



ENGLISH FOR HOUSEKEEPING



*“Good attitude will open doors of your success
and your English will open windows to see the
world”*

BSA College



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HOUSEKEEPING



Learning Objectives:

1. Be able to communicate using basic terms for housekeeping.
2. Be able to differentiate parts in house, garden, and swimming pool.

HOUSEKEEPING CONVERSATION

1. ROOM CLEANING (GUEST ACCEPTS)

(Knock on the door once and say “housekeeping please”, if no answer from guest, you knock on the door again, open the door slowly then say “housekeeping please”. If the guest doesn’t hear you, then knock on the door again and speak louder “housekeeping please”. Then the guest comes and you ask whether the room can be cleaned or not).

Room Boy : Good morning. Housekeeping please.

Guest : Yes, come in please.

Room Boy : Could I clean your room now, madam?

Guest : Yes sure.

Room Boy : In order to avoid contamination, if you don’t mind, could you please wait outside while I am cleaning your room, madam? I

Guest : Where can I wait?

Room Boy : You may wait in the balcony, if you like.

Guest : Alright.

Room Boy : Thank you madam.

2. ROOM CLEANING (GUEST REFUSES)

(Knock on the door once and say “housekeeping please”, if no answer from guest, you knock on the door again, open the door slowly then say “housekeeping please”. If the guest doesn’t hear you, then knock on the door again and speak louder “housekeeping please”. Then the guest comes and you ask whether the room can be cleaned or not).

Room Boy : Good morning. Housekeeping please.

Guest : Yes, come in please.

Room Boy : Could I clean your room now, madam?

Guest : Could you do it bit later? Let say after an hour? My son is still sleeping. I don’t want to wake him up right now.

Room Boy : Sure, as you like, madam. Please kindly put the DND (Do Not Disturb) sign on the door.
Guest : That's fine. I will put it right now. Thanks.
Room Boy : My pleasure, madam. Have a lovely day.

3. HOUSEKEEPING CONVERSATION – COLLECTING LAUNDRY

(Knock the door 3 times)

Linen Valet : Good morning. Is anyone in?
Guest : Good morning.
Linen Valet : Excuse me sir, may I collect your laundry today?
Guest : Yes sure.
Linen Valet : Please don't let me interrupt your work.
Guest : Don't worry. Please let me help yourself to the bathroom and the laundry.
Linen Valet : Sure sir. How are you doing sir?
Guest : I am well. Thanks. May I know what liquid detergent do you use for your top loading washing machine?
Linen Valet : We usually use locally made detergent soap. In my experience, it's as effective as any of expensive brands but this way we support the local brands and business.
Guest : Do you also starch and iron fabrics yourself?
Linen Valet : Of course, sir. We want to offer the best service to our customers. That's why we do all on our own.
Guest : Nice to know. When will it be finished?
Linen Valet : Your laundry will be finished tomorrow after 9 am. I will gladly place it in your room for your convenience.

4. HOUSEKEEPING CONVERSATION – OFFERING HELP

In lobby, a guest looks full of tension.

- Public Area : Excuse me sir, you look a little tensed. May I help you somehow?
- Guest : Oh well...yeah. Actually I am waiting for my friend here but I can't reach him on the phone.
- Public Area : Oh I see. Is he a guest here? I could call him on the room telephone if you want.
- Guest : That would be great. Thank you. He sometimes just loves to sleep long.
- Public Area : No problem at all, sir. May I ask for his room number please?
- Guest : Certainly. That's 302.
- Public Area : Thank you very much, I will call him immediately. Could you just give your name so I can tell him who is waiting for him.
- Guest : Sure. It's John Dewey.
- Public Area : Perfect. Just a short moment please. I will call him immediately over there at the reception.

