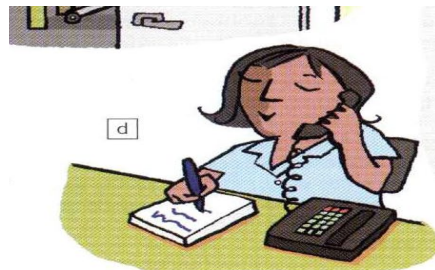
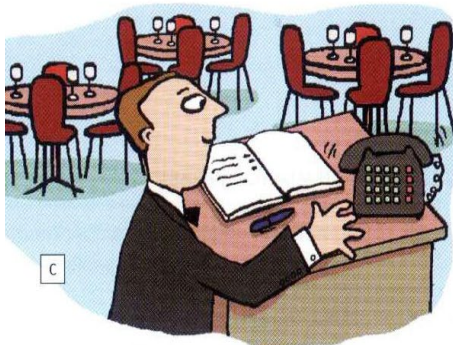


Unit 1

Taking phone calls

Starter



Match the situations with the pictures.

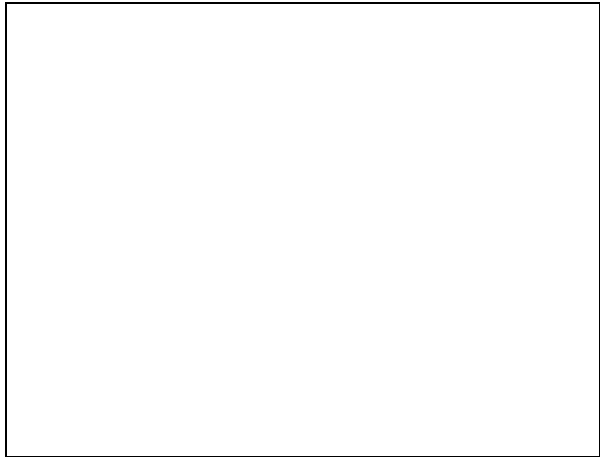
1. put calls through for restaurant bookings

2. take room bookings

3. put calls through to guests

4. deal with manager's calls

5. take messages



Answer the telephone
 Good Morning. Can I help you?
 Ask who is calling?
 Who's calling
 Who's speaking
 Take messages
 Can I take a message?

Expressions to learn
 May Lee Speaking. How can I help you?
 Can I have your name, please?
 I'd like t speak to Mrs Bader.
 One moment, and I'll connect you.
 Who's calling, please?
 You're through now.

Match the phone words with the definitions

hang up	outside line	dial tone	beep
operator	local call	long distance call	directory

1. Book of telephone numbers
2. A call to someone in the same area
3. The noise before you leave a voicemail message
4. You need one to make a call outside the hotel
 From a hotel room phone.
5. A call to another part of the country
6. Put the phone down
7. The noise you need to hear before you enter

a number

8. Person who helps you to make a call

Listening: *Working in front office: Listen and underline the correct alternative*

Conversation 1

Reception: Hotel Grand Marina, Anita speaking. Can I help you?

Caller: I'd like to book a room, please.

Reception: Just a moment. I'll put through to reservations.

Caller: Thanks

Conversation 2

Caller: I'd like to speak to the hotel manager.

Reception: Who's calling, please?

Caller: Robert Cole.

Reception: I'm afraid he's not in his office at the moment. Could I take a message?

Caller: Yes, please. Could you tell him I'm running about 30 minutes late for our meeting?

Reception: OK. I'll give him the message, Mr. Cole.

Conversation 3

Caller: Hello. I'd like to book a table for dinner.

Reception: Certainly. Please hold and I'll connect you to the restaurant.

Caller: Thank you...

Conversation 4

Caller: Can you try room 256, please?

Reception: I'm afraid the line's busy. Can I take a message?

Caller: Yes...er...Can you ask them to call me back on

1. Caller 1 wants to *book a room/speak to a guest*.

2. Caller 2 can't speak to the manager as *the line's busy/ he's not in his office*.

3. Reception takes a message to say *the manager is late/ Mr. Cole is late*.

4. Caller 3 wants to book a *room/ table*.

5. Caller 4 asks for room *256/296*.

6. Reception tells him *there's no answer/the line's busy*.

7. Caller 5 for room 745 leaves *a message on voicemail/says he'll call back*.

8. Caller 6 for Mrs. Perez is told *the phone is ringing/the line's busy*.

New words to use

Answer

Extra

Reserve

Arrange

Hold(a room)

Ring

Book(a room)

Hold(the line)

Call back

Make a note (of)

Car registration

Put(sb) through

Language Study

Can/Could, Would you like to, I'll

- Make questions with Can/Could or Would you like to to offer help. Could is more polite than Can.

Can/Could I take a message?

Would you like to reserve a parking space?

- Also use I'll to offer help.**

I'll arrange an extra bed in your room.

