in?

## Activity 2

Three tourists wish to make a half-day sightseeing trip round Paris. They each have different requirements. There are no trip that will make it possible for the tourists to stop everywhere and see everything that they want. Compare their needs in the table and the descriptions of the tours. Decide which of the tours best suits the individual needs of each of the tourists.

Tourist	would like to stop at	would like to see
Mr Long	Eiffel Tower	Opéra
	Sacré Coeur	Champs Elysées
	Lauvre	Left Bank
		Arc de Triomphe
John Brown	Eiffel Tower	Opéra
	Louvre	Luxembourg Gardens
	Notre Dame Cathdral	Left Bank
		Sacré Coeur
	·	Panthéon
Miss Berg	Arc de Triomphe	Opéra
	Sacré Coeur	Left Bank
	Natre Dame	Panthéon
	Cathedral	Montmartre

## 1. Historic Paris (frs. 95) daily at 9.15 (3 hours)

Starting at the Opéra, this tour visits the Marais. Place des Victoires, la Bastille, and the lle de la Cité in the heart of Paris, with the Palais de Justice and Conciegrie; then to the Left Bank, passing the Boulevard St Michel and the Sorbonne University. You will also see the Panthéon. Stops are made at the Louvre and the Luxembourg Gardens and there is a detailed visit to Notre Dame Cathedral.

## 2. Paris vision (frs.120) daily at 10.00 (3 hours)

This is a wonderful tour, your travel in an ultra-modern coach and a detailed commentary is provided through individual earphones. You see the Opéra. Montmartre, Sacré Coeur and then go down to the Place de la Concorde and along the Champs Elysées to the Arc de Triomphe, where a stop is made. Other stops are made at Les invalides and Notre Dame. Return is via the Left Bank and the Rue de Rivoli.

## 3. Tuesday special (frs.110)

Tuesday at 9.00 (3 hours)

A special tour of Paris guided in person by a Paris Travel Serivce Hostess. This tour includes stops at the Eifel Tower and Montmartre with views over Paris from the steps of Sacré Coeur. You will see the Place de la Concorde, the impressive Champs Elysées and the Arc de Triomphe.

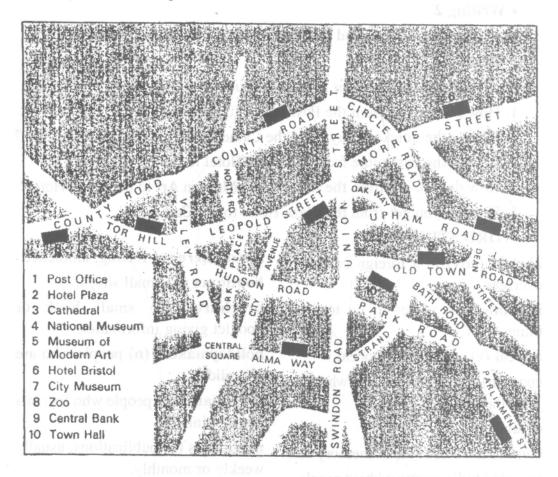
# 4. Modern Paris (frs.85) daily at 13.45 (21th hours)

This very interesting tour starts at the Opéra and passes the Madeleine, the Statue of Liberty, the Champs Elysées and the Place de la Concorde. Stops are made at the Arc de Triomphe and the Eiffel Tower and on the return part of the trip you will see the Champ de Mars

# two the Sugar and then take the that right into Park Road. DRITINW was

# • Writing 1

Study the town map below



Notice how we can write out instructions for finding our way. How do you get from the Post Office to the City Museum? Turn right outside the Post Office and walk down Alma Way until you come to Central Square. Then turn right up City Avenue and continue as far as you can. Turn right into Leopold Street and you'll find the Post Office about half - way down on the right.

How do you get from the Post Office to the Museum of Modern Art? Turn left outside the Post Office and walk down Alma Way, across Swindon Road,

into the Strand and then take the first right into Park Road. Continue down Park Road Parliament Street, which is the first on the right. The Museum of Modern Art is a little way down on the right-hand side.

## • Writing 2

Cover the instructions and try to write them out yourself.

## • Writing 3

Now make instructions for following routes.

- 1. How do you get from the Post Office to the Zoo?
- 2. What's the quickest way from the Cathedral to the National Museum?
- 3. What's the best route from the Plaza Hotel to the Central Bank?
- 4. How do you get from the Museum of Modern Art to the Plaza Hotel?
- 5. How do you get from the Plaza Hotel to the Cathedral?

#### WORD STUDY

abroad (adv) in a foreign country; overseas.

amenities (n) places to go to and things to do.

appeal (v) attraction. v appeal.

**coast** (n) the part of the land where it joins the sea.

column (n)

commemorates (v) is in memory of. deserted (adj) empty; without people. discotheque (n) dance club with modern music.

entertainment (n) amusement, show or performance. v entertain.

events (n) happenings.

floor show (n) performance in a club or restaurant.

atmosphere (n) feeling; ambience.
boutiques (n) small shops.

brochures (n) small book or booklet giving information.

holidaymakers (n) people who are on holiday.

inhabitants (n) people who live in a place. v inhabit.

magazines (n) publications, usually weekly or monthly.

market (n) a place where people meet to buy and sell.

medieval (adj) from the Middle Ages, about 1300 - 1500.

monument (n) something that commemorates.

night life (n) evening and night entertainment.

**guide** (n) a book or person giving information about a place. v guide.

harbour (n) port.

help yourselves (v) take what you want

survey (n) scientific enquiry.

two - hourly intervals (n) every two hours.

## These lines are parallel

architecture building and styles of making them.

**old quarter** (n) the oldest part of a town.

on board on (used of ship and plane).

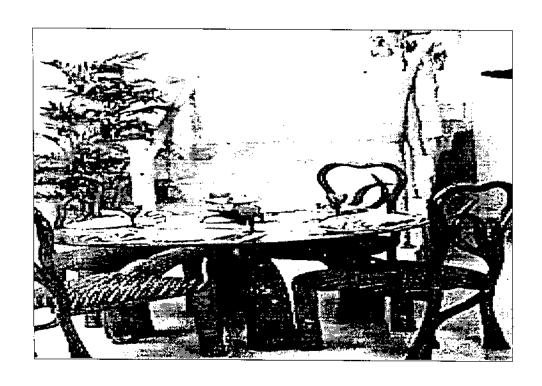
### parallel (n)

resort (n) place where tourism is the main business.

souvenir (n) object that brings back memories.

sunbathe (v) lie in the sun to get a brown skin.

world famous (n) known all over the world.



A dinning room



## **COMPLAINTS**

# **Objectives**

- Mastering
- Procedure for dealing with complaints
- Dealing with complaints
- Developing good behavior in dealing with complaints

### **Contents**

## Language functions and skills

- Asking about problems
- Maintaining customers' confidence
- Offering actions
- Explaining the regulations

# Language study

- Should have done
- Getting thing done
- Adverbs of degree

## Vocabulary

Words and expressions relating to problems

14 West Brompton Road
Wolver hamton
Warwick shire
21.9.82

The Manager Starway Tours 121-123 Ba Trieu Hanoi

Viet Nam

Dear Sir,

I have recently returned from your Starway Five Nations Tour-ST 104/5. I am very upset by the standards and the organization of this tour and I have a number of comments about it that I would like to make.

In general, the food was extremely poor and the service was very slow. On a number of occasions we had to wait over an hour for our meals. In one hotel there was a problem of overbooking. After a long and tiring journey, we discovered to another hotel on the outskirts of the city. In your advertisement, you stated that all the hotels were located in city centre.

There were also a number of travel delays during the tour, and on one occasion my luggage was left the coach. I only got it back a day later.

Finally, I think your staff should have handled these problems in a better way. Some of them were rather rude when complaints were made.

I feel that your company should consider an appropriate refund because of the bad service that was provided.

Yours faithfully,

Muriel Stamp (Mrs)

## Reading check

- 1. What was wrong with the food service?
- 2. Why did Mrs Stamp complain about the hotel transfer?
- 3. What happened to Mrs Stamp's luggage?
- 4. What complaint was made about the staff of the tour company?
- 5. Why does Mrs Stamp want some of her money returned?

#### CUSTOMER COMPLAINTS

There are many different reasons
Why a guest might complain.

Some of the situations which may lead to a complaint from a guest could be:

#### Where a staff member has:

- · Failed to do something property
- Misunderstood what the guest has said
- · Forgotten to do something
- Forgotten to pass on a message

# Where the guest:

- Has been kept waiting.
- Has been given inaccurate information
- Expectations are not met.
- Feels that he is not getting value for money
- Equipment and supplies are broken, damaged or missing

#### LISTENING

- A. You'll hear five people talking about how they deal with complaints. Listen and match the comments to the people who say them.
- 1. Complaints give us a chance to prevent the same problem happening again.
  - 2. Clients don't like to feel their complaint has been ignored.
- 3. Don't take complaints personally. Perhaps ask the duty manager to deal with the situation.
- 4. People get cross when something goes wrong if they have saved all year for their holiday.
  - 5. To start a hotel are a team with shared responsibilities.

В.

- 1. Work is pairs: What has happened in the situations below? If you were the person responsible, what would you do? What would you say to each of the guests?
  - 2. You'll hear members of staff dealing with each of the complaints.

Listen and decide what each of them did wrong. What should they have done and said?

3. You'll hear the same members of staff dealing with the complaints more effectively.

Listen and decide why each one is better this time. Did they do what you would have done?

C.

#### 1. Pronunciation

Listen to these sentences and practise saying them in a sincere apologetic voice.

- 2. Work in pairs: Here are some things that clients might say to you. Decide together:
  - How to deal with each complaint.
  - What you will actually say to each client (your exact words)

My steak is overcooked.
The heating in my room isn't working.
The wine waiter was very rude to me when I asked for red wine with my fish.
You forgot to wake me at 6 am.
Now I've missed my train.

There's no hot water in my room.
The TV in my room only shows two channels and they are both in Hungarian.
The pool attendant told me I couldn't reserve a sunbed before breakfast.
The trams going past my room kept me awake all night.

#### LANGUAGE STUDY

# Causes of complaint: Should have done

Look at this picture of a hotel bedroom.



1. bed

2. sheets

392090 70 8 7. tray

We can use the followingmass to make an adordor of the following weaker

4. carpet

9. books

5. waste-paper basket

10. curtain

It is not surprising that the guest who was given this room complained. The housekeeping staff did not do a number of things that they should have done before the guest saw the room.

## Examples:

change

-> They should have changed the sheets.

close

-> They should have closed the wardrobe.

Now say what other things the housekeeping staff should have done.

#### GETTING THINGS DONE

Staff often need to say that some other person will perform a service that a customer requests. Notice how this is done.

## Examples:

There isn't any instant coffee in my room (send up)

-> I'll have some sent up.

The glasses are dirty (change)

-> I'll have them changed.

# In a similar way, say that you will have the following things done

- 1. The TV doesn't work in room 713 (fix)
- 2. There aren't any towels in my room (send up)
- 3. My shower still isn't right (repair)
- 4. You said you'd get me that prescription (deliver to your room)
- 5. Are you sure this bill is correct? (check)
- 6. I've left my luggage in the room (bring down)

#### ADVERBS OF DEGREE

We can use the following adverbs to make an adjective stronger or weaker.

	extremely		
The hotel is	very	busy	STRONGER
	rather		
	quite		

Notice how we use these adverbs only before adjectives.

## Examples:

The tour group complained about the long walk to the beach (extremely)

-> The tour group complained about the extremely long walk to the beach.

He checked out because of the poor service in the hotel (rather).

-> He checked out because of the rather poor service in the hotel.

In a similar way, choose one of the adverbs to place in each of the following sentences.

- 1. Mr Lyons thought the souvenirs were expensive.
- 2. It was hot on the beach yesterday afternoon.
- 3. Miss Rikard was late for the meeting with the tour company.
- 4. He was tired after the nine-hour flight from London.
- 5. Customers often complained about the high telephone charges.
- 6. Mrs Dill was annoyed about the traffic noises from the street.

#### **ACTIVITIES**

## • Activity 1

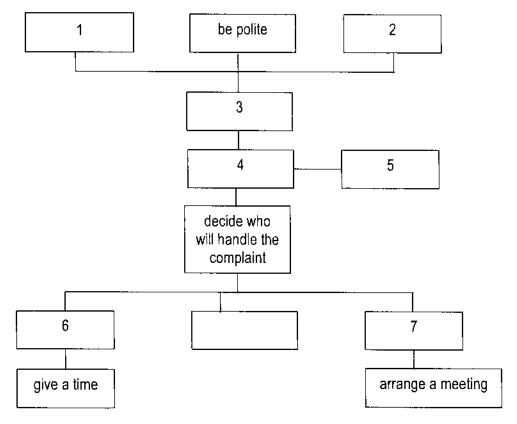
!

Read this passage from a training book for tourist industry staff

When you are dealing with complaints, you should listen carefully; be polite; and, except when it is absolutely necessary, don't comment until the customer has finished. Then, make a short, clear apology. After that, you should repeat the complaint. This is to make sure that you have fully understood the problem and that there are no misunderstandings. When possible, you should decide who will deal with the complaint. If it is not a serious one, you can deal with it yourself. You should explain to the customer the action you plan to take and tell him when it will be done. If you decide that a manager should handle the complaint, you should first inform him and then arrange a meeting between him and the customer.

7.GTTA-KS-A 97

Now use the information in the passage to help you to complete the flow chart below.



Handling complaints

The main considerations when handling a complaint:

- Stay calm
- Show empathy with guest
- Avoid arguing
- Avoid justifying, being defensive or making excuses
- Do not put the blame on any one else.

# • Activity 2

Most businesses take complaints very seriously; but some complaints are

more serious than others and some customers complain more than others. It is often the responsibility of an individual member of staff to deal with the problem. Sometimes, of course, it is necessary for the staff member to refer an unhappy customer to someone else, such as a manager.

Look at the following complaints that guests are making to staff at the International Hotel.

- Mrs Lan says that she did not get her early morning call.
- Mr Son in room 502 is very annoyed about the loud music and voices from room 703.
  - Miss Ann says there is no coffee in her room.
  - Mr Shaw is complaining loudly in the restaurant about badly cooked meat.
  - Mr Storm says his wallet is missing from his room.
- Mr Anderson is complaining about the air-conditioning for the fifth time in four days.
  - Mrs Edwards says that finds the floor waiter very rude.
  - Mr Lean says that his bathroom shower doesn't work.
- Mr Thang is complaining in the lobby that the hotel has let his reserved room to someone else.
  - Mrs White says she can never get an outside line.
  - Mr Stephen is not sure if the wine is corked.
  - Mrs Parnel is most upset that her usual suite of rooms is not available.

Now decide which member of the hotel staff is best suited to deal with these complaints; perhaps the duty manager, the assistant manager, the head receptionist, a receptionist, a station waiter, the head waiter, or someone else. Give reasons for your choices.

#### HERE ARE SOME GUIDELINES FOR HANDLING A COMPLAINT

- Isolate the guest
- Listen to the guest's problem
- Identify the main points, take notes.
- Empathize with the guest
- Apologize
- Thank the guest for bringing it to your attention
- Explain what can be done
- Act immediately
- · Log or report complaint appropriately
- Follow up to ensure action is taken
- · Check for guest satisfaction

#### WRITING

# Here the main part of a letter of complaint to the International hotel

Dear sir,

I must complain about the service at the International hotel fifth visit. There were a number of things. First, the new self-service arrangement at lunch was not what I expected. Secondly, the service of the hotel was very poor. The receptionists always seemed extremely busy, the hotel porter was never available, and I thought that the floor waiter was rather rude.

I do not usually complain but as an old customer. I'm sure you will be interested in my comments.

Yours faithfully,

John Crewe

# Here is the reply from the Manager of the International hotel

Dear Mr Crewe,

The International hotel is always interested in hearing the comments of its guests and we are glad that you have written to us.

I am extremely sorry that you found the service provided by reception, the hall porter, and the floor waiter not up to our usual standard. I apologize for this and will make enquiries about it.

This year you took your holiday in August, which is our busiest month. The self-service arrangement for lunch is always used in July and August. However, I regret that you had slow service at dinner.

I hope we will continue to receive your custom and, if you have dealed with the problem there and then.

Yours sincerely,

Alan Rey

Manager

# Now write letters of reply to the following written complaint received by the International hotel

- 1. Mr Wilson has complained about the standard of service in the Grill Restaurant. He says that he had to wait thirty minutes for his table, that the service was slow, and that the food was not very good.
- 2. Mrs Hoa has complained that the hotel has not sent the hotel brochure and price list which she requested six weeks ago.
- 3. Mr Son has complained that his room was too small, that the people in the next room were noisy, and that the prices in the restaurant and bar were too high.

#### WORD STUDY

**advertisement** (n) notice of object or service for sale. v advertise.

apologize (v) am sorry. n apology.

attend to (v) deal with.

**coach** (n) comfortable bus, often used over long distances.

comments (n) things to say. (v) comment.

cork (n) stopper in top of wine bottle, etc. Corked of low quality because of a poor cork.

**cut off (v)** unable to continue the call because of a broken connection.

**delays** (v) unscheduled periods of waiting.

discovered (v) failure; breakdown.

fix (v) repair; put right; put in order.

handled (v) deal with.

left off (v) not put on.

matter (n) subject; question.

missing (v) cannot be found.

nearly (adv) close; near.

occasions (n) times.

outskirts (n) edge; limits.

overbooking (v) taking a number of bookings that is greater than the number of beds available. Another expression, for individual beds and rooms, is double-booking.

refund (v) repayment. v refund.

rude (adj) not polite; impolite.

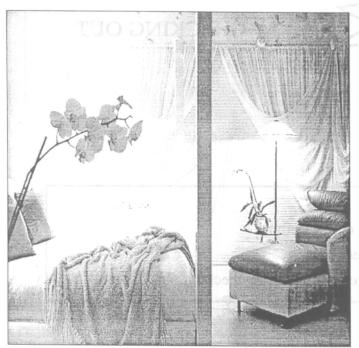
**short-staffed (adj)** with fewer staff than necessary.

six release (n) not holding rooms after six p.m.

standards (n) levels of performance.

stated (v) said. n statement.

tough (adj) hard and difficult to eat. transferred (v) moved to. n transfer. upset (adj) angry and unhappy; annoyed. v upset.









A suite of a 5 star hotel



# **CHECKING OUT**

## **Objectives**

- Mastering
  - Checking out procedure
- Doing the checking out
- Developing good behavior in checking out

#### **Contents**

# Language functions and skills

- Explaining the bill
- Asking the method of payment
- Meeting or not meeting guest's wishes about paying

# Language study

- Past time
- Quantity
- Calculating

# Vocabulary

- Figures and calculations
- Items of the bill
- Methods of payment

#### READING

Every hotel needs to record the income it receives. Any system of recording charges should keep guests/ bills up to date, identify the sales of different departments, and make financial control possible.

Twenty years ago, the tabular ledger was the most common method of recording charges in hotels, and is still used by some smaller establishments. However, since the introduction of cheaper billing machines, machine billing has replaced the "tab" in many hotels. In larger establishments, a further development has been the use of the computer for handling accounts.

OAXACA VERACRUZ HOTEL										
Mrs Jarman/Goddard Sunshine ref: \$22339/1										
Deposit: 00.00										
Room:	318	No of guest	s: 3	Arrive 17/03/82						
Rate:	2000 pesos	Bill nº 2601	283 WM2	Depart 19/03/82						
Charges credits										
17.03.82	Apartments	2 000		233992						
18.03.82	2 Apartments	2000								
19.03.82	Ledger Transfer	4000	S22339/1 00	0.00						
Acc. To: Sunshine Holidays										
Service and tax are Signature										
included	l, gratuities at		Plea	se leave your key						
your dis	cretion									

#### A COMPUTER BILL

In computer billing, charges are entered into the computer by the bill office clerk using a keyboard terminal. No bill is produced until the guest is ready to settle his account. Then the cashier "calls" the bill and it is printed out for the guest in a few seconds. If the hotel has wrongly charged a guest for an item, the cashier can make out an allowance slip.

Allowances							
Guest's name	Arrival Date Departure Datc \$	Р					
Room No	Total:	·					

The computer memory keeps a running total of every bill in the hotel. Control checks can be programmed into the computer. If a cashier does not post a charge correctly, it automatically queries the posting.

A financial statement is also automatically produced at the end of the day together with a full sales ledger which shows the total sales of each department and the totals for each room. A list of bills can also be produced for the credit control department.

When the computer has produced a bill for a guest, it is also able to handle the various methods of payment. If the guest pays in a foreign currency, the computer will use the current exchange rate and calculate the amount of change required. Credit card and ledger account details can be entered into the computer's memory. The cashier can then guarantee the credit status of any cards offered for payment.

All these facilities reduce the amount of paperwork and little time is spent waiting at the reception desk.

# Reading check

- 1. What has replaced the "tab" in many smaller hotels?
- 2. In which two ways does the computer memory help with payments?
- 3. In computer billing, when is a guest's bill printed out?
- 4. What is the purpose of programming control checks into the computer?
- 5. Why is it easier to check credit card payments in a computerized system?

#### TABULAR LEDGER SYSTEM

#### The tab contains:

- Record of all charges, credits, payments and outstanding balances.
- Separate total for each guest's bill.
- Separate total for each category of item.

# An example of a horizontal tab:

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19
																	•	
								_										
													_					
						_												

## Note:

1. invoice N°.	5-12. daily charges	15. grand total				
2. guest's name	(room, breakfast, food, dinner,	16. cash received				
3. room number	bar, wines, telephones, other)	17. ledger received				
4. sleepers	13. daily total	18. accounts transferred to				
	14. balance B/F from previous	ledger				
	day	19. carried forward				

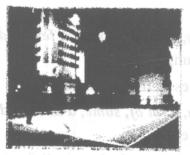
# LISTENING

You'll hear a guest checking out of a hotel. The cashier explains the extra charges on the bill. Listen and note down the reasons for the charges on the guest's bill.