BASIC TERMS FOR HOUSEKEEPING

| | |
|------------------------|-----------------------------------------------------------------------------------------------------------------|
| Sweeping | : Menyapu lantai |
| Mopping | : Mengepel lantai |
| Buffing | : Mengkilatkan lantai yang terbuat dari marmer, granit dan kayu |
| Crystallization | : Mengkilatkan lantai yang terbuat dari marbel/granit dengan mengangkat lapisannya terlebih dahulu (stripping). |
| Brushing | : Proses pencucian lantai yang terbuat dari keramik, ubin, teraso dan vinyl |
| Shampooing | : Proses pencucian karpet ataupun sofa |
| Spotting | : Membersihkan kotoran yang tidak merata |
| Dusting | : Melakukan pembersihan debu dari semua permukaan |
| Washing | : Proses pencucian semua permukaan |
| Stripping | : Melakukan pembersihan atau mengangkat kotoran dari semua permukaan lantai |
| Vacuuming | : Proses pembersihan dengan menggunakan mesin vakum |
| Coating | : Proses pengkilatan lantai yang terbuat dari Vinyl dan parquet |

HOUSEKEEPING ROUTINE WORDS

| | |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Abrasive | : Is the act of rubbing or grinding down. |
| Agitating | : Is the process of moving an item with a forceful action process. |
| Blotting | : Is the process of drying or soaking up a liquid spill using an absorbent material (ie. clean rag) |
| Buffing | : Is the process of polishing a surface. |
| Bonneting | : Is the process of carpet surface cleaning, using a cloth pad and rotary machine. This process is discontinued on the Holland America Line ships |
| Cleaning | : Is the act of freeing an item from dirt or contaminating matter. It is the action of making an item unsoiled. |
| Color-fast | : Having color that will not run or fade. For carpets or fibers, (ie. solution-dyed nylon) |
| Contaminating | : Is the act of polluting (making foul or dirty) or infecting. |
| Consuming | : Is the act of usage of an item or a product (i.e. chemicals) |
| Conserving | : Is the act of respecting and protecting the general environment, and elements of the area that you work in. |
| Delivering | : Is the process of assisting and putting an item or a service in the possession of another person, usually for the purpose of consumption. |
| Disinfecting | : Is the act of killing germs (micro organisms or microbes that can cause disease) and bacteria (single-celled bodies that live by relying on others and cause disease) A disinfectant chemical should stay on the surface for a minimum of six minutes to kill most of the germs and bacteria. |
| Drying | : Is the act of extracting moisture from an item. Commonly used in laundry with flatwork ironers and dryers. |
| Dusting | : Is the act of removing small dust airborne particles from an item or surface. Dusting is done to create a cleaner environment. |
| Ergonomics | : Is the science of proper body movements and functions, to avoid injury. (i.e. do not pull a cart, rather, push a cart) (i.e. bend your knees when lifting a heavy item...) |
| Carpet Extracting: | Is the process of deep cleaning the fibers of carpet via the |

extraction/suction method. This process requires a carpet extractor machine.

Laundry Extracting: As related to Laundry, it is the act of drawing out water from linen in a spin cycle of a washer machine.

Feeding :As related to laundry, it is the act of feeding damp sheets, table linen and napery through the feeding side of the flatwork ironer.

Finishing :Is the final step in the process of a production effort.

Folding : As related to laundry, it is the final production act whereby the sheets, table linen and napery are usually bent in the middle causing them to double in thickness for the purpose of space conservation and storing.

Mopping : Is the action or process of moving a clean absorbent material (rayon or cotton depending on actual task) on a floor to either apply or pick up liquids. This includes a mop head attached to a handle in order to clean, prepare, wax or pickup.

Organizing : Is the act of assembling or making ready an item for use or action.

Removing : Is the process of eliminating or physically relocating an item.

Rinsing : Is usually the middle act of flushing a surface to remove chemical, and to neutralize a surface or item in preparation for the application of the final process. (i.e. rinsing chemicals out of a laundry wash cycle or rinsing a floor after stripping

Sanitizing : Is the process of freeing any item from possible health effects. It is the final act after washing and rinsing. (100 ppm bleach)

Scrubbing : Is the act of cleaning, using an abrasive action.

Sealing : Is the process of adding a protective coating to shield a surface.

Separating : Is the act of setting apart items from others

Shining : Is the action of polishing to a high gloss appearance.

Soiling : Is the act of making an item unclean.

Sorting : Is the act of organizing and separating items/ assignments into categories or classifications.

