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Unit 3

Accommodation



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What type of accommodation do you usually stay in when you go on holiday?

hotels



Catered
accommodation

B&B



home stays /
guest house



+ + +

What type of accommodation do you usually stay in when you go on holiday?

log cabins



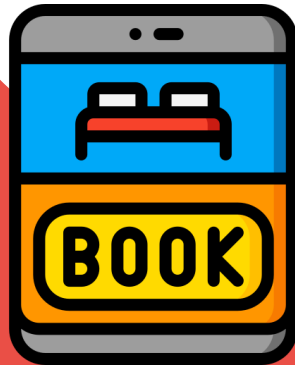
Self-catered accommodation



caravans / camping (tents)

Accommodation in Spain

Where to stay..



Which type of accommodation would you recommend for a traveller to Spain who...

a. ...who want to live in a palace: **Paradores**

Paradores is suites of rooms in once-royal palaces and luxury accommodation, usually located in a converted historic building such as castles, fortresses, monasteries, or hunting lodge.



Which type of accommodation would you recommend for a traveller to Spain who...

b. ...who is a serious mountaineer: **youth hostels**, b&b, country cottage, guest houses, camp sites, refuges



Which type of accommodation would you recommend for a traveller to Spain who...

b. ...who is a serious mountaineer: **youth hostels**, **b&b**, **country cottage**, **guest houses**, **camp sites**, **refuges**



Which type of accommodation would you recommend for a traveller to Spain who...

b. ...who is a serious mountaineer: **youth hostels, b&b, country cottage, guest houses, camp sites, refuges**



Which type of accommodation would you recommend for a traveller to Spain who...

b. ...who is a serious mountaineer: youth hostels, b&b, country cottage, guest houses, camp sites, refuges



Which type of accommodation would you recommend for a traveller to Spain who...

b. ...who is a serious mountaineer: **youth hostels, b&b, country cottage, guest houses, camp sites, refuges**



Which type of accommodation would you recommend for a traveller to Spain who...

c. ...who wants peace and quite in a country side: farms, self-catered houses



Which type of accommodation would you recommend for a traveller to Spain who...

c. ...who wants peace and quite in a country side: **farms,**
self-catered houses



Which type of accommodation would you recommend for a traveller to Spain who...

d. ...who is looking for serious luxury: villas,
luxury accommodation (hotels, castles and fortress)



Which type of accommodation would you recommend for a traveller to Spain who...

d. ...who is looking for serious luxury: **villas**, **luxury accommodation** (**hotels**, **castles** and **fortress**)



Paradores



Which type of accommodation would you recommend for a traveller to Spain who...

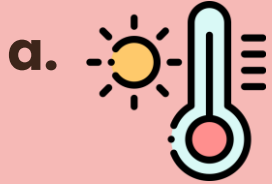
e. ...who wants to have a choice between self-catering or eating in the hotel restaurant: **aparthotel (apartment hotel)**