SUNSET BEACH RESORT

Date	Reference	Description	Amount
05 Jan	4668	Palm beach: drink at the bar	7.50
05 Jan	1955	Sports: tennis court hire	12.00
05 Jan	R101	Bermuda plan	180.00
06 Jan	3891	Pool side	6.300
06 Jan	12345	TELEX AND FAX	18.00
06 Jan	3291	ROOM SERVICE	10.00
06 Jan	4668	PALM BEACH	5.500
06 Jan	9832	COFFEE HSE	12.00
06 Jan	1291	WTR SPORT	15.00
06 Jan	R 101	BERMUDA PLAN	180.00
07 Jan	3892	MISCELLANOUS	8.00 `
07 Jan	29871	BERMUDA PLAN	9.00
07 Jan	12010	POOL SIDE	15.00
07 Jan	R101	PALM BEACH	180.000







The darling sauna massage Fitness centre of Hanoi hotel

## LANGUAGE STUDY

Past tense and Present perfect tense

Notice how we use the Past Tense for events that finished at a definite time in the past. We can use the Present Perfect Tense for events which began in the past but have not yet finished.

Mrs Wilson checked out of the hotel on 2<sup>nd</sup> April/six days ago.

The tour leader has known the hotel manager since 1997/for six years.

Now write out the following sentences in full, using the Past or the Present

- 1. Mr Manh (be) in Halong since Monday. I mode ... elitil si energy.
- 2. Mrs Lan (leave) for Dubai on 1st August. wow ob ...doug woll 5
- 3. The Chester family (check in) on Wednesday afternoon.
- 4. Mr Son (not visit) us since last year. Jum Jum 1 abib stepug off 1. h
- 5. The Sunways tour group (spend) a week here last month.
- 6. They (come), as agreed, on the first of the month.
- 7. Simen Ltd (not pay) its account for the past three months.
- 8. Mr Peter (be) tired after his long flight.

- 9. He (like) tortillas since is first visit to Mexico.
- 10. The tour group confirmation (not arrive) last Thursday.

#### Quantity

Adjectives such as many, a lot of, some, a few and few are used before things we can count. For example:

There were many mistakes in the guests' bill.

Adjectives such as *much*, a lot of, some, a little and little are used before things we cannot count. For example:

Did you spend much money on telephone calls?

We can show this information in the following diagram.

	countable
n	nany/a lot of
s	ome
a	few
f	ew

	not countable
	much/ a lot of
	some
•	a little
	little

GREATER QUANTITY

Now choose an appropriate word from the list below to complete the following sentences.

- 1. There is little... about hotel service in the key card.
- 2. How much... do you want to exchange for francs?
- 3. He spent a few... checking his bill.
- 4. The guests didn't drink much... during dinner.
- 5. There were many new... at the hotel this year.
- 6. Did the tour leader have much... with complains form this group?
- 7. The brochure only gives a few... about the coach tour.

8. The hotel received few ... about its service.

facilities

pounds

information

British currency

complaints

beer

worries

time

equipment

details

minutes

trouble

bottles of wine

# Calculating

Notice how we can express the following mathematical signs and symbols.

=	equals, is equal to, makes
-	minus, less, take away
x	multiplied by, times
11	eleven sixteenths
16	
10,206	ten thousand two hundred and six
+	plus, and
÷	divided by
3	three quarters
$\frac{3}{4}$	٠
$\frac{2}{3}$	two thirds
$\overline{3}$	
10.206	ten point two oh six

Now write out the followings in words and then say them aloud.

$$1.102 + 46 - 95 = 74$$

6. 
$$9.3 \div 3.1 = 3$$

7. 
$$2\frac{1}{4}\%$$

$$3.\frac{7}{8} + \frac{3}{4} = 1 + \frac{5}{8}$$

$$8.9 \times 3 = 27$$

$$4. \ 4 + \frac{1}{4} \times 2 = 9$$

$$9.30:4=7.5$$

5. 16.720

10. 18.715

#### **ACTIVITIES**

#### • Activity 1

Five guests are checking out of the Hotel del Golfo. Details are given about their bills and methods of payment. Decide how much change each of them should get. The foreign exchange table below will help you. The rates are given in Mexican pesos.

Country	Currency		Cash	Traveller's cheques
France	Franc	(1)	4.5	4.8
Germany (West)	DM	(1)	10.6	11.0
Italy	Lire	(100)	2.4	-
Japan	Yen	(100)	10.5	11.0
Saudi Arabia	Rial	(1)	7.4	-
Spain	Pta	(100)	29.7	-
UK	Pound	(1)	51.5	53.0
USA	\$	(1)	23.5	24.0

# Example:

Miss Janet. The total amount payable on her bill is 6480 pesos, but the hotel has billed her wrongly for a meal costing 810 pesos. Deduct this. She pays with three 50 pounds traveller's cheques.

6480 pesos less 810 pesos equals 5670 pesos. £150 at the traveller's cheque rate is 150 times 53 pesos. That makes 7950 pesos. The change she should get is 7950 minus 5670 pesos. That comes to 2280 pesos.

In a similar way, write out the calculations for the change that should be given to these guests.

Ms Lane Her bill comes to 3900 pesos and the wishes to pay it with a 1000 franc note.

Mr Hai. His bill comes to 12,960 pesos. He is given a 10% discount on this. He pays with eleven 100 DM traveller's cheques.

Mr Apuchi. His bill amounts to 5075 pesos. 15% service charge must be added to this amount. He pays with 1000 Rials, in cash.

Mr and Mrs Brown. Their bill totals 20,140 pesos, less 670 pesos for an allowance slip. They wish to pay with seven 10,000 pesata notes.

#### • Activity 2

Look at the tariff for the Hanoi hotel and the list of some of the guests in residence.

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# Tariff



	*** ***	Rack Rate
	City Wing	Lake Wing
Standard	65	85
Superior room	85	110
Studio Suite	130	4 4 4
Executive Suite	150	220
Deluxe Suite	280	***
Presidential Suite		400
* supplement for do	uble occupancy	y 10
"Extra bed"		10

All rates are quoted in US Dollars for single occupancy, excluding breakfast. Rates are based on availability and are subject to change without notice. Rates are also subject to 5% service charge and 10%. Value Added Tax. Visa. Master, JBC, American Express and Diners Club cards are accepted. Corporate & institutional booking may employered reatment. Group rate will be accepted depend on peak & low season. For group & convention reservation, please contact extension.

We make no charge for children (maximum 2) below 12 years of age sharing room with parents revisting bed). Reservation is held outil 6:00 p to only unless guaranteed by advance deposit.

Currency conversion will be made at the time of payment, according to the prevailing ex. Rate.

### HANOI HOTEL

gun Coining No. No... Bin Dimin Drute, Standard S. 195. N in District.

ed. (Md.-E. Mars. 2.270 b. No... (Md.-E. Mdr. 9.200

E. Jonath. Schumericki Stan., 1964.-12 Mdr. 9.200

Veclosite on www.bumeriderick.come.vm

Room	Number type	Name
301	Standard	Mr P Landseer
302	Superior room	Miss O Santiago
303	Studio suite	Mr and Mrs F Craig
304	Deluxe suite	Mr and Mrs L Saunders
305	Presidental suite	Mr J Jules

# Now study the following list service provided for these guests on 23.8.82.

07.00 Newspapers: Room 303 - 25 dollars, room 305 - 50 dollars

08.15 Telephone calls: Mrs Craig - 225 dollars, Mr Saunders - 25 dollars.

09.00 Flowers: Room 304 - 425 dollars.

09.30 Hairdresser: Miss Santiago - 550 pesos.

10.00 Coffee Shop: Room 302 - 200 dollars, room 305 - 315 dollars

11.00 Taxi: Room 304 - 940 dollars

11.15 Bar: Room 301 - 160 dollars, room 302 - 215 dollars

12.30 Lunch: Mr Landseer Mr and Mrs Craig

14.00 Kiosk: Room 305 - 175 dollars

15.30 Coffee shop: Mr Saunders - 300 dollars Mr Landseer - 200 dollars

16.15 Laundry: Room 302 - 430 dollars

17.00 Car Hire: Room 303 - 1930 dollars

17.45 Bar: Room 303 - 275 dollars, room 304 - 225 dollars

20.00 Restaurant: Mr Landseer - 530 dollars

Calculate the amount payable by each room for 23.8.82.

#### HANOI HOTEL - RECREATION SERVICES



Get rid of the busy from bustling daylight city and enjoy our unique Nights. Dance around the night with friends to the music live band. Sing your songs in our KTV rooms.



Naturally, a hot and attractive session is about to improve your health and great deal of delights.



Where a wide range of drinks and snacks are served while enjoying the breathtaking lake view.

Natural, a hot and attractive session is about to improve your health and great deal of delights [12 - 208 moor staffed out - 108 moor st

gistO z(12:00 pm - 02:00 am)/ :donud 02:01

Where a wide range of drinks and snacks are served while enjoying the breathtaking view.

(09:00 am - 12:00 am)



#### WRITING

Notice how the following pairs of sentences are linked using and, as well as; so, therefore and but, however.

Examples:

Bills in that restaurant include service. They also include VAT.

Bills in that restaurant include service and VAT.

Bills in that restaurant include service as well as VAT.

The hotel forgot to add the service charge. He paid less than he expected.

The hotel forgot to add the service charge. Therefore he paid less than he expected.

They sent a letter of confirmation, but it was lost in the post.

They sent a letter of confirmation. However, it was lost in the post.

Note that "therefore" and "however" are usually used to begin a new sentence. They are more formal than "so" and "but". After "however" we usually use comma.

Link the following pairs of sentences using and/as well as or so/therefore or but/however.

- 1. You can buy whisky in town. It's cheaper at the airport.
- 2. They didn't have any cash on them. They had to use their credit cards.
- 3. The sightseeing trip goes through the old quarter. It also goes through the modern city centre.
  - 4. There is a radio in the room. There is a colour TV, too.

Now link the sentences in the following passage.

When Mr Landseer arrived at the airport, he wanted to hire a car	
the cost was rather high. He did not have enough cash on him	ıe
decided to use his credit card. Unfortunately, when he felt in his pocket h	ıc
found that his wallet was missing. His cheque book was missing, too	١
he did have his agent's telephone number he wa	ıs
able to ring for help.	

#### WORD STUDY

amount (n) quantity.

automatically (adv) without special instructions; by itself.

calculate (v) compute; work out. (n) calculation and calulator.

reduce (v) make less; decrease. m reduction.

running total (n) current total.

sales ledge (n) statement of sales.

sales voucher (n) receipt when credit card is used.

tabular (n) ledger book for recording charges.

**financial** (adj) concerning money. The noun and verb are finance.

guarantee (n) be sure of. (n) guarantee.

itemized (adj) detailed, n item.

ledger account (n) account paid at a fixed time, for example, the end of the month.

machine billing (n) producing bills on, for example. NCR or Sweda machines. Meter on me in my possession now.

change (n) if my bill is £92 and I give the cashier £95, I should receive £3 change.

control (n) direction; supervisition.(v) control.

**development** (n) growth and advancement. (v) develop.

discount (n) amount deducted from the price for reasons such as quick payment or cash payment.

exchange rate (n) amount of one currency that can be obtained for an amount of another makes. 100, equals; comes to.

payable (adj) which would be paid.

pool (n) this is a shorter way of saying swimming pool.

post (n) record.

**printed out (v)** produced in a written form.

programmed instructed. (n) program. units (n) see meter

7



A living room of a suite

China canting

- Considering future possibilities

Kinds of tours/holidays

Words relating to itinerary.



# TOUR OPERATION - CONTACTS

#### **Objectives**

- Mastering
  - Tour organizing
- Organizing the tour
- Developing good behavior

#### Contents

## Language functions and skills

- Introducing tours
- Making advertisements
- Organizing tours

#### Language study

- Cause and effect
- Using statistic
- Considering future possibilities

# Vocabulary

- Kinds of tours/holidays
- Words relating to itinerary.

#### READING

There have been a number of developments in the Chinese tourist market in recent years. The International Passenger Survey (IPS) on the next page shows how different segments of the market have been affected.

The changing composition of travel segments				
	Volume %			
	1987	1997	2004	
Miscellaneous, incl, studies	17.6	18.1	18.5	
Business	17.4	18.1	18.8	
Holidays/Leisure	65.0	63.8	62.7	
Analisis of leisure travel:				
Holiday inclusive	23.3	20.1	18.6	
Holiday independent	51.2	52.7	52.4	
Visiting friends and relatives	25.5	27.2	29.0	

#### CHINESE TOURIST AUTHORITY STATISTICS

Sine 1997, the number of inclusive tours to China has fallen. There are various reasons for this trend. There has been (1) an increase in motoring traffic, (2) an increase in the volume of repeat visitors who make their own ground arrangements, an (3) increase in the availability of promotional fares.

Further availability of promotional fares such as standbys and walk-on services will be significant. Fares may become so low that the trend to independent travel is accelerated. On the other hand, if group accommodation was supplied at more attractive rates and if new markets were expanded, this would produce a stronger demand for inclusive holidays.

However, the message is clear. Chinese tourist boards, tour operators, and hoteliers need to create a demand for their products and sell them abroad. They have to go out and make contacts at travel trade exhibitions and workshops and put together inclusive tours with appeal in different markets.

When preparing an inclusive tour, the essential first step is to obtain attractive group rates and schedulings from a carrier. Then, familiarization trips can be helped for interested tour operators and travel agents who are capable of organizing flight inclusive tours (FITs).

Finally, when a tour operator decides to launch a new package, it is necessary to invite travel trade journalists and travel agency staff to the area in order to view the product.

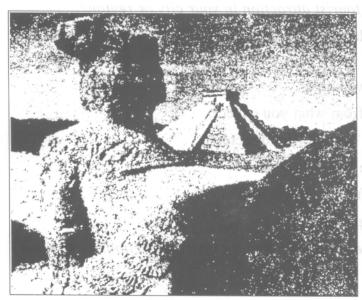
#### Reading check

- 1. By how many percent did holiday-inclusive travel fall in the China between 1997 and 2004?
  - 2. Name two types of promotional fare.
  - 3. What factors will have an effect on the future of inclusive holidays?
  - 4. What kind of people are invited on familiarization trips?
  - 5. Who is invited to an area before a new product is launched?

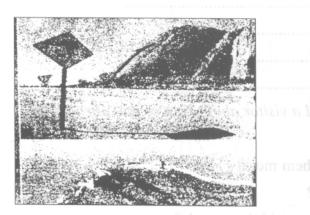
#### LISTENING

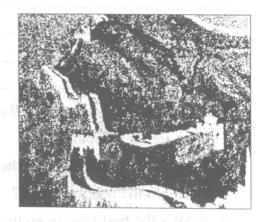
# A. Work in groups. Look at the photos and discuss these questions.

- Where are the places shown in the photos?
- Put them in order: which would you most like to visit? And why?
- What kind of places do you like to visit on holiday (or at weekend)?
- Why is it that people like to go sightseeing when they're on holiday?









# B. Work in pairs. Explain the difference between each of these pairs of sights and attractions

art gallery theme park castle historical museum national park old city

mountain monument market hill viewpoint shopping center

#### C. You'll hear three people answering this question:

What is the number of tourist attraction in your city or region?

Listen and match the places to the reasons 1 - 6 why tourists find each one popular:

- 1. It's great place for walking.
- 2. It's very difference from what you expect.
- 3. You can learn about famous film directors.
- 4. You can swim in the lakes.
- 5. You can get a very full day of entertainment.
- 6. You learn about English history.

Work in pairs what are the most popular tourist attractions in your city
region?

Note down what you would tell a visitor about both of the attractions:

- 1. Why are they popular?
- 2. What kind of people enjoy them most?
- 3. What are the opening times?
- 4. What's the best time to go to avoid the crowds?
- 5. How do you get there (by car)?
- 6. How do you get there (by public transport)?

Write down three more questions that people might ask you about them.



A guest room of a 4 star hotel

#### LANGUAGE STUDY

#### Cause and effect

Study the table below

	Year	Cause	Effect
1	1994	a great increase in fuel costs	inclusive tours became much dearer
2	1996	a high occupancy level	group rates were not attractive
3	1999	a heavy demand for tours	overbooking became a problem
4	2001	a hot summer	fewer people went abroad
5	2003	a sudden reduction in fares	independent travel was more popular
6	2004	a popular BBC series	more people went to Yorkshire

Now look at the following examples and notice how we can link the cause and effect using so... that or such... that.

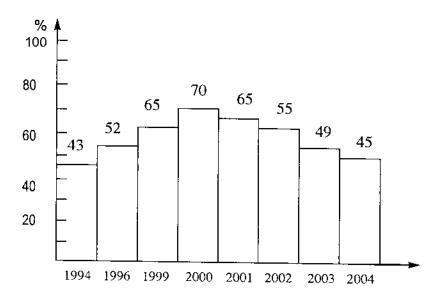
In 1994, there was such a great increase in fuel costs that inclusive tours became much dearer.

In 1994, the increase in fuel costs was so great that inclusive tours became much dearer.

Now link cause and effect in examples 2 - 6 in a similar way.

# Using statistics

Study the following bar chart. It shows the proportion of overseas visitors compared to the total number of guests in a London hotel.



Proportion of overseas visitors in a London hotel

Notice how we can express information about the chart in two ways. Between 1994 - 1996, the proportion of overseas visitors increased by 9%.

Or between 1994 - 96, there was a 9% increase in the proportion of overseas visitors.

# In a similar way, provide alternatives for the following sentences

- 1. From 1996 to 1999, the proportion of overseas visitors rose by 14%.
- 2. Between 1994 and 2000, there was a 27% expansion in the proportion of overseas visitors.
- 3. There was an increase in the proportion of overseas visitors from 25% to 70% between 1996 and 2000.
  - 4. Between 1996 and 2000, the proportion of overseas visitors grew by 18%.
  - 5. The proportion of overseas visitors has fallen by 4% since last year.
- 6. The proportion of overseas visitors decreased from 70% to 65% between 2000 and 2001.

## Considering future possibilities

#### Examples:

What would happen if promotional fares were increased? (amount of independent travel/decrease)

-> If promotional fares were increased, the amount of independent travel would decrease.

What would happen if hoteliers put up group rates? (demand for accommodation/fall).

-> Demand for accommodation would fall, if hoteliers put up group rates.

#### Now answer the following in a similar way

- 1. What would happen if fuel prices were reduced? (number of motoring holiday/rise)
  - -> If ...
  - 2. What would be the result if the value of the pound was lower? (British holidays/become more popular)
  - -> British holidays ...
- 3. What would happen if tourists complained more? (standards of service/improve)
  - -> If ...
- 4. What would be the effect if fewer people in the UK went on package tours abroad? (domestic resorts/benefit)
  - -> Domestic resorts ...
- 5. What would happen if the economic situation did not improve? (tourism/not expand rapidly)
  - -> Tourism.....
- 6. What would be the result if areas were not advertised? (level of tourist activity/not grow significantly)
  - -> If ...

#### ACTIVITIES

Activity 1

Study the advertisement on the next page and answer the questions below.

- 1. Where can you obtain free information folders?
- 2. Who qualifies for Railcards?
- 3. What does the cost of a Golden Rail package include?

- 4. What types of return fare are available from British Rail?
- 5. At what UK address can overseas visitors get information?
- 6. What is the maximum time during which you can use a Britrail Pass?

# A great way to see Great Britain

#### Some was to cut the cost

Depending on when you travel and how long you stay, Special Fare Deals can save you a lot of money on fares to and around Yorkshire and Humberside. Choose from awayday, weekend, monthly and ordinary returns. Or you may qualify for a railcard which gives even greater savings family, senior citizen and student railcards are available.

### Yorkshire Ranger Ticket

This special ticket allows you seven days' unlimited travel during summer within the area. Ask for the free folder giving details.

#### Golden Rail

Package holidays which are easy to book and give value for money you choose to suit your budget from a four-star hotel to accommodation with families. The inclusive tour covers Inter-City travel from anywhere in Britain, reserved seats on most trains, transport between the resort station and hotel and, where appropriate, across London.

#### **Britrail Pass**

Special cheap rate season tickets are available for American and European visitors. There's a pass to suit your travel requirements from seven consecutive days to one month, giving unlimited travel to any station in the British Isles. A British pass must be bought in the visitor's own country.

## How to get your free folders

There are free folders detailing the fares and facilities mentioned here.

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Pick up the ones you're interested in from your local Inter-City station or a British Rail Appointed Travel Agent. Overseas visitors can find out more about rail services and facilities by contacting Britrail Travel International Inc, 630 Third Avenue, New York NY 10017, U.S.A. or Britrail Travel International Inc, 222 Marylebone Road, London NW 1611.

#### • Activity 2

When we look at the UK tourist market for overseas visitors, we can consider (a) the number of visits made by people from different areas and (b) the amount of money spent during these visits. In the table below, these two factors are expressed as percentages of the total number of visits and of the total expenditure.

2002 Actual Share of Visits and Expenditure				
Expenditure	Country/area	Visits		
1	6	1%		
6%	Scandinavia	8%		
2	7	13%		
10%	Central Europe	16%		
5%	8	13		
3	Italy/Spain/Portugal	14		
3%	Eastern Europe	2%		
3%	9	15		
4	10	13%		
4%	11	16		
5	12	4%		

British Tourist Authority an Department of Industry statistics

# 1. Now use the following information to complete the table

Visitors to the UK from neighbouring countries had a higher percentage of total visits compared to their percentage of total expenditure. For example, people from Benelux made 13% of the visits to the UK but only spent 7% of the total. The figures for France were both 2% lower than the Benelux figures. For Eire, the figure for visits was 7% with 4% less for expenditure.

For more distant European countries and North America, the visits and expenditure percentages are much closer. Taking visits first, the figures for Italy/Spain/Portugal were 6% and 5%. For the USA, they were 13% and 15% and for Canada 4% each.

Long-haul visitors, on the other hand, had a higher percentage for expenditure than for the visits. For Australia or New Zealand, the visits figure was 4% with 3% more expenditure. Japanese visitors made 1% of the visits but their percentage of expenditure was double this.

# 2. Visitors from neighbouring countries make more visits but spend lee

Long-haul visitors come less frequently but spend more. What is the explanation for this, do you think?

#### WRITING

#### • Writing 1

In the two telexes below, the following abbreviations are used.