Surfactant : Is a surface-active agent needed to break down dirt. (ie. detergent is a surface-active agent)

Storing : Is the process of placing items in a designated location. We store chemicals separate from supplies and equipment, in order to maintain a safe environment.

| | |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stripping | : Is the first action in the process of removing a wax-like build up or protective material from a surface. This step is usually done to prepare a surface for re-sealing. |
| Sweeping | : Is the process of passing a broom over an area to collect debris/ dirt. |
| Vacuuming | : Is the process of passing an electric sweeper machine at has the suction power to pickup and collect dirt for disposal. |
| Washing | : Is usually the first process in attempting to break down dirt. It usually is accompanied bychemical to assist with the surfactant process. (Diagram below) |
| Wiping | : Is the process of rubbing with cloth or paper, in order to clean or dry, by using a 5overlapping method. |

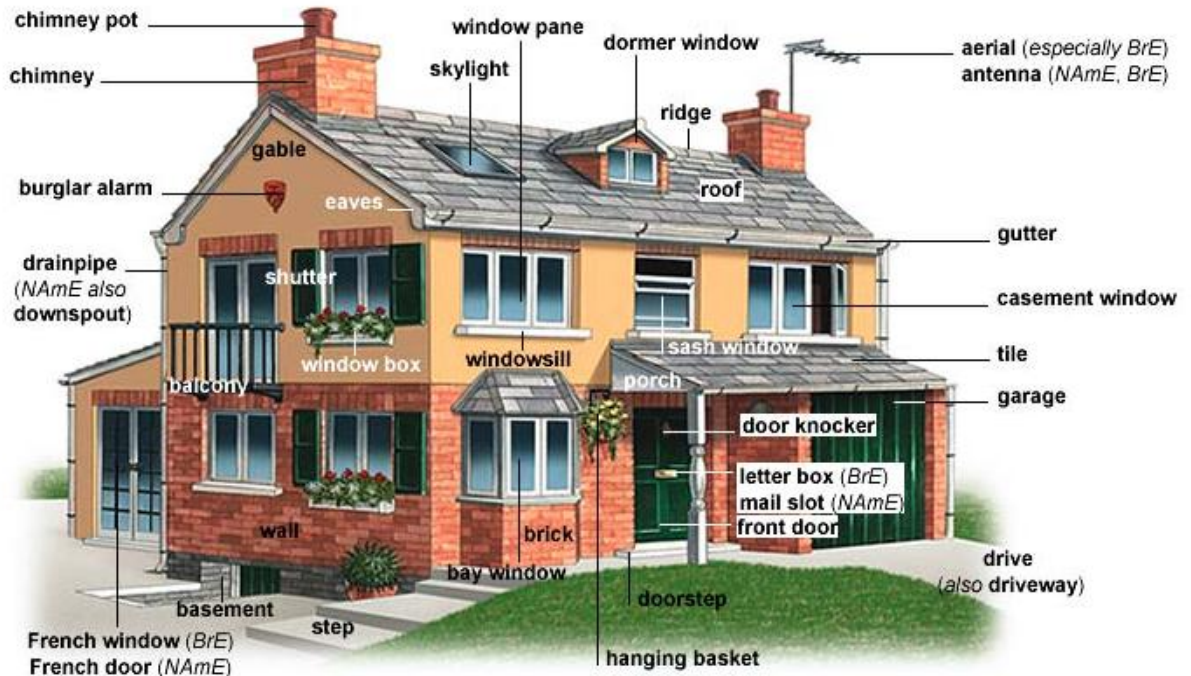
DESCRIBING WORDS FOR HOUSEKEEPING

| Word | Meaning | Example Sentence |
|-------------------------|-----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| allergic | when a person must stay away from a certain food or cleaning product because it can cause them to get very sick | Our daughter is allergic to that laundry detergent. |
| clean | remove dirt and stains | When the kitchen is clean I will start on the laundry. |
| clogged, plugged | when something is blocking the hole of a tube or pipe | The kitchen drain is clogged with potato skins. |
| damp | a little bit wet | I hung up your suit, but it is still a little damp . |
| dirty | opposite of clean | The floors are dirty because the kids walked through with their boots on. |
| dusty | when furniture and surfaces are covered with a small layer of matter | The office furniture upstairs is very dusty . |
| filthy | very dirty | The bathroom is filthy because we went away for the weekend and left the kids at home. |