- Also use I'd like to for requests.**

I'd like to speak to the manager, please.

You are a receptionist. Complete these offers of help.

- 1.....leave a message?
- 2.....connect you right away.
- 3.....I try her room for you?
- 4.....tell him you're running late.
- 5.....speak to reservations?
- 6.....I take a message?
- 7.....give her the message?
- 8.....book a table for lunch?

Match the incoming calls with the responses.

Incoming calls

1. book/table for dinner
2. speak/manager
3. leave/message for Ms. Li
4. speak/ Mrs. Barras in 745
5. book/room
6. leave/ voicemail message

Responses

- a. try/his office
- b. connect/ reservations
- c. put through/ her room
- d. connect/ his voicemail
- e. put through/ restaurant
- f. have/name and contact number

Unit 2

Customer Information

Starter

The facilities and services a hotel offers

Business Centre	Car rental	Currency Exchange
Tours	Bar	Concierge
Fitness Centre	Spa	Car park

Giving information

Reception : Good morning, Hotel Grand Marina. Can I help you?

Caller : Oh, hello....We have a reservation for tonight. Um....How do you get from the airport to the Grand Marina?

Reception : There's shuttle bus from the airport direct to the hotel.

Caller : Oh, good. Where does it leave from?

Reception : The bus stop is just outside the arrivals area. Opposite the taxi rank.

Caller : Is there a charge?

Reception : No. We offer a free airport transfer to all our guests.

Caller : And how long does it take?

Reception : About 40 minutes.

Caller : Great. Um...What about business services?
Is there a business centre?

Reception : Yes. It's on the ground floor, opposite reception. It's open 24 hours.

Caller : OK. And I'd like to hire a car for a few days. Can you help with that?

Reception : Yes...just come to the car rental desk, next to reception, when you arrive and we'll
Arrange that for you.

Caller : Just one more thing...I'm meeting a client this evening. Can you recommend
a restaurant near the hotel?

Reception : Mm...I can recommend Gino's in the same street. It's very good international
cuisine.
They have music on the roof terrace above the restaurant, but inside it's quiet.

Caller : Great. Thanks for your help.

2.1 tick the facilities and services that you see in the conversation.

- | | |
|----------------------------------|----------------------|
| 1. airport transfer | 2....fitness centre |
| 3.hotel restaurant | 4....business centre |
| 5. Car park | 6....car rental desk |
| 7.restaurant recommendation | 8....Internet access |

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?
.....a business centre?
6. It's.....ground floor, opposite reception.
7. I'd like toa car for a few day.
8. Just.....the.....desk, next to reception.

Expressions to learn

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.....
We'll arrange that for you.
Can you recommend a restaurant near the hotel?
I can recommend..... It's very good.

New words to use

Business centre	hire	shuttle bus
Car rental	main	taxi rank
Client	on site	tourist attraction
Direct	roof terrace	transfer
Facilities	separate	wheelchair

Language study

Is there? / Are there? , There's/There are, There isn't/There aren't

- Use ***Is there? /There's /There isn't*** to ask questions and give information about singular and uncountable nouns.
Is there a business centre at the hotel? (question)
There's a free shuttle bus to the airport. (positive sentence)
There isn't a swimming pool at the hotel. (negative sentence)
- Use ***Are there?/There are/There aren't*** to ask questions and give information about plural nouns.

Are there free parking spaces? (question)

There are ground floor bedrooms (positive sentence)

There aren't air-conditioned rooms (negative sentence)

Work with a partner. Take turns to ask and answer about these things.

- | | |
|-------------------------|------------------------------|
| 1. a car rental service | 2. A swimming pool |
| 3. lifts | 4. Parking spaces |
| 5. internet access | 6. Business services |
| 7. gift shops | 8. A hair salon |
| 9. translation services | 10. Information about tours. |

2.2 Services and facilities

The Sofia is a 5-star hotel located very near the city centre, the indoor shopping mall and the city's main tourist attractions. We have a 24-hour front desk with express checkout, airport shuttle services and free parking on site. There's a business centre and currency exchange, and a car rental and tour desk in reception. There are lifts and wheelchair access to all floors. The 60 rooms all have air conditioning, high-speed Internet access and pay-per-view movies on TV. Bathrooms have a separate bath tub and shower. There's an exercise gym and sauna on the first floor.

2.2 complete the list of services and facilities from the hotel presentation above.

- Near city.....1
- Near.....2 mall
-3 front desk
- Express.....4
- Free.....5
-6 exchange
-7 desk
- Wheelchair.....8
-9 Internet access
-10 tub and shower

Match the items above to these categories.

- 1. Hotel service:.....
- 2. Room facility:.....
- 3. Location:.....
- 4. Hotel facility:.....

Prepositions of location

Next to.....

In front of.....

Behind..... Opposite.....

At the top of.....

At the bottom of.....

At the end of..... Outside.....

Inside.....

Under..... Above..... Between.....

Activity

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 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