ASAP - as soon as possible

EEE - error

PLS - please

ATTN - attention

TLX - telex

RE - concerning

OCC - subscriber is engaged

Read the telexes and answer the questions that follow.

12.57

OCC

13.15

**57715 YORHTB G** 

27143 EFLG

14.05.04

ATTN

TONY JOHNSON

RE

YORSHIRE BROCHURES

Could you pls send us asap 200 german and 2.1 eee 200 dutch pls advise us by the new Yorkshire Brochure.

Pls advise us by tlx that you have sent them to our hull office for the attn of Mr James.

Thank you in advance

Regards

European ferry lines

John carstairs

27143 EFL G

57715 YORHTB G

11.30

27143 EFL G

15.05.04

#### ATTN JOHNSON CARSTAIRS

Here Yorkshire and Humberside tourist board. Re your telex 14.05.04 Brochures you requested have been sent to Mr James at hull today.

Regards

Johnson

57715 YORHTB G

27143 ELF G

7

- 1. What has Mr Carstairs requested from Mr Johnson?
- 2. Who does Mr Johnson work for?
- 3. At what time did John Carstairs first try to contact with John Carlton?
- 4. On what date were the brochures sent?
- 5. What is European Ferry Lines' telex number?

#### • Writing 2

Using the telex number for the Yorkshire and Humberside Tourist Board as above, write out the following telex messages. Choose an appropriate time and date for each message.

1. Maria Baan of Delft Tour (tlx. 61789 DT NL) has requested 5 copies of "Where to stay in Yorkshire?" for her head office.

Tony Johnson has replied that "Where to stay in Yokshire" is not available until week. He will send copies then.

2. John Gould of International Tourist Monthly (tlx. 42163 IT G) has informed the Board that the party of German journalists expected at Hull at 22.00 on 23.6.82 will not arrive until the following morning at 6.30. Mr Gould has asked if the Board's representative will be able to meet the party at the new time.

Mr Johnson has replied to confirm the new time for meeting the party.

3. Paul Belmonde of Beltour (tls. 52369 BEL G) has requested information on the availability of tour guides and their rates for half-and full-day sightseeing in York.

Mr Johnson has replied that guides are available from I May until 31 Octerber. The rates are £30 for a full day and £20 for a half-day. The maximum number in a group is 15 people.

#### WORD STUDY

eccelrrated (v) made quicher.
appointed (v) chosen.

**demand (n)** amount people wish to buy. v demand

based (v) located.

budget (n) financial plan. v budget.carrier (n) transport company, eg airline, ferry company.

**consecutive (adj)** days one after the other: ie Monday, Tuesday, Wednesday.

create (v) make

ground arrangements (n) arrangements made at the destination such as booking hotels, hiring cars

factors (n) facts of particular importance.

familiarization trips (n) trips for people in the tourist industry to get to know and inspect and area and the services available. The short form is FAMs.

fares (n) prices of travel tickets.

flight (n) inclusive tours which include cost of flight, transfers, accommodation, etc.

foresee (v) expect; anticipate.

fuel (n) petrol. oil etc.

independent (adj) travel holidays for which people make their own travel and accommodation arrangements.

standbys (n) unreserved airline tickets obtained shortly before departure.

traditional (adj) not modern.

trend (n) movement.

up-market (adj) expensive.

**exported** (v) sold abroad. The opposite is imported.

expansion (n) increase in size; growth. v expand.

expenditure (n) money spent

journalists (n) people who write for newspapers and magazines.

launch (v) introduce on the market. n launch.

long-haul (n) long distance.

package (n) inclusive tour.

promotional fares (n) special cheap fares.

proportion (n) comparative part.

publicity (n) information that gets people interested.

qualify (v) meet the requirements.

region (n) area of a country.

**repeat** (v) visitors who return to the same lace.

segment (n) part; sector.

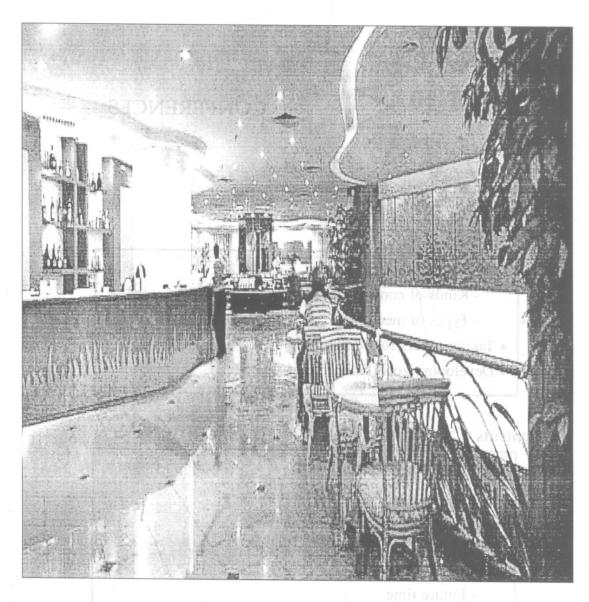
senior (n) citizen man over 65, woman over 60 years old.

significant (adj) full or meaning; important.

veterinary (n) surgeon doctor for animals.

walk-on services (n) services on which seats can not be reserved.

workshops (n) study groups



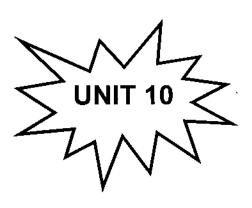
A bar

Cerused and infinitive

vinitini one este ioo "

- Types of meeti

Equipment needed at conference room.



#### CONFERENCES

#### **Objectives**

- Mastering
  - Kinds of conferences' media
  - Types of meeting
- Taking orders for conference
- Developing good behavior

#### Contents

#### Language functions and skills

- Taking orders
- Asking about customers' wishes
- Making suggestions

# Language study

- Future time
- Dimensions
- Gerund and infinitive

### Vocabulary

- Types of meeting
- Equipment needed at conference room.

#### READING

This information is taken from the Meeting Guide to Hong Kong prepared by the Hong Kong Tourist Association.

# Hong Kong Tourist Association

London Office

# PLANNING AND PROMOTING THE MEETING IN HONG KONG

Once the decision to meet in Hong Kong has been made, the HKTA is happy advice on all the details connected which organizing promoting your meeting.

Services include:

- \* Introductions to professional organizers and display companies.
- \* Information about, and liaison which, Hong Kong public figures to provide welcome addresses at opening ceremonies and dinner functions.
- \* Public relations contacts with local TV, press, and trade media.
- \* Advice on Customs and Immigration procedures to facilitate entry for delegates and speedy clearance for literature and display material.
- \* Special arrangements for an HKTA

- \* Providing supplies of promotional literature for your mailing to potential delegates. This will assist in generating maximum interest and attendance. Material can be overprinted with the organizer's own text.
- \* Listing of the event in the Association's calendar, Coming Meetings, Conferences and Exhibitions', widely distributed throughout the world and updated biannually.
- \* Ideas on 'Theme' evenings for gala functions with names of suppliers and costs. A comprehensive list of local entertainment groups and arts and crafts specialists that can be hired for social programmes.

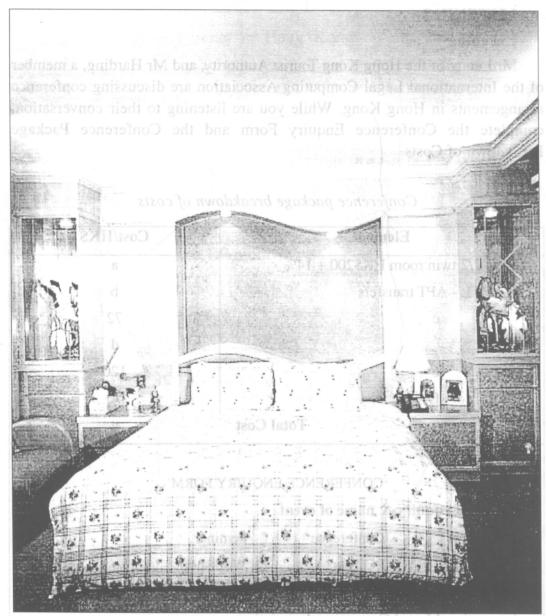
representative to assist in promoting Hong Kong as the next destination tours for accompanying persons and display material, films, and audio visual presentation.

- \* Details of exciting and educational who are not attending the meeting sessions.
- noil gioca \* Arranging for a "Welcome" banner to be displayed at airport.

# PLANNING AND PROMOTING THE MEETING IN HONG KONG Reading check

- 1. What 'Welcome' facilities can be arranged?
- 2. How can the HKTA make it easier for delegates to enter the country?
- 3. How does the HKTA assist in encouraging maximum attendance at a conference?
  - 4. In which calendar are events listed?
  - 5. Who are educational tours arranged for?





International Legal Computing Association,

1430 Tung Ming Build Hotel 18 8 8 90 moor transpropriate)
Name & ddress of international organization (if appropriate)

#### LISTENING

#### Listening

Mr Leong of the Hong Kong Tourist Authority, and Mr Harding, a member of the International Legal Computing Association are discussing conference arrangements in Hong Kong. While you are listening to their conversation, complete the Conference Enquiry Form and the Conference Package Breakdown of Costs.

#### Conference package breakdown of costs

Element	Cost/HK\$
6 nights 1/2 twin room HK\$200 + 14%	a
APR - HTL - APT transfers	ь
С	72
3 unches	d
e	120
f	70
Total Cost	g

Exhibition	Conference	Seminar
Int'l Conf	PC Tour	Workshop
2. Name & addre	ess of organization in	your region/market
International L	egal Computing Asso	ciation,
1430 Tung Mis	ng Building, 40 Des V	oeux, C., Hong Kong
3. Name & ddres	s of international or	ganization (if appropriate)

4. Proposed date & duration of event				
Date: Duration:				
5. Estimated attendance				
Delegates Accompanying Persons Exhibitors				
International Delegates Hong Kong Delegates				
6. Bedrooms required				
Twin Single Suites				
7. Meeting facilities required.				
Size Set up: theatre/classroom/round-table (delete where not				
applicable)				
N°. of Meeting Rooms N°, of Booths/Size				
Exhibition Space				

# Speaking giving dimensions

Study the following examples.

Organizer: Could you tell me the floor area of the room? (105m<sup>2</sup>)

Manager: The area is one hundred and five square metres.

Organizer: What is the length of the ballroom? (125 eet)

Manager: The length is one hundred and twenty five feet.

Now do the exercise on the tape, giving the dimensions in a similar way, using the information provided.

Organizer: What is the total exhibition area?

Manager:  $(4.200 \text{ ft})^2$ 

Organizer: How wide is the meeting-room?

Manager: 5m

Organizer: How long is the conference room?

Manager:  $33\frac{1}{2}$  m

Organizer: What is the width of the hall?

Manager: 11m

#### LANGUAGE STUDY

#### Future time

Notice how we can use the future perfect to talk about events that will be completed at some time in the future.

They are introducing a 10% surcharge on all bills. This will happen before next week.

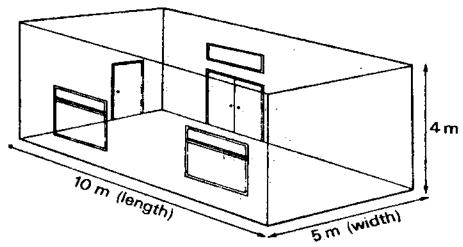
-> They will have introduced a 10% surcharge on all bills before next week.

Now combine the sentences below in a similar way.

- 1. International Hotels Inc. are building their new conference centre. It will be ready by the end of the year.
- 2. The committee are finishing the preparations for the group. They will be finalized very soon.
- 3. The housekeeping staff are cleaning those rooms. They will be ready in an hour.
- 4. All the delegates are receiving this information. They will have it at least a month before the conference.
- 5. The delegates are arriving at the moment. They'll all be here within two or three hours.
- 6. UK Airways are not introducing new aircraft on this route yet. That won't happen before the late eighties.

#### **Dimensions**

Notice how we can talk about the dimensions of a room



#### Dimensions of a room

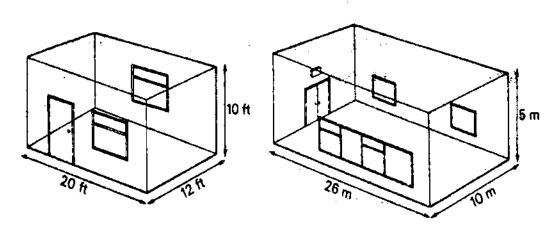
What is the height/width/length of the room?

- -> The height is 4 metres...
- or How high/wide/long is the room?
- -> The room is 4 metres high....

What is the area of the room?

-> The area is 50 square metres.

Now write out similar questions and answers about the two rooms below.



#### Gerund and Infinitive

Some verbs can be followed by the gerund, some by the infinitive and some by either the gerund or the infinitive. For example.

Do you mind giving me some more details?

I hope to mail potential delegates tomorrow.

Do you prefer travelling first class?

or Do you prefer to travel firsts class?

There is on easy way of being sure which combination is correct. You should find out and learn the correct usage. Now find out which form follows these verbs.

- 1. I suggest ... the conference in May. (hold)
- 2. Do you intend ... a preliminary announcement? (send)
- 3. When will you arrange ... the speakers? (contact)
- 4. Have you considered ... a post-conference tour? (organize)
- 5. The delegates hope ... their families with them. (bring)
- 6. Do you agree ... the meeting venue by 23 June? (confirm)
- 7. When will you start ... the conference programme? (prepare)
- 8. The organizers should postpone ... a decision until next week. (make)

#### ACTIVITIES

Activity 1

Study the following information taken the Hong Kong Tourist Authority's Conference Planning Manual.

#### PRELIMINARY ANNOUNCEMENT TO DELEGATES

Naturally, an extremely important step to take is to inform possible delegates in good time that a conference of interest to them is in the planning stage. A first mailing should be prepared for all likely delegates, using a reliable mailing list.

Second ANNOUNCEMENT - delegates

Following the initial announcement that you are going hold a conference in Hong Kong, you should follow up with a second more comprehensive announcement to all interested parties, together with a detailed registration form. Now look at the following list of items of information and documentation. Decide which items should be included in the Preliminary Announcement and which in the Second Announcement.

- 1. Registration form
- 2. Conference programme
- 3. Preliminary dates
- 4. Cancellation fee information
- 5. Detailed information on HongKong in relevant languages.
- 6. Aprecise figure for registration fees and additional activities
- 7. Intended speakers and subject
- 8. Confirmation of all information, venues, dates, ect
- 9. Speakers invited and accepted
- 10. Details of accompanying persons'progrramme
- 11. The proposed registration fee and what it includes.
- 12. Theme or subject of the conference
- 13. Notice of a late registration penalty
- 14. An introduction to the sponsors and to HongKong.

## Activity 2

When planning a conference it is necessary to be well organized. Make the list of the things you have to do in order.

- 1. Pay hotel deposit
- 2. Review delegate response
- 3. Finalize accompanying persons' programme
- 4. Negotiate and book hotels/meeting venues
- 5. Select and appoint airlines/ tour operators/ travel agents
- 6. Advise hotels of special requirements, eg menus and AV equipment
- 7. Airport transfer service commences
- 8. Confirm with hotels function room seating arrangements.

#### WRITING

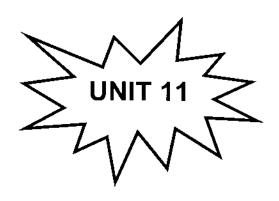
- Paul Hennell has confirmed to the Ming Garden Hotel that the IASCM will require the 160 twin rooms and 45 singles he had previously booked, plus an extra 20 twin rooms.

## Write the letter for reply

- The Ming Garden has replied that it only has 165 twin rooms available during that period but that there are 15 double rooms that could be used. There is no problem with the 45 singles. The hotel has asked Mr Hennell to contact them about the 15 doubles as quickly as possible.

#### **WORD STUDY**

Audio visual presentation (n)	Presentation making use of sight and sound, eg with tape recordings and films. AV is abbreviation for audio visual	
Banquet (n)	Large, formal dinner	
Biannually (adv)	Twice a year	
Branch (n)	Local office of a company	
Capacity (n)	Number that can be accommodated	
Customs (n)	Government department which checks imports and exports.	
Delegates (n)	People attending a conference	
Documentation (n)	Documents, ie pieces of written information	
Exhibitions (n)	Public displays of, for example, products and pictures	
Faciliate (v)	Make easier	
Function room (n)	Room used for meetings, lectures, dinners, ect.	
Generating (v)	Producing	
Hospitality room (n)	Room used for the reception and entertaiment of guests	
Immigrantion (n)	Government department that deals with the entry of people into a country	



## **REVISION 2**

## **Objectives:**

- Revise grammar, words, language using from unit 10 unit 16
  - Practise situations
  - Emphasize main points
- Having good manner

#### **VERB TENSES AND FORMS**

In the following sentences, put the word (s) in brackets in the correct tense (and / or form)

- 1. The Ming garden Hotel.....last year by a public figure (open)
- 2. Long-haul visitors.....less frequently, but spend more (come)
- 3. What would happen if there..... another increase in the price of fuel? (be)
  - 4. They..... at the preparations by the time the delegates arrive (not finish).
  - 5. Mr Smith is still at the hotel. He... since the beginning of last week (stay).
  - 6. The morning flight to Tunis..... at 10.15 (leave).
- 7. After the group...... from the airport, they attended a reception in the hospitably suite. (arrive).
- 8. If a hotel...... a high occupancy rate. It is not likely to find group rates very attractive (have).

- 9. Have you considered...... a different carrier?
- 10. Conferences...... at the hotel since the early sixties.

#### MULTIPLE CHOICE

Complete the following sentences in a appropriate way

- 1. The most important element of a tour operator's preparations is to.
  - a. arrange interesting local tours.
  - b. have a favorable agreement with a carrier.
  - c. establish good relations with hoteliers
  - d. appoint a good handling agent.
- 2. An example of a promotional fare is a.
  - a. standby
  - b. fit
  - c. return ticket
- 3. Low budget package tour arrangements often include.
  - a, a courier service
  - b. guided tours.
  - c. self catering facilities
  - d. four star accommodation.
- 4. A function room of 70m's has
  - a. a width of 10m and a height of 7
  - b. a width of 8m and a length of 9m
  - c. a width of 10 and a length of 7m
  - d. a width of 5m, a length of 4m and a height of 31m

### TRANSLATION

Translate the following words and expressions into your own language

- 1. a. proportion
- b. flight inclusive tour
- d. promotional fares c. fuel

2. a. up-market	b. repeat visitor	c. activity holida	ıys
d. escorted tours.			
3. a. familiarization tour	b. leisure	c. optional visit	d. courier
4. a. wide - bodied jets	b. American plan	c. packed lunch	d. excursions
5. a. joint destination	b. block booking	c. capacity	d. delegates
6. a. interconnected	b. postpone	c. trade media	
d. overhead projector.			

# VERBS AND NOUNS

Complete the following table

Verb	Noun	Verb	Noun
1. grow		9. expand	
2. promote		10	budget
3	participant	11	negotiation
4. increase		12. postpone	
5. arrange		13. propose	
6	launch	14	liaison
7. demand	*************	15	quotation
8. exhibit		16. recommend	***************************************

#### ABBREVIATIONS

What do the following abbreviations stand for?

- 1. ft<sup>2</sup>
- 4. ASAP
- 7. ATTN
- 10. PLS

- 2. TLX
- 5. OCC
- 8. FAM
- 11. AV

- 3. FIT
- 6. RE

9. EEE

12. HKD

#### WRITING

Join each of the part sentences in the top group to one of the part sentences in the bottom group, using one of the connectors in the box

1. The conference will not be held	
2. Conference centers are usually chosen	because of
3. The York tour was very successful	so
4. The group didn't miss the plane	unless
5. Hotels should not accept conferences	although
6. The operator didn't arrange the package	

- a. ..... they were offered good rates
- b ...... their good communications.
- c. ..... the operator expanded the programme.
- d. ...... 400 or more people register as delegates.
- e. ..... they were late arriving at the airport.
- f. ..... they have the necessary space and equipment.