| | | |
|--------------------------------------------------------|--------------------------------------------------------|---------------------------------------------------------------------------|
| messy | out of order, opposite of neat and tidy | The children's rooms are messy , but it's their job to clean them. |
| neat, tidy (often expressed as "neat and tidy") | in good order, opposite of messy | Thank you for leaving the house so neat and tidy . |
| slippery | surface that is wet or polished and is easy to fall on | I just mopped, so the floors are a bit slippery . |
| soapy | covered with lots of soap bubbles | Can you rinse the dishes again? They are still soapy . |
| wet | filled or covered with water, opposite of dry | I put the dryer on twice but the clothes are still wet . |
| environmentally friendly | good for the world, doesn't contain strong chemicals | We only use cleaning products that are environmentally friendly. |

HOUSE

1. Parts of House



2. Rooms in House

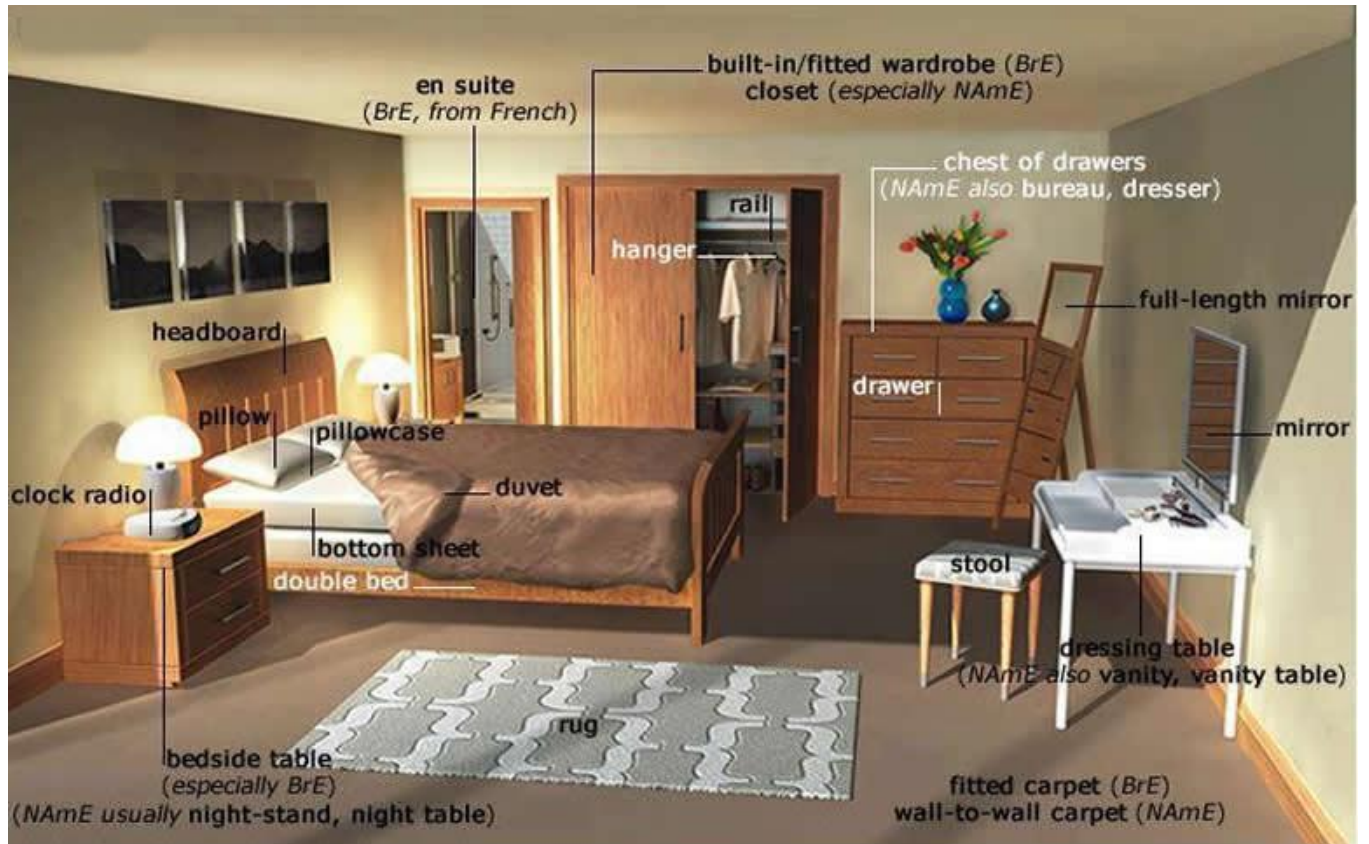


| Word | Meaning |
|---------------------------------|-----------------------------------------------------------------------------------------------------|
| attic | storage room at the very top of the house |
| basement | the lowest level of the house |
| bathroom, washroom | the room for bathing and using the toilet |
| bedroom | the room where people sleep |
| dining room | room with a table and chairs for eating; in some houses this room is only used on special occasions |
| hallway | long narrow area that joins one room to another |
| kitchen | place for preparing food; sometimes has a table and chairs for eating informal meals |
| living room; family room | place where family spends leisure time; often has a TV, also used for entertaining |
| lobby | area in the front entrance for hanging coats and placing shoes |

| | |