Hotel Facilities + and Services



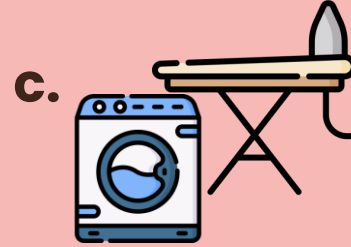
Hotel Facilities and Services



**Air
conditioning**



**High-speed
Wi-Fi access**



**Laundry and
ironing**



**Airport
shuttle**



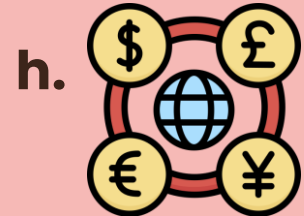
Sattellite TV



**Baby-sitting
service**

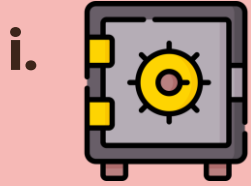


**Pets
admitted**



**Currency
exchange**

Hotel Facilities and Services



**Safe-deposit
box**



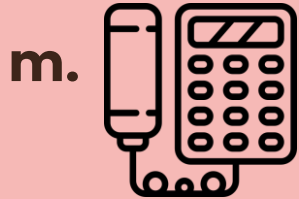
Hairdryer



Sauna



**Fitness
centre**



**Direct line
telephone**



**Wheelchair
access**

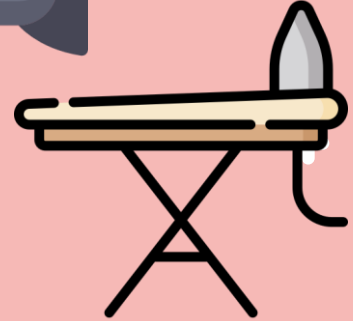
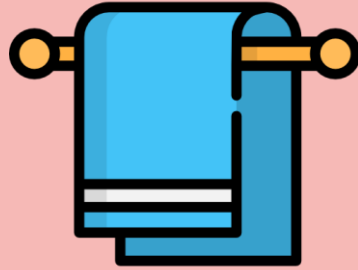
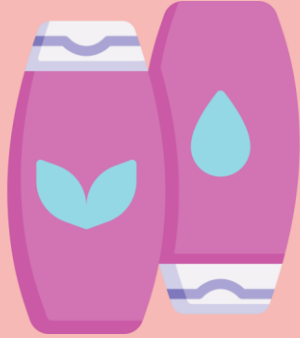


**In-room
minibar**



Restaurant

Hotel Amenities



Hotel Facilities



FREE



Inside hotel room

Outside hotel room





Modal Verbs



Obligations



have to

Do I **have to** make a deposit to be sure of getting a room?

must

By law, Spanish hotels **must** display their prices in every room. (stronger)



Obligations (Cont.)



mustn't (must not)

Employees **must not smoke** in the building.

(It is forbidden.)

don't (do not) have to

You **don't have to book** ahead in low season.

(It is not necessary.)



Obligations (Cont.)



should / shouldn't

Visitors who intend to travel in high season

should book in advance.

Possibility

can

Visitors **can** stay on remote farms or in villas and old houses let for self-catering.



Possibility (Cont.)

can't (cannot)

You **can't** **equate** quality with the number of stars.

(It's impossible.)



may / may not

You **may** **be** able to claim compensation from the operator. (It's not certain but possible.)



Complete the hotel enquires and information



can / may / shouldn't / should / have to / don't have to

1. What time do we**have to**..... check out if we don't want to pay for another day?
2. You**don't have to**..... pay for a complimentary drink at the bar - it's free.
3. We**may**..... have a room free for that day but I'm not sure.



Complete the hotel enquires and information



4. You**shouldn't**..... leave the light on in the room as it wastes electricity.

5. Guests**should**..... ask for their valuables to be kept in the hotel's safe.

6.**Can**..... I check out and pay my bill now?
We're leaving very early tomorrow.

Hotel Grading



HOTEL



How the hotel are graded and what the number of stars actually mean in Europe and Spain?



- In Germany and several other European countries, this is done by a European Hospitality Quality Scheme, so called **HotelStars Union** under the umbrella of HOTREC (trade association for hotels, restaurants and cafés in Europe).



What is different the grading system that hotels in most Europe use VS Spain?



- **HotelStars Union** has a list of criteria relating to 270 possible features and services a hotel can offer.





HOTELSTARS.EU



HOTELSTARS UNION



Austria
Belgium
Czech Republic
Denmark
Estonia
Germany
Greece
Hungary
Latvia
Lithuania
Luxembourg
Malta
Netherlands
Switzerland
Sweden

150 million potential clients
more, than **18.000** classified hotels



HOTELSTARS.EU



HOTEL

ILLÉS HOTEL

SZEGED

HAS OFFICIALLY BEEN CLASSIFIED AS A

THREE STAR

HOTEL

BASED ON THE CRITERIA

ESTABLISHED BY THE HOTELSTARS UNION.

THIS DOCUMENT ENTITLES THE HOTEL TO DISPLAY THE LABEL
FROM 31 MARCH, 2021 TO 30 MARCH, 2024.

BUDAPEST, 31 MARCH, 2021

HHRA
HUNGARIAN
HOTEL & RESTAURANT
ASSOCIATION



What is different the grading system that hotels in most Europe use VS Spain?