# GLOSSARY IN TOPICS

Hotel types	Các loại khách sạn
airport hotel (n)	Khách sạn sân bay
(five) star hotel (n)	Khách sạn năm sao
guest house(n)	Nhà khách
Inn (n)	Nhà trọ
International hotel (n)	Khách sạn quốc tế
luxury hotel (n)	Khách sạn sang trọng
Motel (n)	Quán trọ ven đường
resort hotel (n)	Nhà an dưỡng
Hotel departments	
cashier's department (n)	Nhà thu ngân
Food and Beverages	Bộ phận ăn uống
Department (n)	
front office (n)	Bộ phận lễ tân
hall Porter's Department (n)	Bộ phận hành lý
housekeeping Department (n)	Bộ phận buồng
maintenance department (n)	Bộ phận bảo trì
reception (n)	Bộ phận quây lễ tân
Job	
accountant (n)	Kế toán
assistant general manager (n)	Trợ lý tổng giám đốc
banqueting manager (n)	Giám đốc tiệc
cashier (n)	Thu ngân

catering manager (n)	Giám đốc
chambermaid (n)	Hầu phòng
chef (n)	Bếp trưởng
chef de cuisine (n)	Trưởng bếp
chef de parties (n)	Trưởng tiệc
cleaner (n)	Nhân viên quét dọn
cloakroom attendant (n)	Nhân viên
concierge (n)	Nhân viên vận chuyển
duty manager (n)	Quản đốc
enquiries clerk (n)	Nhân viên trực máy
front office manager (n)	Giám đốc lễ tân
floor attendant (n)	Nhân viên trực tầng
floor maid (n)	Người dọn phòng trực tầng
general manager (n)	Tổng giám đốc
hall porter (n)	Nhân viên hành lý
head chef (n)	Bếp trưởng
head hall porter (n)	Trưởng bộ phận hành lý
head waiter (n)	Tổ trưởng tổ bàn
hotel controller (n)	Giám sát viên
housekeeper (n)	Nhân viên buồng
house manager (n)	Giám đốc buồng
key clerk (n)	Nhân viên phụ trách chìa khoá (buồng)
laundry maid (n)	Nhân viên giặt là
lift attendant (n)	Nhân viên thang máy
maintenance engineers (n)	Kỹ sư bảo dưỡng
maitre hotel (n)	Quản lý nhà hàng
	<u></u>

night clerk (n)	Nhân viên trực đêm
personnel manager (n)	Giám đốc nhân sự
porter (n)	Nhân viên hành lý
reception clerk (n)	Nhân viên lễ tân
reception manager (n)	Giám đốc lễ tân
reservations clerk (n)	Nhân viên nhân đặt phòng
room clerk (n)	Nhân viên buồng
room maid (n)	Nhân viên hầu buồng
storekeeper (n)	Nhân viên kho
supervisor (n)	Giám sát
switchboard operator (n)	Nhân viên tổng đài
telephonic (n)	Trực điện thoại
valet (n)	Nhân viên tạp vụ
waiter (n)	Nhân viên phục vụ nhà hàng
waiter's assistant (n)	Trợ lý bàn (nhân viên chạy bàn)
Ranks	Thứ bậc
assistant (n)	Trợ lý
chief (n)	Trưởng
deputy (n)	Phó
head (n)	Trưởng
second (n)	Thứ
senior (n)	Cấp trên
junior (n)	Cấp dưới
Services and facilities	Dịch vụ và trang thiết bị
baby-sitting service (n)	Dịch vụ trông trẻ

car parking (n)	Bāi đỗ xe
courtesy coach (n)	Xe khách tuyến
currency exchange (n)	Quầy đổi tiến
direct - mail telephoning (n)	Thư và điện thoại trực tiếp
early morning call (n)	Báo thức
fax service (n)	Fax
laundry (n)	Giặt là
mini - bar (n)	Mini bar
packed lunch (n)	Ăn trưa trọn gói
photocopying (n)	Phô tô
safe deposit (n)	Bảo vệ đồ quý
shoe cleaning (n)	Đánh giầy
valet service (n)	Tạp vụ
Entertainment and leisure	Giải trí
bar (n)	Quán rượu
beer cellar (n)	Hầm chứa rượu, bia
cabaret (n)	Hộp đêm. Quán rượu
disco (n)	Sàn nhảy
floor show (n)	Sàn diễn
golf court (n)	Sân gôn
gymnasium (n)	Phòng tập thể dục
sauna (n)	Tấm hơi
sport complex (n)	Thể thao tổng hợp
swimming pool (n)	Bể bơi
tennis court (n)	San tennis
Public rooms, shops and hotel areas	Phòng sinh hoạt chung, cửa hiệu và các khu vực trong khách sạn

auditorium (n)	Phòng thính giả
ballroom (n)	Phòng khiêu vũ
banquet room (n)	Phòng tiệc
basement (n)	Tầng hẩm
car park (n)	Bãi đỗ xe
car-hire office (n)	Văn phòng thuê xe
bank (n)	Ngân hàng
cloakroom (n)	Phòng quần áo
coffee shop (n)	Quán cà phê
conference room (n)	Phòng hội thảo
corridor (n)	Hành lang
exhibition room (n)	Phòng triển lãm
florist (n)	Hiệu bán hoa
gents (n)	Vệ sinh nam
ground floor (n)	Tầng trệt
hairdresser (n)	Hiệu uốn tóc
ladies (n)	Vệ sinh nữ
lounge (n)	Phòng khách
news-stand (n)	Quầy bán báo
restaurant (n)	Nhà hàng
terrace (n)	Sảnh
Guest rooms - types and features	Phòng ở của khách
adjoining room (n)	Phòng liền kề
connecting room (n)	Phòng thông nhau

balcony (n)	Ban công
bathroom (n)	Phòng tấm
bedroom (n)	Phòng ngủ
double room (n)	Phòng đôi
en suite bathroom (n)	Căn hộ có bồn tắm
family room (n)	Căn hộ gia đình
junior suite (n)	Căn hộ loại nhỏ
partition (n)	Vách ngăn
penthouse suite (n)	Căn hộ cao cấp
sitting room (n)	Phòng khách
suite (n)	Căn hộ
toilet (n)	Nhà vệ sinh
twin room (n)	Phòng kép
Verbs of cleaning and	Các động từ lau dọn và vệ sinh phòng
housekeeping	
clean (v)	Lau
brush (v)	Chải
dust (v)	Quét bụi
empty (v)	Dọn sạch
replace (v)	Thay
vacuum (v)	Hút bụi
wipe (v)	Lau, chùi, phủi
water (v)	Tưới nước
refill (v)	Đổ đầy
change (v)	Đổi
service (n)	Dịch vụ

Rates and prices	Giá
charge (v)	Phí
cost (v)	Chi phí
discount (v)	Giảm giá
per day	Một ngày
per person	Một người
reduction (n)	Giảm
room rate (n)	Giá phòng
service charge (n)	Phí dịch vụ
supplement (n)	Phụ phí
tariff (n)	Giá
Meals and accommodation plans	Các bữa ăn và chỗ ở
bed and breakfast (n)	Phòng và bữa sáng
continental breakfast (n)	Bữa sáng kiểu Pháp
continental plan (n)	Kỳ nghỉ trọn gói kiểu Pháp
dinner (n)	Bữa tối
English breakfast (n)	Bữa sáng kiểu Anh
european plan (n)	Kỳ nghỉ trọn gói
full board (n)	Trọn giá
half board (n)	Nửa giá
lunch (n)	Bữa trưa
snack (n)	Bữa ăn nhẹ
supper (n)	Bữa đêm
Reservation and check - in	Đặt phòng và làm thủ tục nhập phòng
allocate a room (v)	Phân phòng

check - in (n)	Thủ tục nhập phòng
confirm a reservation (v)	Xác nhận đặt phòng
density chart (n)	Biểu đổ phòng
family name (n)	Но
fill in a form (v)	Điền vào phiếu
hotel register (n)	Thủ tục đăng ký khách sạn
identification (n)	Chứng minh thư
make a reservation (v)	Đặt phòng trước
nationality (n)	Quốc tịch
passport number (n)	Số hộ chiếu
place of issue (n)	Nơi cấp
printout (v)	In
date of issue (n)	Ngày cấp
signature (n)	Chữ ký
deposit (v)	Đặt cọc
register (v)	đăng ký
registration card (n)	Phiếu đăng ký
reservation chart (n)	Biểu đặt phòng
reservation diary (n)	Sổ nhật ký phòng
key card (n)	The phòng
Check - out and billing	Thanh toán
bill (n)	Hoá đơn
cash (n)	Tiền mặt
cash a cheque (n)	Đổi séc ra tiền mặt
check out (v)	Thanh toán

credit card (n)	Thể tín dụng
expire (v)	Thời hạn
expiry date (n)	Ngày hết hạn
foreign currency (n)	Ngoại tệ
item (n)	Loại
receipt (n)	Biên nhận
traveller's cheque (n)	Séc du lịch
valid until	Giá trị đến
voucher (n)	Hoá đơn
Telephone vocabulary	Điện thoại
area code (n)	Mã vùng
dial a number (v)	Quay số
engaged (v)	Đang bận
local call (n)	Gọi nội hạt
long distance call (n)	Gọi đường dài
personal call (n)	Gọi trực tiếp
transfer charge call (v)	Chuyển cước phí
Conferences and participants	Hội nghị và các thành viên
audience (n)	Khán giả
conference (n)	Hội nghị, hội thảo
congress (n)	Hội nghị
convention (n)	Hiệp ước
delegate (n)	Đại biểu
lecture (n)	Bài diễn văn
lecturer (n)	Người đọc diễn văn
participant (n)	Thành viên
	1

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Conference equipment and other	Tuang thiết hị hải thảo
features	Trang thiết bị hội thảo
acoustics (n)	Độ vang
air-conditioning (n)	Máy điều hòa
amplifier (n)	Âm ly
audiovisual equipment (n)	Thiết bị nghe nhìn
camera (n)	Máy ảnh
closed circuit (n)	Mạch kín
dimmer (n)	Công tắc điện
earphones (n)	Tai nghe
film project (n)	Máy chiếu phim
folding partition (n)	Vách ngăn
gavel (n)	Chủ tọa
heating (n)	Lò sưởi
lectern (n)	Bục diễn thuyết
loudspeaker (n)	Loa
microphone (n)	Micro
overhead projector (n)	Máy chiếu
pointer (n)	Que chỉ
public address (n)	Địa chỉ công cộng
seating capacity (n)	Công suất chỗ ngôi
side (n)	Cạnh
slide cartridge (n)	Máy chiếu slice (phim âm bản)
slide projector (n)	Máy phim trong
soundproof (n)	Cách âm
spare (n)	Rỗi
spool (n)	Cuốn băng từ

spotlight (n)	Đèn chùm
tape-recorder (n)	Máy ghi băng
transparency (n)	Phim trong
ventilations (n)	Thông gió
video-recorder (n)	Máy quay video
whiteboard (n)	Bảng trắng
word processor (n)	Máy tính
1. Baby sitter	Trông trẻ
baby sitter (n)	Người trông trẻ
bottle (n)	Chai
cry (v)	Khóc
cot (n)	Cũi
comforter soother (n)	Vú nuôi
dummy (n)	Búp bê, người nộm
change (v)	Đổi thay
doll (n)	Búp bê
feed (v)	Cho ān
happy (adj)	Vui vẻ, hạnh phúc
2. Bar	
ale (n)	Rượu, bia
barman (n)	Người bán bar
bartender (n)	Nhân viên bán bar
beer (n)	Bia
beer mug (n)	Cốc bia
biscuits (n)	Bánh bic quy
bitters (n)	Bia đắng
bottle (n)	Chai

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bourbon (adj)	Rượu uytki ngô
brandy (n)	Rượu mạnh
bucket (n)	Thùng, xô
burgundy (n)	Xô thùng
cellar (n)	Hầm chứa
champagne (n)	Sâm banh
chips (ice) (n)	Đá
cherries (n)	Quả đào xanh
cider (n)	Rượu táo
cocktail (n)	Rượu trái cây
corkscrew (n)	Cái mở nút chai
crisps (n)	Khoai tây chiên
crystallized (n)	Kết tinh
cracker (n)	Bánh quy xốp mỏng, không bơ
dash (v)	Đập
dark (n)	Rượu mạnh
decanter (n)	Bình thon cổ
drinks (n)	Đồ uống
dry (n)	Rượu nguyên chất
fizzy water (n)	Nước sủi tăm
flat water (n)	Nước nhạt
gassy water (n)	Nước có ga
gin (n)	Rượu gin
ginger ale (n)	Rượu gừng
glasses (n)	Cốc
lemons (n)	Chanh

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liqueurs (n)	Rượu
martini (n)	Rượu martin
measure (n)	Phương thức, cách
mint (n)	Bạc hà
nuts (n)	Đậu phộng
olives (n)	Dầu ô liu
onions (n)	Hành
opener (n)	Cái mở (bia)
peanuts (n)	Hạt điều
pint (n)	0,568 lú (1 xị)
pub (n)	Quán rượu
short (n)	Ngầu thấp
soda water (n)	Nước sođa
soft drink (n)	Đồ uống nhẹ
sparkling wine (n)	Rượu vang
straws (n)	Dâu
sugar (n)	Đường
sweet (n)	Keo ngọt
tomato juice (n)	Nước cà chua
tonic water (n)	Thuốc bổ
vodka (n)	Rượu trái cây
water (n)	Nước
whisky (n)	Rượu whisky
wine (n)	Rượu
wine list (n)	Danh mục rượu
3. Food	
appetizers (n)	Khai vị

apple (n)	Táo
apricots (n)	Мо
artichokes (n)	Artisô
asparagus (n)	Măng tây
avocado (n)	Во
bacon (n)	Thịt muối
banana (n)	Chuối
barbecue (n)	Thịt nướng
beans (n)	Đậu
beef (n)	Thịt bò
bread and hot bread (n)	Bánh mỳ và bánh mỳ nóng
bill (n)	Hoá đơn
brussels sprouts (n)	Giá
butter (n)	Во
cabbage (n)	Cải bấp
cakes and biscuits (n)	Bánh ngọt và Bíc quy
shellfish (n)	Sò
shrimp (n)	Tôm
skewer cookery (n)	Xiên nướng
sole and lemon sole (n)	Cá bơn
soups (n)	Súp
spinach (n)	Rau muống
strawberry (n)	Dâu tây
sweets (n)	Keo
tarts (n)	Bánh táo
tomatoes (n)	Cà chua
trout (n)	Cá hồi

turkey (n)	Thịt gà tây
turnips (n)	Củ đậu
veal (n)	Thịt bê
4. Hairdresser	
appointment (n)	Cuộc hẹn
beautician (n)	Nhân viên thẩm mỹ viện
cut (v)	Cất
do (v)	Làm
dry (v)	Khô
facial (v)	Xoa bóp mặt
hair-cut (n)	Cắt tóc
hairdresser (n)	Thợ cắt tóc
perm/permanent wave (n)	Sóng tạm thời
set (n)	Bộ
shampoo (n)	Dầu gội
shave (v)	Cạo râu
style (n)	Kiểu, loại
5. Sauna and swimming pool	
heated pool (n)	Bể nước nóng
indoor pool (n)	Bể trong nhà
massage (n)	Mát xa
outdoor pool (n)	Bể ngoài trời
shower (n)	Tắm hoa sen
sauna (n)	Tắm hơi
swim (v)	Boi
swimming pool (n)	Bể bơi

towel (n)	Khān tắm
6. Tickets and other bookings	Vé và các việc đặt trước
acroplane (n)	Máy bay
air terminal (n)	Cổng sân bay
arrival (n)	Nơi đến
baggage (n)	Hành lý
boat (n)	Thuyền
bookings (n)	Đặt chỗ
brochure (n)	Sách quảng cáo
bus (n)	Xe buýt
cable - car (n)	Xe cáp
castle (n)	Lau đài
check in (v)	Nhập phòng
cinema (n)	Rạp chiếu phim
club (n)	Câu lạc bộ
coach (n)	Xe khách đường đài
compartment (n)	Khoang/toa
connection (n)	Nổi
courier (n)	Vận chuyển
customs (n)	Phong tuc
dancing (n)	Nhảy
departures (n)	Xuất phát
excursion (n)	Thăm quan
express (n)	Nhanh
fare (n)	Giá vé
first class (n)	Loại 1
flight (n)	Chuyến bay

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flight number (n)	Số chuyển bay
fully booked (n)	Đặt chỗ kín
half price (n)	Nửa giá
hand baggage (n)	Hành lý xách tay
heavily booked (n)	Kín chỗ
map (n)	Bản đồ
membership (n)	Thành viên
museum (n)	Bảo tàng
one-way (n)	Một chiều
opera (n)	Nhà hát opera
passenger (n)	Hành khách
performance (n)	Trình chiếu
plane (n)	Máy bay
play (n)	Vở kịch
programme (n)	Chương trình
queue (n)	Xếp hàng
reservation (n)	Đặt trước
round trip (n)	Đi khứ hồi
row (n)	Hàng
schedule (n)	Lịch trình
show (v)	Trình diễn
sing (v)	Hát
station (n)	Ga
suitcase (n)	Va li
taxi (n)	Taxi
telex (n)	Điện tín
theatre (n)	Rạp hát

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tickets (n)	Vé
timetable (n)	Bảng giờ tàu
tour (n)	Du lịch
tourist class (n)	Loại khác
train (n)	Tàu hoả
travel agent (n)	Đại lý du lịch
bus (n)	Xe buýt
car (n)	Xe con
underground (n)	Tàu điện ngầm
7. Car hire	
accidents (n)	Tai nạn
agency (n)	Khẩn cấp
air pressure (n)	Áp suất không khí
application (n)	Đơn xin việc
automatic drive (n)	Lái xe tự động
brakes (n)	Phanh
car-hire (n)	Thuê xe
car wash (n)	Rửa xe
chauffeur (n)	Lái xe
code (n)	Mã
contract (n)	Hợp đồng
controls (n)	Điều khiển
convertible (n)	Có thể chuyển đổi được
crossing (v)	Ngang qua
damage (n)	Hu hại
departure (n)	Xuất phát
distance (n)	Khoảng cách

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documentation (n)	Tài liệu
drive (v)	Lái xe
emergency (n)	khẩn cấp
equipment (n)	Thiết bị
excursion (n)	Chuyến thăm quan
flat type (n)	Lốp
fill up (v)	Đổ đầy
garage hand (n)	Tay ga
gas (n)	Xăng
gear change (n)	Thay phanh
guidebook (n)	Sách hướng dẫn
headlights (n)	Đèn pha
insurance (n)	Bảo hiểm
journey (n)	Chuyến đi, hành trình
keys (n)	Khoá
left-hand drive (n)	Lái xe bên trái
left turn (v)	Rẽ trái
license (n)	Bằng lái
lights (n)	Đền
lock-up garage (n)	Ga ra
low level (n)	Trình độ thấp
make (v)	Làm
maintenance (n)	Bảo trì
map (n)	Bản đồ
membership (n)	Thành viên
minibus (n)	Xe buýt nhỏ
model (n)	Mẫu

motorway (n)	Đường cao tốc
mountainous (adj)	Vùng nhiều núi
narrow (adj)	Нер
non-stop (n)	Không ngừng
one-way (n)	Một chiều
oil (n)	Dầu
oil change (n)	Thay dầu
passenger (n)	Hành khách
pavement (n)	Via hè, lè đường
petrol (n)	Xāng
petrol station (n)	Trạm xăng
police (n)	Cảnh sát
polish (v)	Đánh bóng
quotations (n)	Báo giá
rates (n)	Tỷ giá
repair (v)	Sửa chữa
responsibility (n)	Trách nhiệm
risk (adj)	Růi ro
road (n)	Đường
found about (n)	Ngã tư
self-drive (v)	Tự lái
service (n)	Dịch vụ
sharp bend (n)	Dao tia
sign (n)	Biển báo
slow (adj)	Chậm
speed (n)	Tốc độ
start (v)	Bắt đầu

station (n)	Nhà ga
8. Conference rooms	
assembly (v)	Lắp ráp
air-conditioned (adj)	Điều hoà nhiệt độ
blackboard (n)	Bảng đen
conference room (n)	Phòng hội thảo
conference table (n)	Phim
cinema (n)	Rạp chiếu phim
cinema projector (n)	Máy chiếu phim
congress (n)	Hội nghị
easel (n)	Giá vē
film strip (n)	Vỏ phim
projector (n)	Máy chiếu
flip-board (n)	Kęp
lecture (n)	Bài giảng
loudspeaker (n)	Loa
9. Doctor	
ambulance (n)	Cấp cứu
appointment (n)	Hẹn, cuộc hẹn
accident (n)	Tai nạn
chemist (n)	Hiệu thuốc
clinic (n)	Bệnh viện nhỏ
dentist (n)	Nha sỹ
doctor (n)	Bác sỹ
examine (v)	Kiểm tra
first aid (n)	Trú cứu thương
food poisoning (n)	Ngộ độc thức ãn
h	

overhead projector (n)	Máy chiếu
participants (n)	Người tham gia
paper (n)	Giấy
pens (n)	Bút
pointer (n)	Bút chỉ
project (n)	Dự án
projector (n)	Máy chiếu
record-player (n)	Đài, máy ghi âm
slide (n)	Phim âm bản
slide projector (n)	Máy chiếu phim âm bản
sliding doors (n)	Cửa chiếu
sound proofed (n)	Bóng hình
screen (n)	Màn hình
tape-recorder (n)	Máy ghi âm băng từ
tray (n)	Khay
water-jug (n)	Bình nước
white-board (n)	Bång trắng
paint (v)	Son
house doctor (n)	Bác sỹ tại nhà
ill (adj)	Óm
infection (n)	Sự nhiễm bệnh
medicine (n)	Thuốc
prescription (n)	Đơn thuốc
surgery (n)	Phẫu thuật
toothache (n)	Đau răng
vaccination (n)	Vacxin

10. Secretary	
dictate (v)	Đọc chính tả
interpreter (n)	Phiên dịch viên
letter (n)	Thu
report (v)	Thông báo
secretary (n)	Thư ký
shorthand (n)	Tốc ký
shorthand typist (n)	Đánh máy tốc ký
Tape-recorder (n)	Máy ghi âm bằng băng từ
translate (v)	Dịch
type (v)	Đánh máy
typewriter (n)	Máy đánh chữ
typist (n)	Nhân viên đánh máy
11. Shops	
book (n)	Sách
boutique (n)	Cửa hiệu nhỏ
cigar (n)	Thuốc xì gà
cigarettes (n)	Thuốc lá
film (n)	Phim ảnh
gift shop (n)	Quầy bán quà tặng
magazine (n)	Tạp chí
newspaper (n)	Báo
newspaper stand (n)	Quầy báo
novel (n)	Tiểu thuyết
post office (n)	Bưu điện
stamp machine (n)	Máy dán tem
tobacconist (n)	Người bán thuốc lá

12. Telephone	
answer (v)	Trả lời
area code (n)	Mã vùng
busy/engage (adj)	Bận
call (n)	Cuộc gọi
call back (v)	Gọi lại
call box (v)	Hộp điện thoại
cancel (v)	Huỷ
change (v)	Thay đổi
charge (v)	Trả tiền
check (v)	Kiểm tra
collect (v)	Gọi bên kia trả
connect (v)	Női
connection (n)	Kết nối
contact (n)	Liên lạc
cut off (v)	Cắt
deliver (v)	Phân phát
dial (v)	Quay
difference (n)	Khác
directory (n)	Danh bạ
directory inquiries (n)	Tổng đài
distance (n)	Khoảng cách
engaged/busy (adj)	Bận
exchange (v)	Trao đổi
extension (n)	Số máy phụ
extra charge (n)	Phí thêm
free (n)	Tự do, miễn phí

full rate (n)	Giá trọn gói
get (v)	Nhận được/ Mua
hang up (v)	Treo máy chờ
hold on (v)	Chờ máy
hold the line (v)	Chờ máy
information (n)	Thông tin
inquiry (n)	Yêu cầu
interruption (n)	Gián đoạn
leave a message (v)	Để lại lời nhắn
line (n)	Đường dây
Long - distance (n)	Nội hạt
local call (n)	Tin nhắn
louder (adj)	To hon
message (n)	Tin
news (n)	Bần tin
fax (n)	Fax
number (n)	Số
operator (n)	Nhân viên tổng đài
personal call (n)	Gọi trực tiếp
place (n)	Nơi
postal code number (n)	Mã vùng
put down the receiver (v)	Bỏ ống nghe xuống/dập máy
put through (v)	Nối máy
rates (n)	Giá
reserved charges (n)	Phí đặt trước
right away (adv)	Ngay lập tức
ring (v), (n)	Chuông

rise (v)	Tăng
signature (n)	Chữ ký
signed (v)	Ký
spell (v)	Đánh vẫn
special (adj)	Đặc biệt
switchboard (n)	Tổng đài
talking (v)	Nói
telegram (n)	Điện tín
telephone book (n)	Danh bạ điện thoại
telephone cabin/box (n)	Hộp điện thoại
telephone directory (n)	Danh bạ điện thoại
text (n)	Bài khoá
toll cail (v), (n)	Gọi bên kia thanh toán
wake up (v)	Báo thức
wire (n)	Dây điện
wrong number (n)	Số sai

