**Unit 2 Customer information**

In this unit you will

* give information to customers
* talk about hotel facilities and services
* tell customers where facilities are.

▀ **Starter**

Look at the pictures. What facilities and services does this hotel offer?



▀ **Listening** *Giving information*

1. 🎧 2.1 Listen and tick (✔) the facilities and services that you hear.

1 ☐ airport transfer 5 ☐ car park

2 ☐ fitness centre 6 ☐ car rental desk

3 ☐ hotel restaurant 7 ☐ restaurant recommendation

4 ☐ business centre 8 ☐ Internet access

1. 🎧 2.1 Listen again and complete the sentences.

1 How …………………. from the airport to the Grand Marina?

2 There’s a shuttle bus ………….. the airport direct …………….. the hotel.

3 Where does it ………………….. ?

4 And ……………………… does it take?

5 Great. Um … …………………….. business services?

6 It’s …………………… ground floor, opposite reception.

7 I’d like to ……………… a car for a few days.

8 Just …………… the …………………………… desk, next to reception …

1. Work with a partner. Look at the hotel information. Take turns to ask and answer about these things.

● get from airport? ● hire a car?

● how long? ● fitness centre?

● charge for bus? ● restaurants near hotel?

| **Hotel Nathale**  **FREE AIRPORT TRANSFER** — 50 minutes — shuttle bus direct to hotel — outside Terminal 1, in front of taxi of taxi rank  **Other services**  **CAR RENTAL DESK** — opposite reception  **FITNESS CENTRE** — ground floor, next to swimming pool  **RECOMMENDED RESTAURANTS:** Fargo’s, Italian — opposite hotel / Comptoir, French — Rue des Bains |
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▀ **Language study**

| **！Expressions to learn** |
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| There’s a shuttle bus from … direct to …  The bus stop is just outside the … , opposite the  We offer a free airport transfer to all our guests.  It’s on the ground floor, opposite …  It’s open 24 hours.  We’ll arrange that for you.  Can you recommend a restaurant near the hotel?  I can recommend Gino’s … It’s very good. |

| **！New words to use** |
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| business centre hire shuttle bus  car rental main taxi rank  client on site tourist attraction  direct roof terrace transfer  facilities separate wheelchair access  gift shop service  » Glossary page 102 |

| **！Language check** |
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| ***Is there?/Are there?, There’s/There are, There isn't/ There aren’t***  Remember to use the correct form of be.  Examples  **Is there** a transfer from the airport?  Yes, **there’s** a free bus. / No, **there isn't** a bus to the hotel.  **Are there** ground floor rooms? Yes, **there are.** / No, **there aren’t.**  » Language review page 86  1 Work with a partner. Look at the pictures on pages 6 and 7 again. Take turns to ask and answer about these things.  1 a car rental service 6 business services  2 a swimming pool 7 gift shops  3 lifts 8 ahair salon  4 parking spaces 9 translation services  5 Internet access 10 information about tours    2 Look at the pictures and complete the sentences. Use the correct preposition from the list above. |

▀ **Listening** *Services and facilities*

1. 🎧 2.2 Listen to the hotel presentation and complete the list of services and facilities. Then listen again and check.

▀ near city …………….¹ ▀ …………….⁹ desk

▀ near ……………..² mail ▀ lifts

▀ near ……………………….³ attractions ▀ wheelchair …………….¹⁰

▀ ……………...⁴ front desk ▀ air conditioning

▀ express …………….⁵ ▀ …………………….¹¹ Internet access

▀ airport ……………………⁶ ▀ …….…………….¹² movies

▀ free ……………..⁷ ▀ …………….¹³ tub and shower

▀ business centre ▀ …………….¹⁴ gym and sauna

▀ …………….⁸ exchange

▀ car rental desk

1. Match the items in 1 to these categories.

1 hotel service: ………………………………………………….

2 room facility: ………………………………………………….

3 location: ……………………………………………………….

4 hotel facility: …………………………………………………..

1. Work with a partner. Think of five more services and facilities available in a 5-star hotel.

| **Activity**  You’ve been asked to give a presentation about your hotel to a company interested in using the hotel for its clients.  Think of a hotel that you know, find out information about a hotel on the Internet, or use the information on page 60. Prepare a short presentation (60 words +) to give to the class using these headings.   | Location General facilities Room facilities Services | | --- |   Example  **LOCATION:** The Plaza Hotel is in the city centre near the main shopping streets ang important tourist attractions.  **GENERAL FACILITIES:** There are 140 ensuite rooms with two restaurants and a terrace bar …  **ROOM** **FACILITIES:** All the rooms have air conditioning with minibars, safe deposit boxes, pay-per-view TV …  **SERVICES:** There is a 24-hour business centre and there are gift shops in the the main reception area … |
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