One-star rating (tourists) includes:

- 100% of the rooms with shower/WC or bath tub/WC
- Daily room cleaning
- 100% of the rooms with color-TV together with remote control
- Table and chair
- Soap or body wash
- Reception service
- Publicly available telephone for guests
- Extended breakfast
- Beverage offer in the hotel
- Deposit possibility





Wien (Vienna), Austria





What is different the grading system that hotels in most Europe use VS Spain?



Five-star rating (luxury) includes:

- Reception opened 24 hours, multilingual staff
- Doorman-service or valet parking
- Concierge
- Spacious reception hall with several seats and beverage service
- Personalized greeting for each guest with fresh flowers or a present in the room
 - Minibar and food and beverage offer via room service during 24 hours
- Ironing service (return within 1 hour)
- Turndown service in the evening



DEHOGA
GÜLTIG BIS
2012

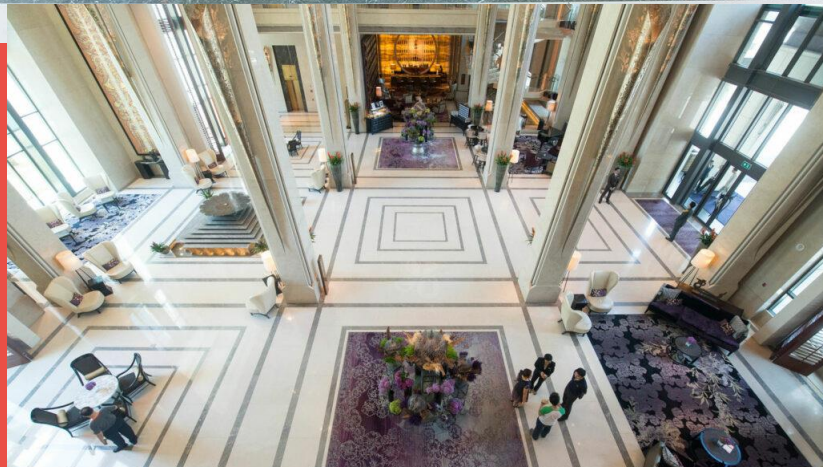
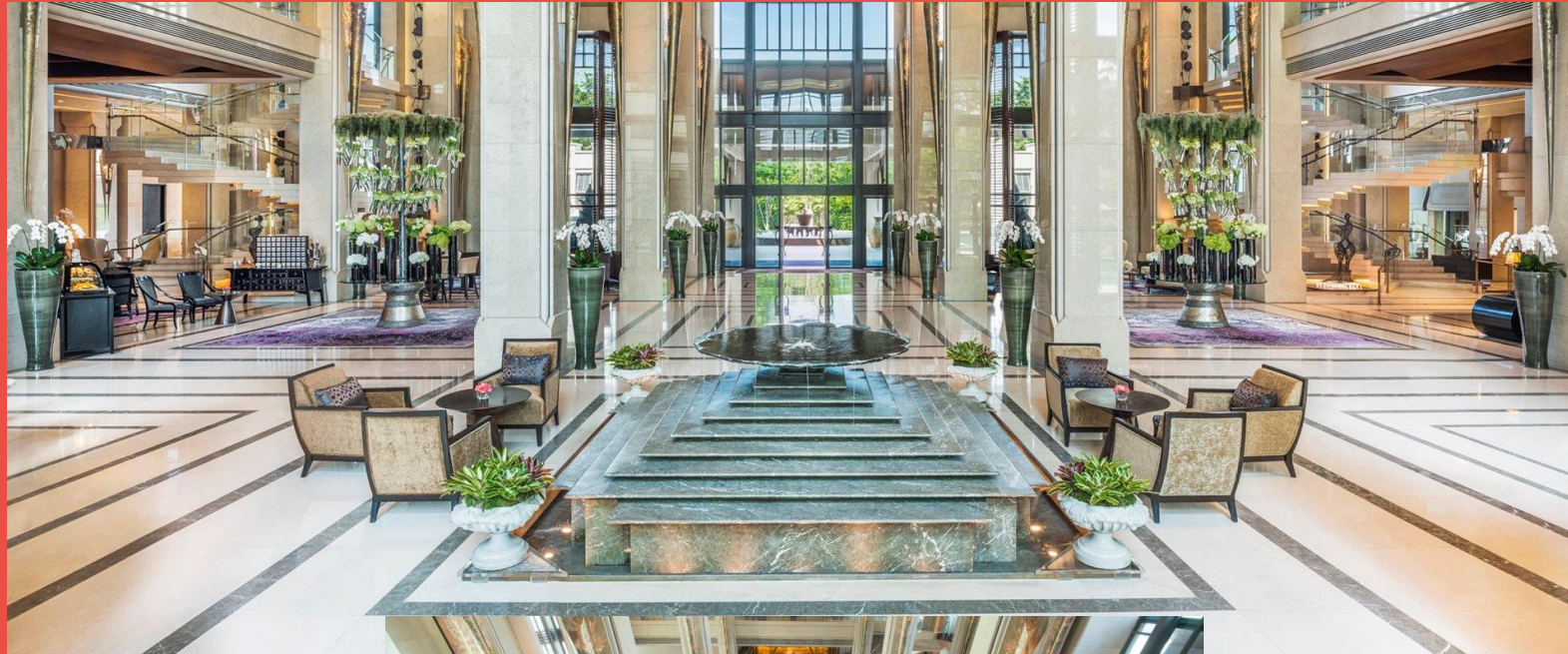
- ★★★★★ Luxus
- ★★★★ First Class
- ★★★ Komfort
- ★★ Standard
- ★ Tourist