## A

additional (adj): thêm vào address (n): địa chỉ air-conditioning (n): Máy điều hoà nhiệt đô. airport(n): sân bay allow (v): cho phép ambulance (n): xe cứu thương amount (n): tổng số answer (v): trả lời apologize (v): xin lõi apple tart (n): bánh táo appointment (n): cuôc hen approval code (n): mã cho phép area code (n): mã vùng assortment (n): su lua chon asparagus (n): măng tây attention (n): sư chú ý at the back (adv): ở phía sau au gratin potatoes (n): bánh táo acceptable (adj): có thể chấp nhân được accommodation (n): chỗ ở actually: hiển nhiên

## В

banquet (n): bữa tiệc bath (n): bồn tắm beauty salon (n): phòng thẩm mỹ bill (n): hoá đơn blonde (adj): màu vàng booklet (n): sách quảng cáo mỏng boutique(n): cửa hàng nhỏ brochure (n): sách quảng cáo

business class (n): hạng bình dân (vé) by any chance: bất cứ khi nào baby bed (n): giường trẻ em babysitter (n): người trông trẻ bacon (n): thịt hun khói band (n): nhóm, ban bank (n): ngân hàng bank card (n): the ngân hàng bar (n): quán rượu beaujolais (n): tên một loại rượu bed (n): giường blanket (n): chăn len block (n): khối boiled (adj): luộc book (v): đặt trước (phòng, vé) booking (n): viêc đặt trước bother (v): làm phiền bottle (n): chai brand (n): nhãn hiệu breakfast (n): bữa sáng broken (v): bi võ brussels sprouts (n): giá đổ buffet (n): bữa ăn nhẹ busy (n): bân  $\mathbf{C}$ cable-car (n): xe cáp cakes (n): bánh ngọt call (v): goi call back (v): goi lai car (n): ô tô

car-hire (n): xe cho thuê

cash (n): tiền mặt cashier (n): thủ quĩ

cashier's desk (n): quầy thu tiền

catch (v): bắt

charge (n): lệ phí

charge it (n): trả cho nó

cheap (adj): rẻ

check (v): kiểm tra

check out (v): trả phòng

cheeseburger (n): bánh pho mát

chef (n): bếp trưởng

cheque (n): séc

chips (n): khoai tây rán choice (n): sư lưa chon

choose (v): chon

clean (v): lau

client (n): khách hàng

clinic (n): phòng khám

close (v): đóng

clothes (n): quần áo

club-house (n): câu lac bô

club sandwich (n): bánh mỳ kep

coffee (n): cà phê collect (v): thu thập

collect call (n): cuộc gọi bên nghe trả tiền

company (n): công ty

complaint (n): lời phàn nàn

conference (n): hội nghị

conference room (n): phòng hội nghị

confirm (v): khẳng định

connect you (v): nối máy cho bạn

connecting rooms (n): phòng thông nhau

contact (v): liên lac continental breakfast(n): bữa sáng kiểu luc địa cook (v): nấu correct (v): đúng cost (n): giá cot (n): cũi couple (n): một đôi convert expenses (n): chi phí chuyển đổi crab (n): cua creamed potatoes (n): khoai tây phủ kem credit card (n): the tin dung crushed ice (n): đá xay cathedral (n): nhà thờ chambermaid (n): nữ phục vụ phòng cheque book (n): quyển séc cloakroom (n): phòng quần áo colleague (n): đồng nghiệp comment (n): nhân xét compensation (n): chi phí competitive (adj): canh tranh confirmation (n): khẳng định crossroad (n): đường giao nhau D date of birth (n): ngày sinh decide (v): quyết định delicious (adj): ngon deposit (n): đặt cọc desk (n): bàn

dial (v): quay số dinner (n): bữa tối

dessert (n): đồ tráng miệng

dessert trolley (n): xe đựng đồ tráng miệng

dining room (n): phòng ăn diner (n): người ăn tối directly (adv): trưc tiếp directory enquiries (n): tổng đài doctor (n): bác sỹ dog (n): chó doorway (n): nối ra double room (n): phòng đôi downstairs (n): tầng dưới draught (adj): tươi (bia) drawer (n): ngăn kéo drink (n): đồ uống driving license (n): bằng lái xe duck (n): thit vit delegate (n): đai biểu disabled (adj): tàn tât document (n): tài liêu  $\mathbf{E}$ easy (adj): dễ east (n): hướng đông eggs (n): quả trứng elevator (n): thang máy employee (n): nhân viên engaged (adj): đính hôn enjoy (v): thích entrance (n): lối vào equipped (adj): được trang bi exceed (v): vượt quá exchange rate (n): tỷ giá hối đoái excuse (n): xin lõi

.

expect (v): mong chò

extra (adj): thêm, phụ

economy class (n): loại sang (vé)

enquiry (n): yêu cầu

entertainment (n): giải trí

excursion (n): chuyến tham quan

exhibition: (n) triển lãm

#### F

February (n): tháng hai

fillet of sole (n): cá hồi phi lê

fish (n): cá fix (v): gắn

flight (n): chuyển bay

flight number (n): số chuyển bay

floor (n): tầng

follow (v): theo

foreign currency (n): ngoại tệ

free of charge (n): miễn phí

freezing (v): đóng băng

fresh (adj): tươi

fried (adj): rán

full price (n): trọn giá

fully booked (adj): kín chỗ

fully equipped (adj): được trang bị đầy đủ

facilities (n): cơ sở vật chất

fax (n): máy fax

fortnight (n): nửa tháng front desk (n): quầy lễ tân

# $\mathbf{G}$

gift (n): quà tặng

gift shop (n): hiệu bán quà tặng

gin (n): rượu gin glass (n): cốc, ly

grapefruit (n): bưởi

green beans (n): đỗ xanh

grilled tomatoes (n): khoai tây nướng

guarantee (n): đảm bảo

#### H

hair (n): tóc

hairdresser (n): thợ làm đầu

half price (n): nửa giá

hall porter (n): nhân viên khuân vác

ham and cheese sandwich (n): bánh mỳ kẹp pho mát và giăm bông

handicapped (adj): tàn tât

heat (v): làm nóng

heavily booked (adj): kín chỗ

hold on a moment: chờ một chút

hollandaise sauce: sốt kiểu Hà Lan

holiday (n): kỳ nghỉ

housekeeper (n): nhân viên dọn phòng

hungry (adj): đói husband (n): chồng

### I

ice (n): kem

identification (n): chứng minh thư

ignore (v): lờ đi

immediately (adv): ngay lập tức

important (adj): quan trọng impossible (adj): không thể

in a hurry: vôi

include (v): bao gồm

individually (adv): cá nhân

indoor swimming pool (n): bể bơi trong nhà

insist (v): nài nì

international operator (n): nhân viên trực điện thoại quốc tế

in addition (adv): thêm vào đó

in advance (n): trước including: bao gồm initial (n): viết tắt instance: cấp tốc

#### J

jacket (n): áo vét

jewels (n): đồ trang sức

junction (n): khúc rẽ

#### K

key (n): chìa khoá

key card (n): thẻ phòng kilometers (n): kilômét

kitchen (n): nhà bếp

### L

last name (n): ho

laundry (n): hiệu giặt là

letter (n): thu

lift (n): thang máy

lightly done (v): chín tới

line (n): đường dây

located (v): được đặt ở....

long-distance call (n): cuộc gọi đường dài

lounge (n): phòng khách

luggage (n): túi hành lý

lunch (n): bữa trưa

lively (adv): sống động

lost property office: văn phòng giữ vật bị mất

#### M

maid (n): nhân viên phục vụ

mail (n): thu

manager (n): người quản lý

map (n): bản đồ

marketing manager (n): giám đốc tiếp thị martini (n): một loại rươu nhe cho phu nữ

meal (n): bữa ăn measure (v): đo meat (n): thit

medium (n): trung bình meeting (n): cuộc họp melted butter (n): bơ tan

mend (v): sửa chữa menu (n): thực đơn message (n): tin nhắn middle (adj): ở giữa midnight (n): nửa đêm

mini bar (n): tủ nhỏ trong phòng khách sạn (đựng đồ ăn uống)

mistake (n): lõi

mixed salad (n): sa lát trộn

modern (adj): hiện đại mount (n): đỉnh núi mouth (n): mồm

N

nationality (n): quốc tịch

newspaper (n): báo

newspaper stand (n): quầy bán báo night (n): đêm nurse (n): y tá

# $\mathbf{O}$

October: tháng mười

offer (v): mời

on the bottom line: ở dòng cuối cùng

on the rocks: trên tảng đá opera (n): nhà hát ôpêra

operator (n): nhân viên trực điện thoại

one way ticket (n): vé một chiều

orange juice (n): nước cam

order (v): đặt

outside caller (n): cuộc gọi từ bên ngoài

overlooking (n): quay về phía ....

#### P

package plan (n): kỳ nghỉ trọn gói

page (n): trang

pay (v): trả, thanh toán

passport (n): hộ chiếu

per cent (n): phần trăm

personal cheque (n): séc cá nhân performance (n): buổi trình diễn

phone (v): gọi điện

phone call (n): một cuộc gọi

pick up (v): đón

place a call (v): đặt một cuộc gọi

place of birth (n): noi sinh

plan (n): kế hoạch

plane (n): máy bay

plastic bag (n): túi nhựa

play (v): chơi plugged in (v): cắm vào plus: thêm policy (n): chính sách porter (n): nhân viên khuân vác portion (n): một phần post office (n): bưu điện prepare (v): chuẩn bị pressed (v): ấn price (n): giá put on (v): đập vào plumber (n): thợ đường ống pool (n): bể public transport (n): giao thông công cộng put you through (v): nối máy cho bạn R rare (adj): hiếm raw (adj): tái reasonable (n): phải chẳng (giá) receipt (n): giấy biên nhận reception (n): le tan recommend (v): gợi ý record (n): hồ sơ reduction (n): giảm refuse (v): từ chối register (v): đăng ký rent (v): thuê repeat (v): nhắc lại report (v): báo cáo resident (n): định cưreservation (n): việc đặt trước reserve (v): đặt trước

return (v): quay lai rice (n): gao ring (v): rung chuông roast leg of lamb (n): đùi cừu quay room number (n): số phòng razorblade (n): dao cao râu regarding (n): lời hỏi thăm registration form (n): phiếu đăng ký relief (n): tin tưởng resort (n): an dưỡng room service (n): dịch vụ phòng S satisfactory (n): hài lòng sauce (n): nước mắm sauna (n): tắm hơi sauced potatoes (n): khoai tây chiên schedule (n): lich trình seat (n): chỗ ngồi secretary (n): thu ký serve (v): phuc vu service (n): sự phục vụ shine (v): chiếu sáng shirt (n): áo sơ mi shortly (adv): thiếu short of: thiếu short of help: thiếu sự giúp đỡ shower (n): vòi tắm hoa sen sign (v): ký signature (n): chữ ký single (n): đơn single ticket (n): vé môt chiều

sleep (v): ngủ

soda (n): nước sô đa sole (n): cá bơn south (n): miền nam space (n): khoảng trống special (adj): đặc biệt specialty (n): đặc biệt specifically (adv): đặc biệt spell (v): đánh vần spinach (n): rau muống square (n): vuông stairs (n): cầu thang stay (v): ở steak (n): bít tết step over to (v): bước qua straight: thẳng strawberries (n): quả dâu strong (adj): manh (rượu) suggest (v): gợi ý suit (n): bộ com lê suite (n): căn hô sun (n): măt trời surname (n): tên swim (v): boi swimming pool (n): bể bơi switchboard operator (n): nhân viên trực tổng đài sample (n): ví du sightseeing (n): tham quan spare (adj): rõi Т take off (v): cởi ra taste (v): mùi vi tax (n): thuế

taxi (n): xe tắc xi

tea (n): chè

telephone (n): điện thoại

television (n): ti vi

telex (n): điện tín

tends (v): xu hướng

tennis (n): quần vợt

tennis court (n): sân quần vợt

terminal (n): cực nối

ticket (n): vé

timetable (n): thời gian biểu

toast (n): bánh mỳ nướng

today's special (n): đặc sản ngày hôm nay

tonic (n): thuốc bổ tonight (n): tối nay

total (n): tổng cộng, tổng số

torn (v): xé

transport (n): vận chuyển

travel agency (n): đại lý du lịch

travel agent (n): nhân viên đại lý du lịch

traveller's cheque (n): séc du lich trolley bus (n): xe buýt khách san

turn down (v): re type (v): đánh máy

typist (n): nhân viên đánh máy

terrace (n): sân chơi

terribly (adv): kinh khung

the disabled (n): người tàn tật the line is free: đường dây rỗi

the rest (n): còn lại

to accommodate (v): đặt chỗ

to apologize (v): xin lõi

to attend (v): chú ý

to be engaged: đang bận to be situated: được đặt to be supposed to: giả sử to be worth: xứng đáng

to cancel: hủy to cater: chọn to charge: trả

to collect: thu thập
to confirm: xác nhận
to consider: cân nhắc
to contact: liên lạc
to deposit: đặt cọc
to enclose: kèm theo
to enquire: yêu cầu

to equip with: trang bị với....

to fax: gửi fax

to get through: nối máy

to hold: cầm máy

to hold the line: cầm máy chờ

to include: bao gồm to inform: thông báo

to look forward to: mong chờ

to lose: mất

to manage: quản lý

to obligate: bắt buộc

to overlook: quay về phía

to page: nhắn tin to point out: chỉ ra to postpone: trì hoãn to Quote: báo giá

to regret: lấy làm tiếc

to settle: giải quyết

to welcome: chào đón to wonder: phân vân

### U

underground: tàu điện ngầm unfortunately: không may

urgently: khẩn cấp

#### $\mathbf{v}$

vacation: kỳ nghỉ valuable: giá trị vegetables: rau

vegetarian meal: bữa ăn kiêng vermouth: tên một loại rượu

view: cảnh

# W

waiting list: danh sách khách đợi

walk: đi bộ

wardrobe: tử quần áo

warm: ấm

waiter: người phục vụ bàn

well done: chín kỹ west: hướng tây wheelchair: xe đẩy whisky: rượu uýt ky

wife: vo

wine list: danh mục rượu

### Y

Yours faithfully: trân trọng Yours sincerely: chân thành

# ENGLISH FOR HOTEL INDUSTRY WORKBOOK

193

# Unit 1

# **ENQUIRIES AND RESEVATION**

#### 1. What's the best answers?

Look at what these guests say to you. Then choose the best answer from the table below, like this.

Still no answer from Mr Nam?

I've tried his room several times, sir/madam.

	given	it for 8.30, sir.
	told	a room overlooking the sea, madam.
l've	sent	them up to your room, sir.
	reserved	your flight to AF 756, sir.
	changed	the chef to prepare her meals specially, sir.
	ordered	her your letter, madam.

1. I told you my wife needs special food, didn't I?
2. I asked for a room with a view
3. Have you contacted with Mrs Haynes?
4. Any news of my tickets?
5. Did you arrange a taxi for us?
6. Did you get those flowers?
***************************************

# 2. Some short answer

Sometimes you don't need to answer your guest with a full sentence. Use short answers with these guests, like this:

э.	Match	tnese	woras	with	tneir	meaning

Α	В <sub>.</sub>
1. Advance reservation	a. The part of the year with the fewest guests
2. Cancelation	b. Agree to book
3. Confirm	c. The part of the year with the most guests
4. Deposit	d. Message from a person with a booking saying
	he isn't coming.
5. Fortnight	e. Money required to confirm a booking
6. High season	g. 2 weeks
7. Off - season	h. Reservations made by guests before they
	arrive.

# 4. Complete the following dialogue

# Accepting a booking

Client: I'd ..... to ...... a room, please.

Employee: ....., sir?

Client: February 26th.

Employee: ...... do you plan to stay?

Client: Two nights.

Employee: ..... of room would you ....., sir?

Client: Er ... single with bath.

Employee: Would you like breakfast?

Client: No, thanks.

Employee: ..... you give me your ...., please?

Client: Mr John Davis. D-A-V-I-S.

Employee: Mr John Davis. ..... with ..... for ...... 26th and 27th.

Client: That's ..... Bye!

Employee: Goodbye, sir.

# 5. Put these sentences in order

# Taking a booking for F.I.T

- 1. OK. I'll make a note of that and when you check in, the receptionist will allocate a room on the first floor for you.
  - 2. Daewoo Hotel. Can I help you?
  - 3. I'd like to reserve a double room for three nights from the 1st April.
  - 4. Yes, I'd like to make a reservation, please.
- 5. 1st April, three nights, double. I'll check the availability. Yes, we can do that for you. Is this a company booking or an individual?

- 6. I'll put you through to reservation. Hold the line, please.
- 7. Oh, it's individual.
- 8. Reservations. Peter speaking. Can I help you?
- 9. Have you stayed with us before?
- 10 Yes. I' dike to make a reservation
- 11. No, I haven't.
- 12. Certainly. What's your names, please?
- 13. Would you like one of our executive room. Mr John, on the top floor with some wonderful views?
  - 14. Brown, John Brown,
  - 15. Right, Mr John. When would you like to stay?
- 16. Well, actually, no. I wouldn't. My wife doesn't really like using the lift and also she's got a bad leg, so I was hoping we could have a room near the ground floor.

### 6. Writing

First read this letter. Use your dictionary.

57 High street Culworth, Dauentry, NN11 6pp

3nd March, 200 ....

Dear Sir/Madam,

Please reserve one double room for myself and my wife, and two single rooms for my son and daughter, from 5<sup>th</sup> - 10<sup>th</sup> August, 200...

Please confirm my reservation.

I look forward to hearing from you.

Yours sincerely,

P.J.Knowles

CROWNE PLAZA
Mr. P. J. Knowles,
57 High Street,
Culworth,
Daventry,
NN11 6PP.
5th March, 200
Dear Mr. Knowles,
Thank you for your of 3 <sup>rd</sup> March.
I am pleased to your
for two and one
from 5 <sup>th</sup> - 10 <sup>th</sup> August, 200.
We welcoming you on 5 <sup>th</sup> August.
Yours sincerely,

# Unit 2

# **RECEPTION**

1. Look at what these guests say. Use the table below and say what you will do to help them.

	give	some up, immediately, madam.
	make	the travel agent for you, madam.
	take	take his room for you, madam.
<b>I'll</b>	send	an appointment with the barber for you, sir.
	try	him to call you when he returns, sir.
	put	it to the cloakroom, sir.
	ring	them the message, madam.
	ask	you through to the restaurant, sir.

1. Can you put my coat somewhere?
2. There's no soap in my room.
3. Is Mr Sanchez there?
4. Do you have a table for six for tonight?
5. Please tell my guests I'll wait for them in the bar.
6. Please tell Mr Yamamoto to telephone me urgently.
7. Can you change these tickets for me?
***************************************

visit	/old city
It's v	vorth visiting the old City, sir/madam. It's very lively.
	These are the sentences to use:
	It's got some beautiful windows.
	They're very cheap here.
	They're very competitive.
	There's an exhibition then.
	There are some beautiful views.
	Public transport is not very good in the country.
	It's very lively.
2. I'c	l like to get out of the city for a day. Where do you suggest I
Go/r  3. H book	I like to get out of the city for a day. Where do you suggest I nountains  ow far in advance do I need to reserve a room in October?  t/as early as possible.
Go/r	I like to get out of the city for a day. Where do you suggest I nountains  ow far in advance do I need to reserve a room in October?  t/as early as possible.

8. Can I get a haircut in the hotel?

6. How do I get from the airport to your hotel?		
take/taxi		
7. Your rates for conferences seem expensive to me.		
Compare/them		
3. Match these words with their definitions		

Α	В
1. checking in	a. way of showing who you are
2. fill in	b. internal telephone number
3. extend	c. calls to numbers outside the hotel
4. hotel register	d. make longer
5. external call	e. registering
6. extension	g. complete
7. identification	h. book in which information about guests is recorded

# 4. Complete the dialogue

# The client has reserved in advance.

Employee:	Good afternoon. May I you?
Client:	Yes. We have a for tonight. The name is Zeiner.
Employee:	Just a moment, please.(Employee checks the board)
Employee:	Yes, that was a double room bath.
Client:	Yes, that's right.
Employee:	Would you like to, please?
	(Employee gives the client a form to fill in)
	(Client fills in form)
	How are you going to sir? In cash or by credit card?
Client:	cash?

Employee: May I ...... your passport, please?

(Client hands over his passport and the employee checks it)

Thank you, sir.

(Employee gives back passport and hands the client his key

card and the keys to the room)

Here's your ...... card and your key.

Your room number is 306. The porter will ...... you.

(Porter comes over)

Have a nice evening, sir.

Client: Thank you

#### 5. Put sentences in order

# To register a walk-in guest

- 1. How much does it cost per day?
- 2. Do you want to see my passport?
- 3. It's \$100 per day including 10% government tax and 5% service charge.
- 4. Do you accept traveller's cheques?
- 5. Good evening. What can I do for you?
- 6. I want a room for two days.
- 7. Yes, madam. That's no problem. Miss Rob, here is your receipt. I'll hope you enjoy your stay with us.
- 8. That won't be necessary, thank you. This is your room key. Your room number is 1702. How much luggage do you have? I see two suitcases and a make-up case. Miss Rob, this way please.