|-----------------------|------------------------------------------------------------------------------------------------|
| master bedroom | the largest bedroom in the house; used by parents |
| nursery | room for baby or young child |
| pantry | room off the kitchen for keeping dry foods and storage items |
| patio | outdoor area in front or backyard; usually sits slightly off the ground; often made of wood |
| playroom | room filled with toys; books and games; indoor area for kids to play |
| rec room | often in basement; extra room for watching TV and playing games such as billiards or ping pong |
| sunroom | enclosed room with large windows; often used for relaxation, visiting, or reading |

FURNITURE AND DECOR

1. THINGS IN BEDROOM



2. THINGS IN BATHROOM



3. AMENITIES



bath toys



brush



comb



cotton balls



curling iron



dental floss



electric razor



first aid kit



hair dryer



lotion



mouthwash



Q-tip



razor



scale



shampoo



shaving cream



shower



sink



soap



tissue



toilet



toilet paper



toothbrush



toothpaste



towel

4. VOCABULARIES ABOUT FURNITURE AND DÉCOR

| Word | Meaning |
|--------------------------------|------------------------------------------------------------------------------------------------|
| bed | long frame with a mattress on top for sleeping; has blankets and pillows for comfort |
| bookshelf, bookcase | tall wooden piece used for holding books |
| chair | various types of furniture used for sitting on |
| change table | surface found in the nursery, used for changing a baby's diaper |
| couch/sofa | long comfortable piece for sitting on; found in common rooms |
| counter | surface in the kitchen; used for preparing food and holding small appliances |
| cupboards | storage area with doors; used for holding food, dishes, cleaning supplies, etc. |
| desk | piece used for doing work and holding papers, books, writing tools; usually found in an office |