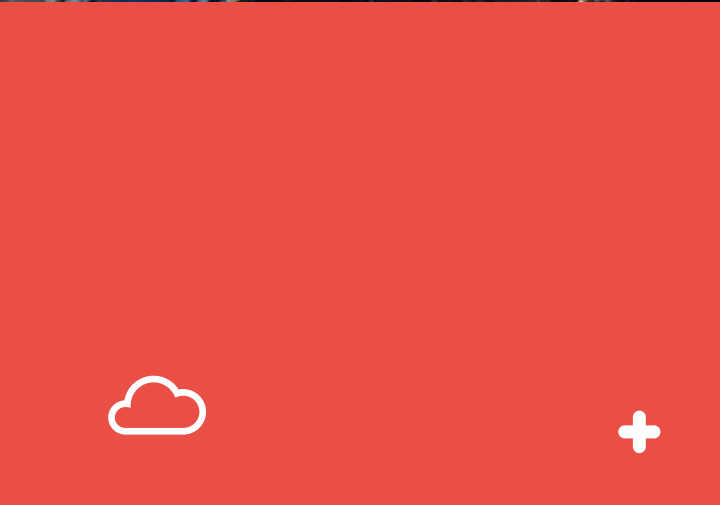
Deutsche Hotelklassifizierung

Kempinski Hotel Berchtesgaden, Bavaria In Germany









Professional Skills



Problems and Solutions

1. **P: defective equipment**

S: I will speak to maintenance.

S: Ok, I will speak to the person in charge.



2. **P: overcharging / unhelpful staff**

(when asking to speak to the manager)

S: ... I can give you his mobile number if you like.



Problems and Solutions

3. P: overbooking

S: Um, perhaps I could try and get you into another of our hotels. Do you want me to do that?



Problems and Solutions

4. P: dirty room

S: Oh, I'm sorry, Mrs Robertson. I do apologise for the inconvenience. Please come down and I'll make sure you get a room that's ready.



5. P: unhelpful staff

S: I'm very sorry, madam. I'll have a word with the staff. I assure it won't happen again. Thank you for bringing the matter to my attention.

Useful expressions for dealing with complaints

Apologising

- I'm sorry about that.
- I do apologise for the inconvenience.
- I hear what you are saying and I know how you feel.

Acting

- I'll look into it right away.
- I'll get back to you when it's been sorted out.
- I'll do everything I possibly can.

Explaining

- I'm afraid there's been a misunderstanding.
- What seems to happen is that...
- At the moment, we're having a problem with...

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THANK YOU



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