Excuse me, may I pass? (to guests blocking the way). Thank you.

9. Please wait a moment. I have to check of there is a room available. We can provide you with a deluxe room. Would you please fil<sup>1</sup> in the registration card. As a hotel policy we require one days room charge as deposit for guests without reservation.

# 6. Complete this letter. Use these words

Cater sample particularly in satisfactory requested details sporting facilities relaxing delegates changed

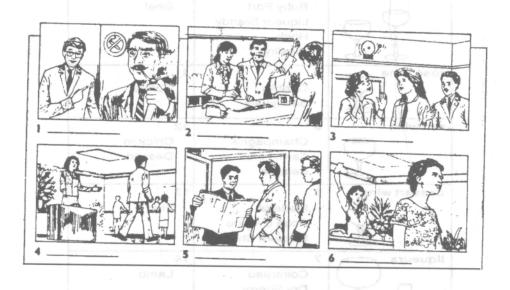
# **DAEWOO HOTEL**

Dear Miss Jane,
To confirm our fax 20 <sup>th</sup> May, we can certainly
For your conference
I draw your attention to our facilities, which I am sure many of your will find useful and
As
Yours sincerely,

# Unit 3 HOTEL SERVICES

# 1. Telling the guests what to do

Look at these pictures and read the sentences. Then match the pictures with the correct sentence.



- a. Excuse me, sir. You mustn't leave your briefcase there. Someone may steal it.
  - b. Excuse me, ladies. I must ask you to leave. That's the fire alarm.
- c. Excuse me, gentlemen. I must ask you to move, You're blocking the entrance.
  - d. Excuse me, sir. You mustn't smoke here. It's a no smoking area.
  - e. Excuse me, madam. You must complete the registration card. It's the law.
  - g. Excuse me, sir. You must wait a moment. I'm seeing to this lady.
- 2. In the following chart, various of foods and drinks are entered in the wrong box. For example, Tawny Port appears in Red wine but it belongs in Dessert wine. Re-arrange the chart so that the food and drinks appear in the correct boxes.

apéritifs	1 Rioja Chianti Sweet Vermouth	8 Hors d'oeuvres
sparkling wine	2 Burgundy Dry Vermouth Camparl	9 Veat
white wine	3 Ruby Port Liqueur Brandy Hock Riesling	10 Beef
rosé wine	Chablis Beaujolais	Coffee
red wine	5 Champagne Tawny Port Beaune	12 Chicken Dessert
dessert wine	6 Madeira Rosé d'Anjou Medium Sherry	13 Fish
liqueurs 2	7 Cointreau Dry Sherry	14 Lamb

# 3. When you can't help

Sometimes you can't help a guest yourself. But you can tell them what they must do. Look at what these guests say and tell them what to do.

				go	to the manager.	
I'm	sorry	sir.	You'll have to	wait	him at his office.	
	afraid	madam.		speak	to the travel agent.	
	<b> </b>			ring	another hotel.	
				try	to the post office.	
					until the next one comes.	

First read this letter. Use your dictionary.
4. Writing A fax
6. But Mr Sanchez said he'd leave a message for me here.
5. Can you get me some stamps for the postcards, please?
4. I'm afraid I've lost my wallet, so I can't pay. What do you suggest I do?
3. But I need a taxi immediately.
2. Are you saying you haven't got a single free room?
1. Can you change these tickets for mc, please?

# HOLIDAY VIEW HOTEL MAIN - TAUNUS - ZENTRUM

Mrs PR. Laporte.

12 Boulevard de la Republique,
83240 Cavalaire/s/mer,
France,
Dear Mrs Laporte,
Thank you for your letter on 10th August.

I regret that we are fully booked for the period 10<sup>th</sup> - 15<sup>th</sup> August, and are therefore unable to offer you accommodation.

May I suggest you try our other hotel in Frankfurt? The address is Mailander Strassc 1.

6000 Frankfurt/Main 70

Telephone (069) 68020

I am sorry we can not help you at the moment. But hope you will stay with us the next time you come to Frankfurt.

Yours sincerely,

Now complete the following fax. Use words from the letter above.

SENEBy: XEROX Telecopier3562: 21/06/04: 10:30: 0044 0619672996

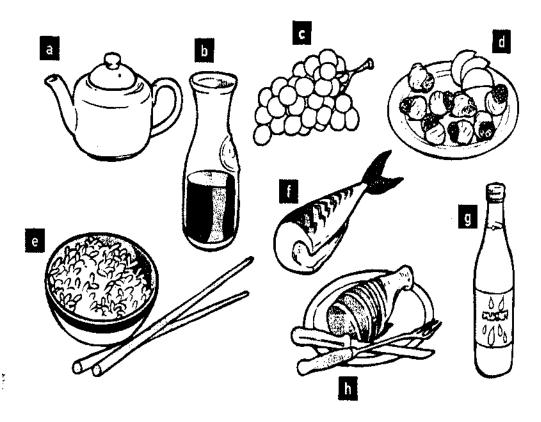
# HOLIDAY INN MAIN - TAUNUS - ZENTRUM

Dear Mr Svensson,
you your letter of 1st May. I
our accommodation is fully for the
July. I am afraid we cannot therefore you in this instance.
May I

# Unit 4 FOOD SERVICES

1. Match the countable expressions with the uncountable nouns. Then match them to the pictures below.

1. a pot of	snail
2. a carafe of	tea
3. a rack of	lamb
4. a bottle of	rice
5. a bunch of	wine
6. a plate of	fish
7. a fillet of	mineral water
8. a bowl of	grapes



# 2. Look at these different ways of expressing the same idea

Mainly writing or formal speech	Mainly informal speech	
Drink can be obtained from the bar.	You can get drinks from the bar.	
Car parking is available.	You can park your car	
	Or there's a car park	

Write sentences to match the sentences given. The first one is done for you

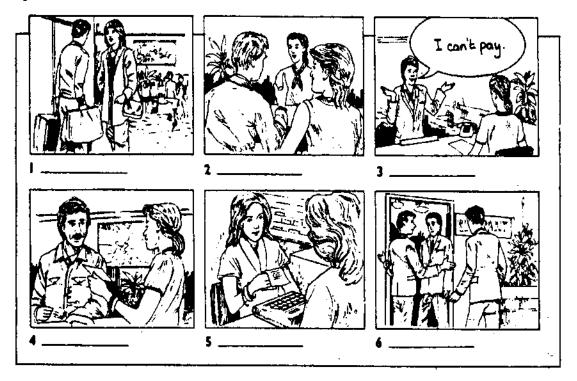
ou e e e e e e e e e e e e e e e e e e e
. Soft drinks can be obtained from the mini bar
You can get soft drink from the mini bar
You can get snacks from room service at nay time.
3. Travellers cheques can be cashed at the cashier's desk
A photocopying service is available at the Business Centre
5. Postage stamps
You can buy postage stamps at the sales desk.
5. Foreign newspapers are available at the news stand.
3. Match A and B

A B

1. Finding what the client wants	a. It (starts, begins) at (time) It (starts, begins) on (day and/or date) It (opens, closes)
2. Giving the client information about services, tickets and reservation	b. I'm sorry, It won't be possible I'm sorry, there aren't any (ticket, seats) left for (time and or date) I'm sorry, there aren't any more (ticket, seats) I'm sorry, the train is full

3. Telling the client something won't be possible	c. There 's one (in the hotel, down stair, up the street) We have got (haven't got) a There's a show I can (get, book, reserve) you a/some for time and /or date
4. Giving the client information about hours	When would you like to go/leave? What time would you like to go/leave? How many would you like? Would you like me to make/to get?

# 4. Look at these pictures and read the sentences. Then match the pictures with the sentences



- a. Would you mind checking your bill, madam? It seems rather high.
- b. Would you mind waiting a moment, sir? I'm seeing to this lady.

- c. Would you mind filling in this card, sir? Then I'll give you your key.
- d. Would you mind moving, gentlemen? You're blocking the entrance.
- e. Would you mind following me, madam? I'll show you to your room.
- f. Would you mind coming with me, sir? I'll take you to the manager.

### 5. Complete the dialogue

# Helping guest order his supper in the hotel restaurant

Recep: Reception. ...... may I help you?

Guest: Good afternoon. Could you possibly book a table for two in the restaurant ..... me this evening?

Recep: Certainly sir. Can you ...... me your name and your room number, please?

Guest: Yes, it's Mr Price and the ...... is 226

Recep: Right Mr Price. ...... would you like the table for?

Guest: Now that's the problem. We are going ...... the theater and we'd like to eat when we return. Say 10.30.

Recep: I'm sorry, sir, the restaurant ...... at 9.30

Guest: Oh, dear

Recep: I could order a late supper for you. It would be ...... to your room.

Guest: Yes, ...... would be nice. We only want something light in any case, and perhaps a bottle of something.

Recep: All right, Mr Price. I'll ...... the restaurant and have them prepare a super for you at 10.30. What would you like? There's choice of food ...... the restaurant

Guest: We'd like ...... cucumber salad, bread with cheese and some pickles about drink, please give us some Kim Boi mineral water

Recep: Certainly. Have a good evening!

Guest: Thank you!

# Unit 5 REVISION 1

# 1. Polite request

Look at what these guests say. Then choose the best answer from the table below.

	tell me your room number	I'll deposit them in our safe		
	give it to me	try and connect you.		
	speak to the manager	You'll see the taxi rank on your right,		
If you'd like	hold on	I'll see if there are any,		
	to turn right by the lifts	I'll get it faxed through for you		
	follow the porter	He'll show you to your room		
	give them to me,	you'll find the bar down the corridor		
	go out of the main entrance	I'll see if he's available		

- 1. I can't get through to that number in Germany.
- 2. Where can I get a taxi?
- 3. Where's the bar?
- 4. Is there somewhere safe you can keep my valuable?
- 5. I have a very serious complaint to make,
- 6. Where is my room? Number 3101
- 7. Where can I fax this information?
- 8. Are there any messages for me?
- 2. Look at these guests' questions, then answer their questions. Like this.

When does the swimming pool close?

five minutes

It will be closing in five minute, madam.

1. When does the post go? ten minutes

- 2. When does the next bus leave? quarter of an hour
- 3. When does the manager arrive? 9 o'clock
- 4. When does the swimming pool close? ninety minutes
- 5. When does the restaurant open? half an hour
- 6. When does the cashier come? 8 o'clock
- 3. Look at what these guests say. Then ask them a question like this:

Can I make a reservation? When/ arrive?

Certainly, sir. When will you be arriving?

- 1. I'll have some extra guests for dinner. How many/bring?
- 2. Tell Mr Carr I'll see him at eight. Where/wait?
- 3. I'd like to settle my bill, please. How/pay?
- 4. I've got to change my departure date. Where/leave?
- 5. I'm going on a weekend trip. Can you phone through any messages? Where/stay?

# Unit 6 LOCAL TOUR

#### 1. Fill in the blank with one word in the box

Adjoining	alternative	comfortable	dedicated	en suite
luxurious	noisy	non-residents	private	self-cartering
self-service	short-stay	sunny	surrounding	vacant

- a. I'm sorry that you haven't been happy with your hotel: we'll find you ...... accomodation immediately.
- b. The guest rooms have been refurnished with ...... carpets and fittings.
- c. We are a city centre hotel mainly catering to ...... guests.
- d. In addition to the main restaurant there is a ...... caferteria and a bar.
- e. The best conference hotel provide a ...... member of staff for each conference to liaise with the organizer and ensure the event proceeds smoothly.
- f. If you can't put us in ...... rooms, could we at least have rooms on the same floor?
- g. We are a city centre hotel mainly catering to ...... guests.
- h. The hotel has ..... gardens for the exclusive use of guests.
- i. There are more ........... chairs in the lounge, if you find the dinning room chairs too hard.
- j. The hotel is divided into separate..... apartments.
- k. Our restaurant is open both to ...... and to guests.

ř

1. The hotel has 25 bedrooms, all with ...... bathrooms.

- m. I'm sorry. We haven't got any ...... rooms. Have you tried the Grant?
- o. It's a south facing room so it's nice and ...... all day.
- 3. These sentences describe a journey by air. Put them in the correct order by numbering them from one to ten. The first one has been numbered for you

	Take off
	Land and diembank
	Buy some duty free goods before leaving
	Have a meal and watch an in-flight movies
	Fasten your seat belt
	Go through passport control
	Get on the plane and find your seat
	Go to the departure lounge for your gate
	Pick up your baggage and leave the airport
1	Arrive at the airport and check in

# Unit 7 COMPLAINTS

## 1. Put the sentences in order to make a complete conversation

GUEST COMPLAINS ABOUT THE ROOM

Guest: I didn't sleep a wink last night. The people :

I didn't sleep a wink last night. The people next door were

having a party.

Guest:

I hung out the "Do not disturb" sign. It was no use.

Guest:

Well, I'm moving out to another hotel.

Guest:

I'll accept your offer if you guarantee it is quiet.

Guest:

I'll do that, Thanks.

Guest:

Thank you for being so understanding.

Receptionist: Don't mention it. My please. And have a good rest, sir.

Receptionist: Oh, please don't do that. May we offer you another room.

Receptionist: I'm afraid I cannot guarantee, madam. But please let us know immediately if there is any further disturbance.

Receptionist: Your new room number is 207. Would your like me to

arrange the move?

Receptionist: I'm sorry. I do wish you had let the Assistant Manager know at once.

## 2. Complete the telephone dialogue with these expressions. Use each expression once only

assure	at out expense	bringing this incident
Can you tell me	could you	deeply regret
how can I	I must apologise	if you would accept
I'm sorry to	I'm terribly sorry	May I ask
Of course	one moment	right

Customer	I'd like to speak to the restaurant manager. What's his name?
Receptionist	Of course, madam. Our restaurant manager is a lady, Madona.(1)your name?
Customer	It's Mrs Lan of ANZ bank.
Receptionist	(2), Mrs Lan and I'll ask Madona to speak to you.
Manager	Good afternoon Mrs Lan. (3)help?
Customer	I have a complaint to make about the service I received here yesterday.
Manager	(4) what the problem was?
Customer	I was entertaining business clients and your waiter managed to seat one of my guests at the wrong table.
Manager	(5) hear that, madam.
Customer	I haven't finished. The same waiter managed to spill a few drops of wine on another guest's jacket and then, instead of apologising, he said it was only a few drops and we shouldn't get so upset!
Manager	(6)
Customer	It was the large round table by the window.
Manager	(8) for the waiter's remarks and I (9) you I will speak to him.
Customer	But what are you going to do about my client's jacket?
Manager	We will (10)
Customer	That sounds reasonable.
Manager	Thank you for (14)

•

## 3. Giving advice

Look at these pictures and read the sentences. Then match the pictures with the sentences.



- a. If I were you, I'd see our travel agent. They have all the details.
- b. If I were you, I'd make an appointment. Then you needn't wait.
- c. If I were you, I'd wait until morning. It's still very early in the states.
- d. If I were you, I'd book a court. It's a popular game with our guests.
- e. If I were you, I'd take a taxi. It's the quickest way.
- f. If I were you, I'd reserve a table. The restaurant can get very full.

# Unit 8 CHECKING OUT

	MODATION ADDED TAX	FOOD SUNDRY SALES SERVICE CHARGE	DRINK DISBURSEMENTS
		above with the explar	
Client:	Thank you. C	Good bye!	
	-	your	1
Cashier:	•	your	receipt, madam. I hope
Cashier: Client:	Here you are	o me your na	me and
	No, I'm afraid		mo and T
Client:		Have you	got a bank
Cashier:		don't, but since you	_
Client:		noughWill y	_
Cashier:		it, please	
	125		
Client:	Yes, I have to	pay my n	ow. The name is Pears
Cashier:	Good morning	g. May I help you?	
	THE CLIENT	PAYS WITH A PERSON.	AL CHEQUE

These included charges a guest may have to pay for such
items as telephone calls, laundry, car hire, garage, hairdressing, newspapers.
This is the basic charge for all guests who stay at least
one night. Depending on the plan followed, it may also include breakfast, or
other meals.
These are payments the hotel may make on behalf of a
guest, for example for taxi, theatre tickets, or repairs to guest's belongings.
In the UK and some other countries, this is a tax which
must be added to all services in the hotel except "disbursement". Many hotels
include this tax in the rate they quote, but others add the tax on after the rest
of the bill is added up.
This includes all alcoholic drinks and mineral
"soft drink". They may be served in the bar, restaurant, or in guest's rooms.
This is a percentage that some hotels add to the bill for
all services provided. It replaces "tip" to individual employees.

## 3. Writing

**A FAX** 

First read this computer bill. Use your dictionary.

	HOLII	DAY VIEW	НОТЕ	L	
	MAIN -	TAUNUS - ZI	ENTRU	J <b>M</b>	
MRS: JARMAN/ GC	DDAR	S	UNSH	 NE REF:	S32339/1
DEPOSIT: 00.00					
ROOM 312	No OF G	UESTS 3		ARRIVE	23/8/03
RATE \$200	BILL No	2601 567 WI	M2 :	DEPART	25/8/03
	C	HARGE	CR	EDIT	BALANCE
23/8/03 APARTM	ENT	200			
24/8/03 APARTM	ENT	200			
25/8 APARME	INT	200			
(Maste	r credit )	•	500	S32339/1	00.00
ACC.TO	SUNSHIN	E HOLIDAYS			•
SERVICE AND TAX	K ARE	(	SIGNA	TURE	
INCLUDED, GRATI	UITIES AT				

Mr Tom stays for 3 nights of 12 and 15 July in Hozision Hotel. The room rate is \$20 per night. He has 2 breakfasts, each of which cost \$15. On the evening of 13 July, he has dinner at the hotel for \$200. Also on 13 July he has drinks charged \$35, makes a long distance call charged \$12, buy coffee, charged \$5. The hotel adds service charge of 10% the total of all charges.

Write out the bill for Mr Tom, dated 15 July

## Unit 9

## **TOUR OPERATION**

1. Complete the following dialogues
1) A: Could you some US dollars for me?
B: How much would you like to?
A: One hundred What is the exchange rate?
B: Today's exchange rate is
A: Here one hundred dollars
B: Would you please show me your passport?
A:
B: Thank you. Will you please sign your name on this exchange memo. Here is your money. Pleaseit.
A: It's correct. Thank you.
B:
2) A:would you cash these traveller's checks, please
B: How would you
A: In ten - dollar bills, please
B: Is there anything ?
A: Yes, I'd like to know send money to Japan.
2. Make situation dialogues
Situation A. Mr White wants to change 200 US dollars to RMB.
Situation B. Mr White wants to cash some traveller's checks.
3. Answer the following questions
1. What information should you learn if you want to book a table for your tour members?
2. If there is a reasonable special requirement, what should you say?

3. What will you do if you had a reservation but the barman can't find

your name on the reservation list?

4. Do you think it is necessary for the restaurant to investigate why the guest's name is not on the list? Why?

## 4. Translate into English

- 1. Đây là lần đầu tiên đi nước ngoài nên chúng tôi chưa có kinh nghiệm lắm, chúng tôi mang rất ít tiền lẻ và bây giờ đã dùng hết. Anh làm ơn nói cho tôi biết chúng tôi phải làm thế nào.
- 2. Để cháu đổi giúp các bác hoặc các bác có thể tự xuống đổi ở quầy đổi tiền bên phải tầng 2.
- 3. Tỷ giá hối đoái của đồng đô ở đây rẻ hơn ở Việt Nam mình. Không biết họ có tiêu tiền Việt của mình không nhỉ?
- 4. Bác có mang séc du lịch không? Nếu có séc thì ra chợ mua hàng thật đơn giản.
- 5. Ở chợ họ không lấy tiền xu mà chỉ lấy tiền giấy nhưng vào các quầy tự chọn và các khu vui chơi thì tiền xu thật là tiện.

## Unit 10

## **CONFERENCES**

- 1. Complete the sentences below with appropriate preposition
- 1. Our costing are based ...... last year's prices plus 15%.
- 2. Accompanying persons don't participate ...... the conference meetings.
- 3. The HKTA will be glad to assist ...... organizing the meeting.
- 4. The hotel's conference rooms are equipped ..... all the necessary AV aids.
- 5. Very few of the delegates were accompanied ...... their wives.
- 6. The carrier's representative didn't really agree ...... us on that point.
- 7. The Association's international department liaises ...... the foreign branches.
- 8. The interest in optional tours depends to some extent ...... the weather.
- 2. Choose the correct word from those in brackets to complete the following sentences.
- 1. The tour group had to pay a (service charge/ surcharge/ charge) because of the increase in fuel costs.
- 2. The (visitor/ occupancy/ accommodation) level at the Grand hotel was 92 % during the summer.
- 3. The conference package included an (optional/ accompanying/ initial) Banquet on the final day.
- 4. The FAM was (sponsored/ quoted/ tendered) by the English tourist board.
- 5. After negotiating the tour operator drew up a (documentation/contract clause) with the hotelier.
- 6. Hong Kong was chosen as the (venue/ meeting/ function) for the medical conference.
- 7. The organizers made a (previous/ preceding/ preliminary) announcement in order to inform members of the next annual conference.
  - 8. Your train ticket is (guaranteed/ secured /valid) for three months.

7

## Unit 11

## **REVISION 2**

1. Answer the following questi	OI	n	n	1	]	J	J	l	l	l	l	J	]	]	]	]	]	]	]	J	J	J	J	J	J	J	l	J	J	J	]	]	J	]	]	]	]	]	]	]		ĺ	ľ	į	i	i	ı	ı	J	J	l	ı		ij	į	,	Ì	Ì	J	J		ί	ĺ	ĺ	•			ĺ	i	i	Ì	j			ı	1	•	į	3			١		E	1	,	ı	1	ι	Į	ı		1	(	(				ľ	0	1	ì	1	E	i	j	7	Ų	7	ţ	1	)	C	ŀ	l	l	ŀ	)	)	C	ì	ľ	ĺ	İ				e	ĺ	1		l	ı	1			ł	l			1	1	1		ļ	ŀ
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- 1. What should a guest say if he finds that the food is not fresh?
- 2. What should a waiter do after that?
- 3. What should you do if you don't like a replacement or an alternative?
- 4. Should the guest pay for the drink he has while waiting for the replacement?
- 5. Who should pay for the drink?
- 6. What should the waiter say to persuade the guest to try the restaurant again?
- 7. What should you say if you want to complain about the slow service?
- 8. What should headwaiter say after he settle the problem for the guest?