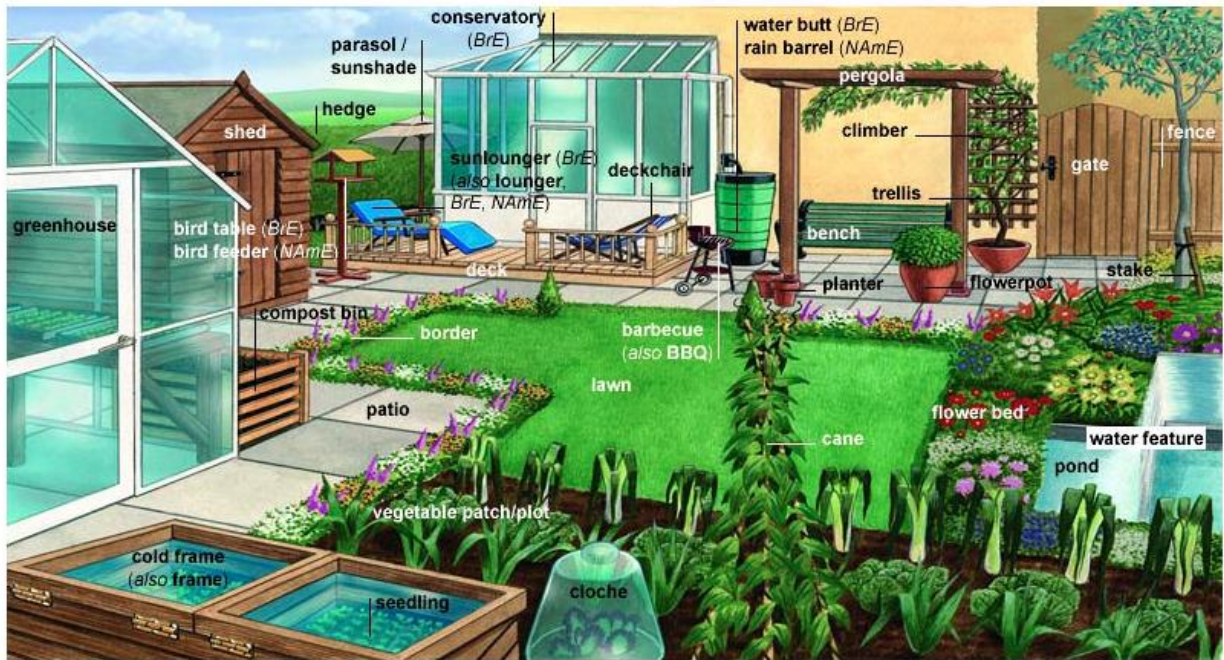
| | |
|-----------------------------|---------------------------------------------------------------------------------------------|
| dresser, bureau | piece of furniture for holding folded clothing |
| entertainment centre | piece of furniture for holding television, stereo, and other electronic devices |
| fireplace | square opening on a wall to hold a fire and warm up the home; may be electric, gas, or wood |
| mirrors | special glass placed on a wall or counter, used for viewing one's self |
| pictures, paintings | decorations hung on walls or placed on surfaces; often framed |
| shelves | long surfaces for organizing and storing household items |
| tub, bathtub | found in bathrooms, a large area where you lie down and wash your body |
| window sills, ledges | long shelf-like surface beneath a window |

5. HOUSEHOLD APPLIANCES

| Word | Meaning |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| dishwasher | electric appliance that washes dishes; can be "built-in" (under a sink) or "portable" (moved and attached to the sink when in use) |
| dryer | electric appliance used to dry laundry |
| fridge | electric appliance used for keeping food cold |
| freezer | electric appliance used for keeping food frozen (very cold) |
| garbage disposal | located inside a drain; chops up bits of food into small pieces to fit down the pipes |
| microwave | electric appliance for cooking food quickly |
| oven | electric appliance for baking and heating food |
| stove, range | elements on top of an oven for heating, frying, and boiling food |
| washing machine | electric appliance for cleaning laundry |