## 2. Complete the following dialogues

1. Guest: Wa	aiter, the table - cloth is dirt	y, it's covered with soup stains.
Waiter: O	h, I'll	One moment, please
2. G: Look	at hese glasses. This one h	as even got lipstick on it.
W:	, madam	right away.
3. G: Look	! What have you done? Spil	It soup all over my new dress.
W:	, madam. I do_	this unfortunate
accident	have the dress c	leaned and send the bill to us.
We will_		
4. G: I orde	red roast duck but you brou	ight me roast beef, why?
W:	?	
G: All rig	ght.	
W: Here	is your roast duck. I do	I assure you
Now		

## 3. Make situation dialogues

Situation A: A guest complains that special spicy chicken is too hot.

Situation B: The guests complain to the tourist guide about the slow service. And they also complain that the waiter is rather rude. Make the situation between the tourist guide and the hotel manager.

## 4. Translate the following sentences into English

- 1. Tôi xin có ý kiến: Công ty du lịch cần kiểm tra lại thái độ phục vụ của các nhân viên tại đây. Họ không được tế nhị lắm, thêm vào đó lại quá chậm. Sáng nay tôi phải mất 1 tiếng mới ăn được bát phỏ.
- 2. Anh cũng cần phải có ý kiến với nhà bếp . Món cá bữa trưa không được tươi lắm lại quá mặn. Đề nghị công ty du lịch cần có trách nhiệm hơn với khách.
- 3. Vâng, cháu xin ghi nhận tất cả các ý kiến của các bác và sẽ kiểm tra lại các việc này. Cháu xin hỏi thêm các bác về giờ ăn, giờ ăn như thế đã hợp lý chưa? Bữa tối có nên ăn muộn hơn một chút không a?
- 4. Nhờ anh hỏi giúp: Nếu chúng tôi muốn ăn đêm trên phòng thì khách sạn có phục vụ không?
- 5. Nếu chúng tôi gọi thêm món ăn ngoài tiêu chuẩn của tua thì chúng tôi có phải thanh toán ngay không? Hay là chúng tôi thanh toán với công ty du lịch.
- 6. Như trong lịch trình cháu đã thông báo cho toàn đoàn, công ty du lịch sẽ có một bữa ăn chiều đãi toàn đoàn vào tối thứ tư. Bữa đó mỗi suất trị giá 50.000đ còn thực đơn thì do chúng ta tự chọn. Vậy theo các bác chúng ta sẽ chọn món gì để cháu đặt trước ạ?
- 7. Theo gợi ý của các nhân viên trong khách sạn thì mùa này nên ān mực vì nó ngon và rẻ.
- 8. Đoàn ta có nhiều trẻ nhỏ nên tôi nghĩ phải có món xúp và ta nên dùng xúp cua.
- 9. Sau bữa tối nay ta nên tổ chức đi thăm thành phố bằng xích lô vì dịch vụ xích lô ở đây rất tốt và rẻ chỉ có 8.000đ một tiếng.

## ANSWER KEY FOR STUDY BOOK

#### UNIT 1

## Reading

- 1. In a small hotel, the work of a receptionist may also include the job advance reservations clerk, inquiry clerk, and book keeper.
  - 2. The advance reservations clerk.
  - 3. Telephone; telex; telegram; letter; email; personal contact.
  - 4. When they make bookings by telephone.
  - 5. He/she records it on a reservation form and in reservation diary.

## Listening

#### **A1**

#### Answers

The mistake in the room chart is that Mr. and Mrs. Moore should have been allocated a room until the  $8^{th}$ , not the  $6^{th}$ .

room description	101 twin beds bath, balcony	102 single bed shower	103 double shower	104 twin beds bath	105 double bed shower, balcony
room price	\$92	\$65	\$85	\$88	\$90
Sun May I		Mr Chavez (01719933723)	Mr & Mrs Green (0181898 9325) (half board)		Mr &Mrs Moore (full board)
Mon May 2					
Tue May 3					
Wed May 4		- · · · · · · · · · · · · · · · · · · ·			
Thu May 5		_	Mr&Mrs Greem		
Fri May 6	Mr&Mrs Brown Ms Davidson(2)	Mr Chavez Ms Smith (b&b)	Mr Chavez	Ms Davidson Mr Anderson(2)	Mr&Mrs Moore
Sat May 7		-			
Sun May 8	Ms Davidson	Ms Smith	Mr Chavez	Ms Anderson	Mr&Mrs Moore

#### **B**1

#### **Answers**

Seen the entry for Mr. and Mrs. Green on the room chart on Page 61.

## Language study

## Requesting information

- 1. Could you tell me your telephone number, please?
- 2. Would you repeat your surname, please?
- 3. Could you tell me the number of people in the group, please?
- 4. Can you give me your arrival time, please?
- 5. Could you spell the street name, please?
- 6. Can you confirm your date of departure, please?

## Comparing

- 3. The Station hotel is more convenient than the Park hotel.
  - The Bristol is the most convenient.
- 4. The Bristol hotel is less comfortable than the Park hotel. The Station hotel is the most comfortable.
- 5. The Station hotel is bigger than Park hotel. The Bristol hotel is the biggest.
- 6. The Bristol hotel is more modern than the Park hotel. The Station hotel is the least modern.

#### Number and date

- two thousand, seven hundred and fourteen
- the thirtieth of April, nineteen eithty three
- oh eight five eight two three six two
- twelve thousand, four hundred and forty nine
- June the twelfth
- room three hundred and seventeen
- oh one seven oh three double four six eight
- the ninetenth of July ....

## Reading

- 1. The guest's name, nationality, home address, and signature and for foreign visitors, passport information.
  - 2. To make sure that the information is correct and legible.
  - 3. The receptionist should obtain the original hotel voucher.
- 4. It is not necessary for the receptionist to deal with each other member of the group.

## Listening

**A2** 

## Suggested answers

(The two mistakes are underlined in the transcript below.)

She calls him Mr. Robert - he's Mr. Watson. He says lunch is served from 8 o'clock which can't be right - he means dinner.

## Language study

## Asking questions

1. Can you change your booking, Mr Jones? 2. Will you confirm in writing, madam? 3. Are you cancelling your reservation, Mr Laker? 4. Which tour group are you with, sir? 5. Where is your next destination, sir? 6. Has the tour group arrived? 7. Have you checked the registration card? 8. Who are you waiting for, Mrs Masters? 9. Why are you leaving earlier than expected, Mr Qatan? 10. Do you want an early call, sir?

## Describing people's jobs

- 1. A person who/that deals with enquiries.
- 2. What is an advance reservations clerks?
- 3. A person who/that carries bags and shows guests to their rooms.
- 4. What is a travel agent?

- 5. A person who/ that works in an office.
- 6. A person who/ that deals with money.

## Nations, nationalities and currency

- 1. French, Franc 2. Spain, Peseta. 3. Britian, Pound. 4. Italian, Lire.
- 5. Greek, Drachma. 6. Danish, Danish Crown. 7. The Netherlands, Guilder.
- 8. Switzerland, Swiss franc. 9. Germany, Mark. 10. Japan, Yen. 11. United State, Dollar. 12. Mexican, Peso. 13. Sweden, Swedish Crown. 14. Autrian, Schilling. 15. Belgian, Franc. 16. Portugal, Escudo.

## Advising

- 1. You should always prepare the arrival list
- 2. You should always remember your hotel voucher.
- 3. You should always remember to confirm a booking.
- 4. You should always be polite to guests.
- 5. You should always note down the customer's name.

## Reading

- 1. All meals except breakfast.
- 2. The guest do, using shoe cleaning machines.
- 3. The guest is
- 4. The Housekeeper, reception, or The Duty manager.
- 5. In the room

## Listening

#### **A2**

Suggested answers

Receptionist

helpful

Pool attendant

unhelpful (but not rude)

Waitress

inefficient (but friendly)

Hall porter

unfriendly (but not rude)

housekeeper

friendly

## Language study

## Reporting messages

1. Mrs Betts said she had a message for you, Mr Graham. 2. Mr Tor said he needed some soap. 3 Mrs Reid said she'd see you in the lobby, Mr Reid. 4. Mr Parks said he was going to the shops, Mrs Parks. 5. The manager said we needed the registration cards. 6. Mr Jones said he wanted his bill. 7. "Mr Lambert said he'd collected the newspaper, Mrs Lambert. 8. "Your sister said that she was leaving at two, Mrs Pritchard.

## Using nouns in groups

- 1. facilities for making tea
- 2. leader of a tour group

7

- 3. room service
- 4. airline seat reservation system
- 5. machine for cleaning shoes
- 6. telephone area code
- 7. accommodation bureau
- 8. overseas guest registration form
- 9. list of arrival list
- 10. system for showing the status of rooms.

## Using the passive

- 1. newspapers can be ordered at the desk.
- 2. registration cards must be signed on arrival
- 3. reservation should be confirmed in writing
- 4. traveler's cheques can be changed at the desk
- 5. keys should be left at reception.

## Reading

- 1. It recommends restaurants with high quality cuisine.
- 2. A one star restaurant is good but a two star restaurant is very good
- 3. The basic charge includes service and VAT.
- 4. No, only when you see the letters'b.i'
- 5. Three

## Listening

**A3** 

## Suggested answers

The waiter in the second conversation made a mistake - he wrote down sauté potatoes instead of new potatoes.

Both the first waitress and the waiter sounded polite.

Both waitresses were efficient (the waiter seemed efficient until he made the mistake).

The friendliest was the first waitress. The second waitress sounded quite hostile.

## Language study

## Making suggestions

- 1. If you feel hungry, sir, why don't you try the English breakfast?
- 2. If you're looking for a good restaurant, madam, what about trying the Good Eating Guide?
  - 3. If you have a headache, sir, I'd suggest an aspirin.
  - 4. If it's a long way to walk, madam, why don't you take a taxi?
  - 5. If you feel very hot, sir, I'd suggest a beer.
  - 6. If you've had a tiring day, madam, why don't you have a rest?

## Describing dishes and drinks

1. That's three parts gin mixed with one part dry Matini and served with an olive

- 2. It's rice and sea food cooked together and served in the cooking dish.
- 3. It's veal cooked with carrots and onions and served in a white sauce with boiled rice.
- 4. It's coffee mixed with brown sugar, Irish whisky, and cream and served as an after dinner drink.
- 5. That's pieces of pork fried and served in a sugar and vinegar sauce with rice.

#### Present time

- 1. No, I haven't. I am still waiting for the menu
- 2. No, I haven't. I'm still looking for it
- 3. Has the 'Times' arrived yet?
- 4. Have you telephoned your company yet?
- 5. Have you completed the registration form yet?
- 6. No, I haven't. I am still using it?
- 7. Have you allocated the tour yet?
- 8. No, I haven't. I am still cleaning it.

#### Reading

- 1. It is situated off the coast and to the north of Estartit.
- 2. Swimming fishing, and sunbathing
- 3. Good boutiques and small souvenir shops
- 4. Because it is market today
- 5. The club El Catalan, the Galeon, and the St. Tropez Discotheque.

## Listening

#### **A2**

## Suggested questions

When are the stores open?

Where can I change some traveller's cheques?

Can you recommend a nice day out?

Can I buy an one-day bus/metro pass here?

## Language study

## Using prepositions

1. from 2. in 3. out of 4. at 5. from 6. off 7. away from 8. off 9. on 10. onto

#### Future time

- 1. I am going
- 2. is preparing
- 3. departs
- 4. are speding
- 5. begins
- 6. is meeting

#### **Abbreviations**

- 1. kilograms 2. air conditioning 3. Post Office 4. pound 5. telephone
- 6. kilometre 7. departure 8. degrees Centigrade 9. number 10. ounces
- 11. stamped addressed envelope 12. before midday 13. hot and cold
- 14. degrees Fahrenheit 15. Street 16. inclusive 17. after midday 18. hours
- 19. Avenue 20. Road 21. francs 22. arrival 23. volts 24. for example.

## Reading

- 1. It was slow and the food was poor
- 2. Because the hotel was not in the city
- 3. It was left off the coach
- 4. Some of them were rude when complaints were made
- 5. Because of the bad service that was provided

## Listening

В

## Suggested answers

Bus or metro tickets 3 marks (24-hour ticket 10 marks) ticket machines

Bank opening hours Monday to Friday: 9 - 6

Saturday: 9 - 1

Sunday: closed

Other places to change money: main railway station or bureaux de change.

Department stores Monday to Friday: 9 - 8

Saturday: 9 - 4

Sunday: closed

## Language study

## Causes of complaint

- 1. They should have made the bed.
- 2. They should have vacuumed the carpet.
- 3. They should have cleaned the ashtray.
- 4. They should have emptied the waste-paper basket.

- 5. They should have opened the curtains.
- 6. They should have removed the tray.
- 7. They should have picket up the books.
- 8. They should have replaced the lamp.

## Getting thing done

- 1. I'll have it fixed.
- 2. I'll have some sent up
- 3. I'll have it repaired
- 4. I'll have it delivered to your room
- 5. I'll have it brought down

## Adverb of degree

- 1. Mr Lyons thought the sourvenirs were extremely expensive
- 2. It was quite hot on the beach yesterday afternoon
- 3. Miss Rikard was very late for the meeting with the tour company
- 4. He was very tired after the nine hour flight from London.
- 5. Customers often complained about the rather high telephone charges.
- 6. Mrs Dill was extremely annoyed about the traffic noises from the street.

## Reading

- 1. Machine billing has replaced the 'tab' in many smaller hotels.
- 2. It does foreign exchange caculations and holds credit and card and ledger acount details.
  - 3. When the guest is ready to check out
- 4. The control checks make the computer query charges that are not correctly posted.
  - 5. Because the computer memory can hold credit card information.

## Listening

A

#### Answers

- 1. hotel general manager 2. restaurant manager

3. receptionist

4. travel agent

5. waitress

В

## Suggested answers

- 1. She didn't sound sincere and she implied that the guest was at fault, not the staff.
  - 2. His excuse wasn't very good and he wasn't apologetic enough.
  - 3. She treated the complaint as a joke.
  - 4. He made the guest wait for him to finish on the phone.

## Language study

#### Past time

- 1. has been
- 2. left
- 3. checked in
- 4. has not visited
- 5. spent

- 6. came
- 7. has not paid
- 8. was
- 9. has liked
- 10. did not arrive

## Quantity

- 1. information
- 2. British currency
- 3. minutes
- 4. beer
- 5. facilities
- 6. trouble
- 7. detail
- 8. complaints

## Reading

- 1. By 4.7%
- 2. Standbys and walk on
- 3. The number of people using cars and making repeat visits, the availability of promotional fares, and the cost of group accommodation.
  - 4. Tour operators and travel agents who are capable of organizing FITs
  - 5. Travel trade journalists and travel agency staff.

## Listening

A

Suggested answers

## Language study

#### Cause and effect

- 1. In 1996, the occupancy level was so high that group rates were not attractive.
- 2. In 1997, there was such a heavy demand for tours that overbooking became a problem.
  - 3. In 1998, the summer was so hot that fewer people went abroad.
- 4. In 1999, there was such a sudden reduction in fares that independent travel was more popular.
  - 5. In 1991, a BBC series was so popular that more people went to Yorkshire.

## Using statistics

- 1. From 1995 to 1996, there was a 14% rise in the proportion of oversea visitors.
- 2. Between 1994 and 1997, the proportion of overseas visitors expanded by 27%.

- 3. The proportion of overseas visitors increased from 52% to 70% between 1995 and 1997.
- 4. Between 1995 and 1997, there was an 18% growth in the proportion of overseas visitors.
- 5. There has been a 4% fall in the proportion of overseas visitors since last year.
- 6. There was a decrease from 70% to 65% in the proportion of overseas visitors between 1997 and 1998.

## Reading

- 1. Arranging for 'Welcome' banner to be displayed at the airport and for Hongkong public figures to provide welcome addresses at opening ceremonies and dinner functions.
  - 2. By giving advice on Customs and Immigration procedures
- 3. By providing supplies of promotional literature for mailing to potential delegarates.
- 4. In the association's calendar coming metting, conferences, and exhibitions
  - 5. Accompanying persons.

## Listening

#### C1

#### Answers

The Lake District 1
Futuroscope 5
The Royal Pavilion 2

## Language study

#### Future time

- 1. International Hotels Inc will have built their new conference centre by the end of the year.
  - 2. The committee will very soon have finalized the preparations for the group.
  - 3. The housekeeping staff will have cleaned those rooms in an hour.
- 4. All the delegates will have received this information at least a month before the conference.

- 5. The delegates will all have arrived within two or three hours.
- 6. UK Airways will not have introduced new aircraft on this route before the late eighties.

#### **Dimensions**

- 1. What is the height of the first room? The height is 10 feet.
- 2. What is the area of the second room? The area is 260 square metres.
- 3. How long is the second room? It's 26 metres long.
- 4. What is the width of the first room? The width is 12 feet.

#### Gerund and infinitive

- 1. holding
- 2. to send
- 3. to contact
- 4. organizing
- 5. to bring
- 6. to confirm
- 7. preparing/to prepare
- 8. making

## **TAPESCRIPTS**

#### UNIT 1

Transcript 2 minutes 1 second

RECEPTIONIST: Good afternoon, Royal Hotel. How can I help you?

Mr. GREEN: Do you have any rooms free from the 1st of May?

RECEPTIONIST: May the 1st ... Yes, sir, we do. What kind of room

would you like?

Mr. GREEN: Oh, um ... well, I'd like a room with a doubled ... oh,

and a balcony if possible.

RECEPTIONIST: Let me see, well....er... I'm afraid we only have one

room free with a double bed and that hasn't got a balcony. But we have one with twin beds and a balcony-

wold that be all right?

Mr. GREEN: Er... no, no, I think I'd prefer the one with the double

bed.

RECEPTIONIST: So that's a room with a double bed and shower from

May the 1st. Could I have your name please, sir?

Mr. GREEN: Oh yes, er ... Green ... er ... Mr. and Mrs. Green?

RECEPTIONIST: Right, we'll be leaving on the 5th of May in the morning.

Mr. GREEN: Fine, Mr. Green. Would you like full board, half board

or beds breakfast?

RECEPTIONIST: Oh ... um ... er...half board. I think. Oh, does that, you

know, er ... does that mean breakfast and dinner?

Mr. GREEN: OK, yeah.

RECEPTIONIST: So, right, I've booked you a double room with shower but

no balcony from Sunday May the 1st until Thursday May

the 5th. Is that right?

Mr. GREEN: Yes, that's right.

RECEPTIONIST: Is there a phone number where we can contact you, Mr. Green?

Mr. GREEN: Yes, of course, it's... er ... 0181 898 9325.

RECEPTIONIST: Right, that's 0181 898 9325. What time will you be

arriving on Sunday, Mr. Green?

Mr. GREEN: About 7.

RECEPTIONIST: Oh, fine. Dinner is served from 7.30 till 9.30. If you're

going any later than 8.pm, would you please telephone

us to let us know what time to expect you?

Mr. GREEN: Sure.

RECEPTIONIST: Thank you very much, Mr. Green. We look forward to

seeing both on Sunday May the 1st.

Mr. GREEN: OK, thanks a lot, bye.

RECEPTIONIST: Goodbye, Mr. Green.

#### Unit2

Transcript 2 minutes 20 seconds

1. RECEPTIONIST: Good afternoon, sir. Do you have a reservation?

Mr. WATSON: No. I don't. Er ... do you have a double room for two

nights.

RECEPTIONIST: Um... yes we do.

Mr. WATSON: Oh, good.

RECEPTIONIST: I'll lust check what rooms we have available. Just

a moment, please.

Mr. WATSON: Oh, Ok, thanks.

RECEPTIONIST: Yes, now, let's see... um... Room 414 is free. It's on

the fourth floor and it has a sea view and twin beds.

Mr. WATSON: Oh, that sounds fine. Er... how much is it?

RECEPTIONIST: Well, the cost is \$150 per night, including buffet

breakfast.

Mr. WATSON: Oh, fine.

RECEPTIONIST: Would you fill out this registration form, please?

Mr. WATSON: Oh, yes, sure, sure...

\* \* \*

RECEPTIONIST: ... thank you very much, Mr. Robert. Could I see

your passport, please?

Mr. WATSON: Uhuh, er... here it is.

RECEPTIONIST: Thank you very much. How will you be paying for

your room?

Mr. WATSON: By visa.

RECEPTIONIST: Hm, may I have your credit card, please?

Mr. WATSON: Certainly, here you are...

2. RECEPTIONIST: Good afternoon, may I help you?

Ms O'NEILL: Yes, I have a room booked. Yes, name's O'Neill.

RECEPTIONIST: Ah, yes, Ms O'Neill. Yes, it's a single room with sea

view until Saturday, is that right?

Ms O'NEILL: Yes. Um... and a shower.

RECEPTIONIST: Oh, yes, all our rooms have showers.

Ms O'NEILL: Um... how much does that cost?

RECEPTIONIST: Well, it's \$95 a night but that does include buffet

breakfast.

Ms O'NEILL: OK. I'll be paying by master card.

RECEPTIONIST: Fine, fine. Would you just fill out the registration

form...

\* \* \*

RECEPTIONIST: ... you'll be in Room 301, which is on the third floor.

Here's your key and your key card.

Ms O'NEILL: Oh, thank you. Oh, and what about my suitcase?

RECEPTIONIST: Your baggage will be taken up to your room for you.

Ms O'NEILL: Oh, that's good.

RECEPTIONIST: Have you stayed with us before?

Ms O'NEILL: No.

RECEPTIONIST: Well, this leaflet tells you all about the hotel and the facilities.

Ms O'NEILL: Oh, well, thank you very much.

RECEPTIONIST: Lunch is served from 8 o'clock. Would you like to reserve a table?

Ms O'NEILL: Oh, yes please. For... um... 8.30.

RECEPTIONIST: Fine, and would you like a wake-up call in the morning?

Ms O'NEILL: No, thanks.

RECEPTIONIST: OK. The porter will show you to your room.

Ms O'NEILL: Oh, thats good.

RECEPTIONIST: If you have any problems, please let me know.

Ms O'NEILL: All right, and thank you very much.

RECEPTIONIST: Enjoy your stay with us!

Ms O'NEILL: Thanks!

## **B2**

## Transcript 59 seconds

Good evening, how may I help you? It's good see you again, Ms Black! It's nice to see you again, Mrs. White. Hello again, Ms Green, and welcome! Good afternoon, sir, do you have a reservation with us today? Good evening, Mr, Brow. How nice to see you again!

Transcript 3 minutes 13 seconds

1. MAN:

Excuse me.

RECEPTIONIST:

Yes, sir, how may I help?

MAN:

Can you tell me when they stop serving lunch in

the restaurant?

RECEPTIONIST:

Yes, certainly. Well, last orders are at 2 o'clock, but

it's probably best not to get there quite so late. It's best if you book a table. I can do that for you if

you wish.

MAN:

Oh, yes, oh, right, OK.

2. WOMAN:

Excuse me.

POOL ATTENDANT: Yes, Miss?

WOMAN:

Um... can you tell me where I can buy some sun lotion?

POOL ATTENDANT: Er...yes, certainly, you can buy that at the gift shop

just next to the reception in the hotel.

WOMAN:

Oh, good.

POOL ATTENDANT: Oh, and by the way, look, you can help yourself to

a towel from that pile over there, if you like. You

see, the green ones.

WOMAN:

Oh, fine, thanks

3. MAN:

Excuse me!

WAITRESS:

Yes, sir, are you ready to order?

MAN:

Mm, ah, but first can you tell me what today's special is?

WAITRESS:

Um.... I don't really know, I'm afraid. I'll just have

to find out. Excuse me a moment.

MAN:

Oh, all right.

WAITRESS:

...I'm afraid the special's no longer available. Sorry

about that. Um... but I think you might like the fish of the day: it's red snapper, pan-fried, and served with

lemon. It's very nice.

MAN:

Oh, well, that sounds delicious...

4. WOMAN: Excuse me.

HALLPORTER: Yes. Ms O'Neill?

Can you get me a ticket for tonight's symphony WOMAN:

concert?

Is that one ticket or two? HALLPORTER:

WOMAN: Just one. It doesn't matter what price.

I'll just have to find out if there are tickets still HALLPORTER:

available. Er... just excuse me for a moment, please...

WOMAN: ... Any luck?

Yes, I've managed to get you one at \$40. Is that OK? HALLPORTER:

WOMAN: Fine.

HALLPORTER: If you get to the concert hall before 7.30, you can

> collect the ticket and pay for it then. It's reserved in your name, Ms O'Neill. Er... the concert starts at 8.

Oh, OK, thanks very much. WOMAN:

5. HOUSEKEEPER: Housekeeper, good morning.

Oh, good morning. This is Mr. Watson in 414. MAN:

Yes, Mr. Watson, how can I help? HOUSEKEEPER:

I've got some clothes that need washing. Can you MAN:

tell me what I should do?

Yes, certainly. If you look inside your closet, you'll HOUSEKEEPER:

find a plastic bag and a laundry list.

OK, I'll just look ... Um... oh, yes, here we are. MAN:

If you put the clothes in the bag and fill out the HOUSEKEEPER:

form. I'll send someone to collect it in about ten minutes.

Oh, fine, good. All right, thanks. MAN:

And of you have any dry-cleaning you'd like us to HOUSEKEEPER:

do, we can collect that from you at the same time.

But don't put it in the same bag as the washing.

Oh right, no, I...I, no, well, actually, no, I haven't MAN:

got anything that...er...needs...

## **B2**

## Transcript 1 minute 44 seconds

1. MAN: Yes, certainly. Well,...

WOMAN: Certainly, I'll just explain...

2. WOMAN: Excuse me a moment, I'll have to check.

WOMAN: I'll just have to find out.

MAN: Just one moment, please, I'll ask one of my colleagues.

3. WOMAN: I'm not quite sure, I'm afraid.

MAN: I'm sorry, I don't really know.

4. WOMAN: By the way, you might be interested to know that...

## Transcript 2 minutes 52 seconds

1. FIRST WAITRESS: Are you ready to order, sir?

MAN: Yes, I think so. Oh, but first, can you tell me

what a Waldorf salad is?

FIRST WAITRESS: Yes, it's a salad of apples, celery and walnuts with

a creamy dressing.

MAN: Oh, right, well, I'll have that first, then the... er...

veal schnitzel. Oh, what are the vegetables of the day?

FIRST WAITRESS: Broccoli, carrots and baby sweetcorn.

MAN: Fine, I'll have them. Oh, is it possible to have

French fries instead of new potatoes with the veal?

FIRST WAITRESS: Yes, certainly.

MAN: Good.

FIRST WAITRESS: So, that's one Waldorf salad followed by veal

schnitzel with French fries and vegetables of the day.

And what would you like to drink?

MAN: Mm... I think...

2. WAITER: Are you ready to order, madam?

WOMAN: Mm... yes. But first can you tell me what the soup

of the day is?

WAITER: Yes, it's carrot and potato. I'm sure you'd enjoy

that, it's really delicious.

WOMAN: Mm... I don't know. Well, I can't decide.

WAITER: May I recommend the...en...pan-fried trout? It's

one of chef's specialities.

WOMAN: Oh, yes. All right. But could I have the new

potatoes instead of tagliatelle?

WAITER: Certainly, madam. Er... would you like the vegetables

or a side salad?

WOMAN:

Oh, I'll have the salad.

WAITER:

Good, so that's grilled sardines followed by trout

with sauté potatoes and a side salad. Is that right?

WOMAN:

Yes.

WAITER:

And what would you like to drink?

WOMAN:

Oh, er... could I have a glass...

3. SECOND WAITRESS: Are you ready to order?

MAN:

Oh, sorry, yes, yes, of course, um... oh, I'll... I'll

start with the oysters.

SECOND WAITRESS:

Oysters. Right and to follow, sir?

MAN:

Um... er... I'll have today's special: er... the

vegetable casserole. Can I have it with... um...

er... salad, please?

SECOND WAITRES:

Tomato, spinach and eggplant casserole, fine.

And for you, madam?

MAN:

Well. I... I'll have the asparagus soup to start

with and the other special to follow, please.

With salad.

SECOND WAITRESS:

So that's one oysters and one cream of aspara

gus soup, one tomato, spinach and eggplant casserole and one poached salmon, both with

side salads. Is that right?

MAN:

Yes.

SECOND WAITRESS:

And to drink?

MAN:

Oh, just a beer for me.

SECOND WAITRESS:

And I'd like...

B2

Transcript 1 minute 2 seconds

WAITER:

Are you ready to order, sir?

CUSTOMER:

Yes. I'd like a steak, please.

WAITER: Certainly. How would you like your steak cooked?

CUSTOMER: Medium rare, please. And can I have it with rice instead of

French fries?

WAITER: Yes, of course. Would you like a salad or vegetables with

that?

CUSTOMER: Yes, a mixed salad would be nice.

WAITER: Fine, sir, and would you like an appetizer or soup to start?

CUSTOMER: Oh, yes. Let's see... What's the soup of the day?

WAITER: Today we have cream of asparagus - it's made with fresh

asparagus.

CUSTOMER: Good. OK, I'll have that.

WAITER: And would you like some wine?

CUSTOMER: No, I'll have a beer I think. Do you have local draught beer?

WAITER: No, I'm afraid not. Would bottled beer be all right?

CUSTOMER: Yes, OK, never mind. That'll be fine.

WAITER: So, that's a medium rare steak with rice and a mixed salad.

And cream of asparagus soup to start with. Is that right?

CUSTOMER: Yes, that's right. And can I have some bread, please?

WAITER: Yes, certainly. I'll bring you some right away.

CUSTOMER: Thanks very much.

## Transcript 2 minutes 40 seconds

INTERVIEWER: What are the most common questions people ask?

FIRST INFORMATION OFFICER: We aren't allowed to answer the most common question we get asked, that's because we can't favour any particular place. The question is: Can you recommend a good hotel near here?- so we try to narrow down the choices by asking, What kind of hotel do you like? What price range are you looking for? What facilities do you want swimming pool, family rooms and... and... er... so on?

SECOND INFORMATION OFFICER: We do get asked all kinds of questions about bus services and rail services, but I suppose the most common question that we get asked is ... er ... How do I get to the rail station? Well, it's twenty minutes walk form here, so if they aren't in a hurry and they don't look too old or unfit, then I show them the route on the map. Or I tell them there's a bus every ten minutes from the main square just around the corner from here.

\* \* \*

INTERVIEWER: What was the most difficult question?

FIRST INFORMATION OFFICER: Mm, yeah, and American came in the other day and the only thing he wanted to know was: Why do you drive or, the left in Britain? I said I didn't know. But then I asked him: Why do you drive on the right in America? and he couldn't answer that. And there was a Japanese person waiting behind who said they drive on the left there, too.

SECOND INFORMATION OFFICER: People often ask where they can buy various things, you know, like books, umbrellas, and so on, but the most difficult question was: Where can I find a shop that sells walking sticks? Well, I had no idea, but we looked it up in the Yellow Pages and there's a shop two blocks from here - apparently, they're the most famous walking stick makers in the country!

\* \* \*

INTERVIEWER: What was the most unusual question?

FIRST INFORMATION OFFICER: Mm, a man came in with a dog and he asked me: Can you look after my dog for an hour while I go shopping? I said I couldn't: we give information not a dog-sitting service!

SECOND INFORMATION OFFICER: The other day a woman came into the office and she said to me: Can you book a flight to Tokyo for me? Well, I had to explain that we can book train tickets and coach tickets but not airline tickets. Anyway, there's a travel agency just opposite so I told her to go over there.

# Transcript 1 minute 47 seconds

1. INFORMATION OFFICER: Hello, can I help you?

VISITOR: Oh, yes, I want to travel on the subway. How much do tickets cost?

INFORMATION OFFICER: Well, a ticket costs 3 marks and you can go anywhere on the network - subway, elevated trains and buses. But if you're going to make several journeys, I'd recommend a 24-hour ticket and that's 10 marks.

VISITOR: Oh, I see, and where can I get a ticket?

INFORMATION OFFICER: From a ticket machine at any station: the machines take notes and coins - and they give change.

2. INFORMATION OFFICER: Hello, can I help you?

VISITOR: Ah, yes, er...thanks. Um...When are the banks open?

INFORMATION OFFICER: Well, on weekdays they're open from 9 till 6 and on Saturdays from 9 until 1 o'clock. They're closed on Sundays.

VISITOR: Oh, well, er...well, where can I change money when the banks are closed?

INFORMATION OFFICER: You can change money any time at the main railway station. Or one of the bureaux de change.

3. INFORMATION OFFICER: Hello, can I help you?

VISITOR: Yes, it's Saturday afternoon and all the shops are closed. When are they open?

INFORMATION OFFICER: Well, on Saturdays the stores are open from about 9 am, and they all close at 4 pm. It's 4.30 now, so that's why they're closed.

VISITOR: Oh, I see! What about tomorrow, Sunday? Are they close then? INFORMATION OFFICER: Yes, I'm afraid so, but on weekdays most stores are open from about 9 am until 9 pm.

VISITOR: It's a pity I'm leaving first thing on Monday, isn't it?

ţ

## Transcript 2 minutes 41 seconds

RECEPTIONIST: People complain. It's...er... not nice to deal with that... um... especially at reception, you're the front line and it's you that people complain to. Um... you just have to not sort of take personally and just apologise to them and, you know, pass on comments or get the duty manager to help them.

WAITRESS: It would be easier if you could all blame each other but, you know, you're a hotel, you're a team, you know, if the kitchen goes wrong... the... it's ... it affects us. Lilechen, so blame people. If they're that cross, you know, you need to get they're that cross, you know, you need to get the manager to speak to them and... cr... and also you haven't really got time to be making long excuses.

GENERAL MANAGER: The complaints we do get are people on the whole that are quite reasonable, just brining things to our attention because they don't feel they're quite right and they just want us to have the opportunity to

- a) say why it's not happened and
- b) make sure it doesn't happen again for another guest.

RECEPTIONIST MANAGER: And you're never going to please everybody all the time. But you have to try and make sure that at least they feel when they're left that something has been tried... they're been given some help, they haven't just been ignored. But you've just at least got to give them a sense of feeling that they just haven't been ignored - just going over and... and saying a few words to them helps.

TRAVELAGENT: Holidays are very important to people and... Um... if they go wrong.... um... then the level of complaint is quite high, people have high expectations from their holidays, it's quite a responsible job in that way in that you're dealing with the thing that people look forward to for the most... the majority of the year and if when they get to the... they've saved all year wrong with it, they feel particularly aggrieved about it. In an ideal world evrything would go completely smoothly but actually sometimes there are

problems and I mean that... in the travel industry that's always going to be part of the job. It's unfortunate but it's inevitable.

#### **B2**

### Suggested answers

- 1. She didn't sound sincere and she implied that the guest was at fault, not the staff.
  - 2. His excuse wasn't very good and he wasn't apologetic enough.
  - 3. She treated the complaint as a joke.
  - 4. He made the guest wait for him to finish on the phone.

Transcript 1 minute 48 seconds

1. GUEST: Look at the bed!

MEMBER OF STAFF: Oh, I'm sorry about that. The chambermaid must

have missed your room.

GUEST: Yes.

M.O.S: Well, did you have a Do not disturb sign on your

door?

GUEST: Yes, but only during the morning.

M.O.S: Well, that explains it. The rooms are cleaned before

lunch. Make sure you change the sign to "Please make up my room" when you leave tomorrow,

otherwise it won't happen...

2. GUEST: Excuse me, look at this plate!

M.O.S: Oh, dear. Um... sorry about that. We've been hav

ing problems with our dishwasher, I'm afraid.

GUEST: I see.

M.O.S: I'll see if I can find you a cleaner one.

GUEST: Thank you!

3. GUEST: Look at this insect!

M.O.S: Oh, yes, it's a caterpillar. I think I'd better get you

another salad.

GUEST:

Well. I'm not sure that I...

M.O.S:

I'll make sure the new salad is insect-free!

GUEST:

I don't think I want to risk another one.

M.O.S:

Don't worry, it was only a caterpillar. It could have

been a...

4. RECEPTIONIST:

(on the phone) OK, certaily, I'll just have to check

that for you.

GUEST:

Um... how long are you going to be?

RECEPTIONIST:

(on the phone) Sorry, could you hold on a moment?

(to the guest) I'm just on the phone. I'll be with

your shortly.

GUEST:

But I'm in a hurry.

RECEPTIONIST:

(on the phone) Can I call you back? All right.

Goodbye. (to the guest) Right, Mrs. Brown, what

can I do for you?

GUEST:

I just want to check out. I've got a train to catch.

**B3** 

## Transcript 1 minute 53 seconds

1. GUEST:

Look at the bed!

MEMBER OF STAFF: Oh, I'm terribly sorry about that. The chambermaid

may have thought you were sleeping late and she

didn't want to disturb you.

GUEST:

Well, what are you going to do about it?

M.O.S:

I'll call the housedkeeper right away and make

sure the room is cleaned by the time you've had

dinner.

GUEST:

Good, thank you.

M.O.S:

Could you make sure the "Do not disturb" sign on

your door, please, if you're not in your room?

GUEST: Oh, yes, yes, all right. Thank you...

2. GUEST: Excuse me, look at this plate!

M.O.S: Oh, dear, I'm really very sorry about that. I'll get you

a clean one right away.

GUEST: Thank you.

M.O.S: Is everything else all right?

GUEST: Oh, good. I'm very sorry about the dirty plate. I'll

make sure it doesn't happen again...

3. GUEST: Look at this insect!

M.O.S: Oh, dear, I'm very sorry about the dirty plate. I'll

take it back to the kitchen.

GUEST: I think you'd better.

M.O.S: Shall I bring you another green salad?

GUEST: No, I don't think so, I've lost my appetite.

M.O.S: All right, I'll speak to the chef and make sure it

doesn't happen again, sir, and I'm terribly sorry...

4. RECEPTIONIST: (on the phone) I'll just have to check that for you.

GUEST: How long are you going to be?

RECEPTIONIST: (on the phone) Sorry, could you hold on a moment?

(to the guest) I'm terribly sorry. Mrs. Brown, I didn't ealise you were waiting. I'll just ask my colleague to help you (to colleague in back office) Max, could you come to the front desk, please? (to the guest). He's just coming. Mrs Brown. I'm very sorry you

were kept waiting.

GUEST: That's all right.

;

RECEPTIONIST: (on the phone) Hello. I'm sorry to keep you waiting.

## Transcript 2 minutes 14 seconds

GUEST: Can I have my bill, please?

CASHIER: Yes, certainly, Mr. Cook, here you are. The individual charges are itemised and the receipts are here.

GUEST: OK... Oh, can you just explain what the extras are?

CASHIER: Yes, certainly, PALMBEACH is the name of the main bar, and you had drinks at the bar on the 5<sup>th</sup> and again on the 6<sup>th</sup>. Let's see, all...all the receipts are here, yeah, here's the check you signed on the 5<sup>th</sup> and here's the one from the 6<sup>th</sup>.

GUEST: OK, what about 'SPORTS'?

CASHIER: Did you play tennis on the 5th?

GUEST: Yes that's right.

CASHIER: Well, that charge is for the hire of the court and tennis equipment.

GUEST: I see, what is 'BERMUDA PLAN'?

CASHIER: That's your room charge - it's the charge for your room and for full American breakfast. R.101 means room 101.

GUEST: Right. And what about 'POLL SIDE'?

CASHIER: Did you have a drink at the snack bar beside the swimming pool?

GUEST: Oh, yes, I must have done. And then there's 'TELEX AND FAX'-I did send a fax. And 'ROOM SERVICE' - I understand that. And Palm beach again, and then what's this?

CASHIER: Oh, that's "COFFEE HOUSE" - did you have lunch in the Coffee House on the 6th?

GUEST: That's right, I did OK, what's this next one?

CASHIER: 'WATER SPORST' - that's either renting a windsurfer or a sailboat.

GUEST: Oh, yes. I rented a sailboat. I thought it was free, though.

		Sunset		
Beach resort				
DATA	REFERENCE	DESCRIPTION	AMOUNT	
05 Jan	4668	PALM BEACH	7.50	
05 Jan	1955	SPORTS	12.00	
05 Jan	R 101	BERMUDA PLAN	180.00	
06 Jan	3891	POOL SIDE	6.30	
05 Jan	12345	TELEX & FAX	18.00	
05 Jan	3291	ROOM SERICE	10.00	
05 Jan	4668	PALM BEACH	5.50	
05 Jan	9832	COFFEE HSE	12.00	
05 Jan	1291	WIR SPORTS	15.00	
05 Jan	R 101	BERMUDA PLAN	180.00	
07 Jan	3892	POOL SIDE	8.00	
07 <b>Jan</b>	29871	PALM BEACH	9.00	
07 <b>Jan</b>	12010	MISCELLANEFUS	15.00	
07 Jan	R 101	BERMUDA PLAN	180.00	
		BALANCE DUE	658.30	

CASHIER: No, I'm afraid not - according to the receipt here you had it out for two hours.

GUEST: Yes, I did. OK, the rest are the same again - except for this one: 'MISCELLANEOUS'. What do you think that is?

CASHIER: Oh, I've no idea, I'm afraid. I'll just check that receipt for that... Yes, here it is: it's for a guide book, which you bought from the Front Desk.

GUEST: Oh, yes, I remember. Right, good. Here's my Visa card.

CASHIER: Thank you very much, Mr. Cook... Could you just sign here on the dotted line?

GUEST: Certainly yes....There you are.

CASHIER: Thank you very much, Mr. Cook. I do hope you enjoyed your stay with us.

GUEST: I did, yes. Thank you.

CASHIER: And we hope to see you again before too long.

GUEST: Goodbye, Mr. Cook. Have a good journey...

## Transcript 2 minutes 51 seconds

1. PRESENTER: I'm staying in Manchester and I've got a free day. What should I do?

WOMAN: Well, the Lake District is really very popular, and it's a national park. It's in the north. It's a very beautiful area with mountains and lakes, there's lots of lovely walks up the mountains or beside the lakes. You can get there in about an hour from Manchester on the motorway. Actually, it's much nicer in the winter because there are fewer people here. It's really very crowded on public holidays in the summer.

2. PRESENTER: I'm staying in Poitiers and I've got a free day. What should I do?

WAN: Most visitors spend at least a day at Fututoscope - it's the... er... European theme park of the moving image... er... near Poitiers. You'll need a whole day at least because there's so much to see there: there are lots of different cinemas, each housed in a fantastic modern building. It's quite large and... er... well, you'll have to walk from one cinema to the next, which can be extremely tiring, especially on a hot day. Now, each cinema gives you a different e... experience, a different cinematic experience: such as... um... a 360-degree screen where all the action is going on around you. Er... there's a huge screen where you feel as if you're part of the action, a three - dimensional film, and so on. Each film is quite short, but the waiting times can be long, so it's best to go out of season, and certainly try and avoid weekends. And... er... it is extremely popular. Now, getting there: you can get there on the motorway or there's a shuttle bus from the main rail station. And the...the best part is: it's open all the year round.

3. PRESENTER: I'm staying in Brighton and I've got a free day. What should I do?

WOMAN: Well, the Royal Pavilion is well worth a visit - it was a royal palace. When King George III went mad in 1812, his son became Prince Regent and he had the palace built in the style of an Indian palace, with lost of smaller domes and... er... one huge one. Er... inside you can see the royal apartments and the amazing Chinese decorations. It's open to the public every day, and it... it's really popular because it's completely unlike other palaces or famous buildings. It's right in the centre of town, as well, quite close to the station.

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- 58. NGỮ ÂM TIẾNG ANH CHUYÊN NGÀNH
- 59. TỪ VƯNG TIẾNG ANH THƯƠNG MAI





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