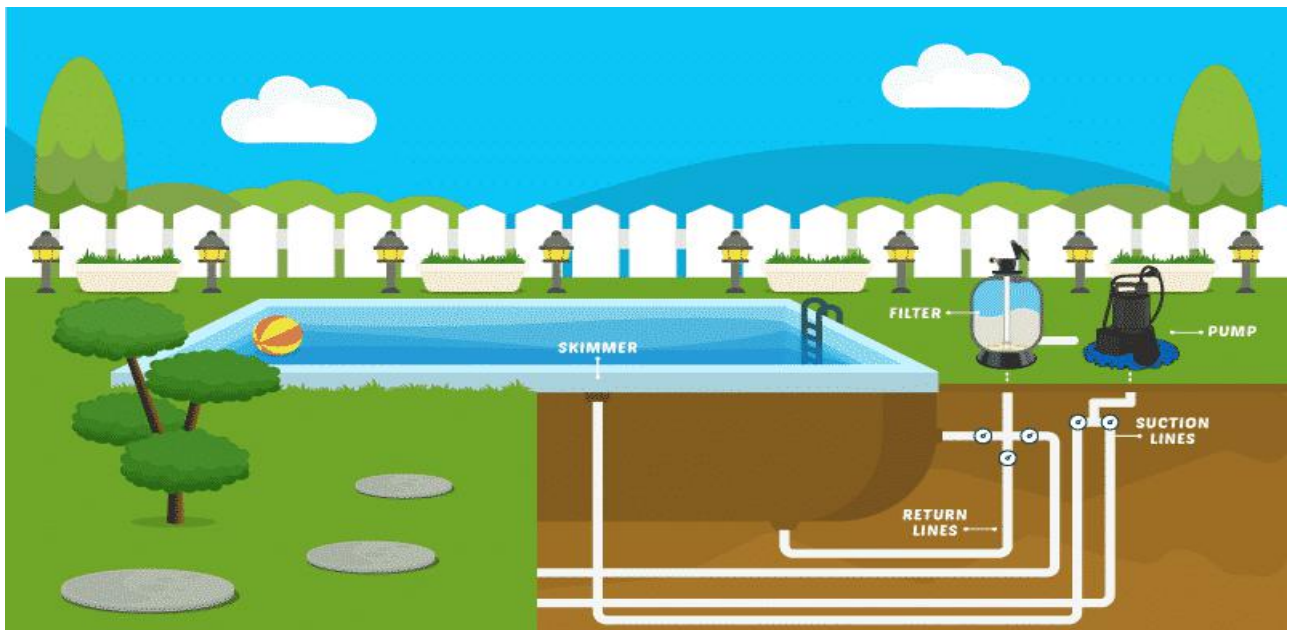
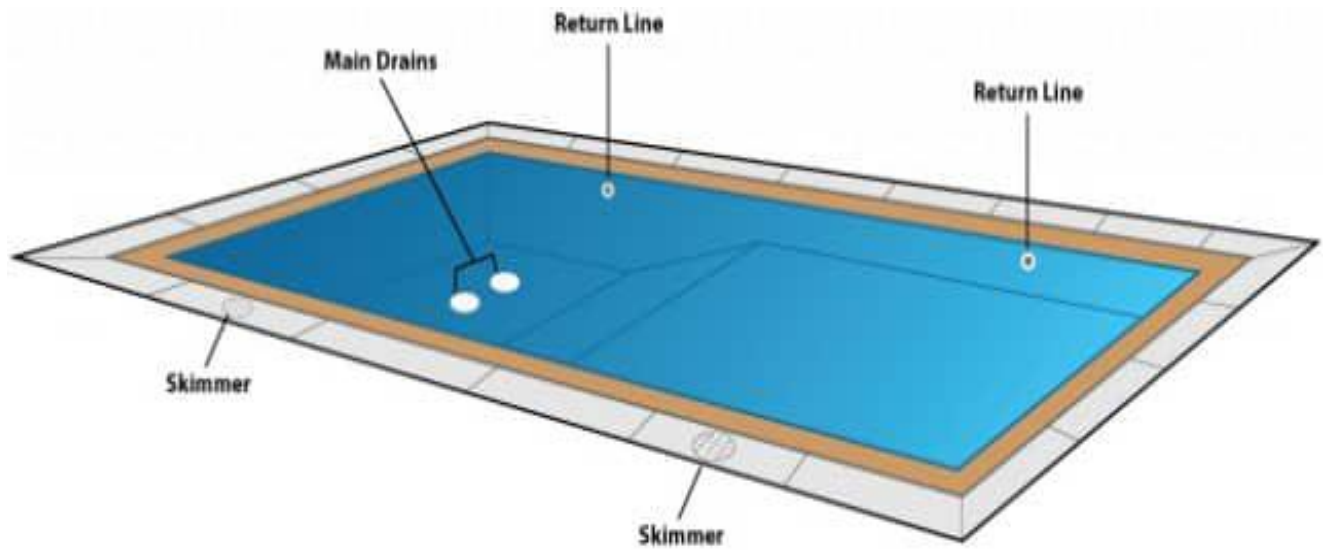
GARDEN

1. Vocabularies about Garden



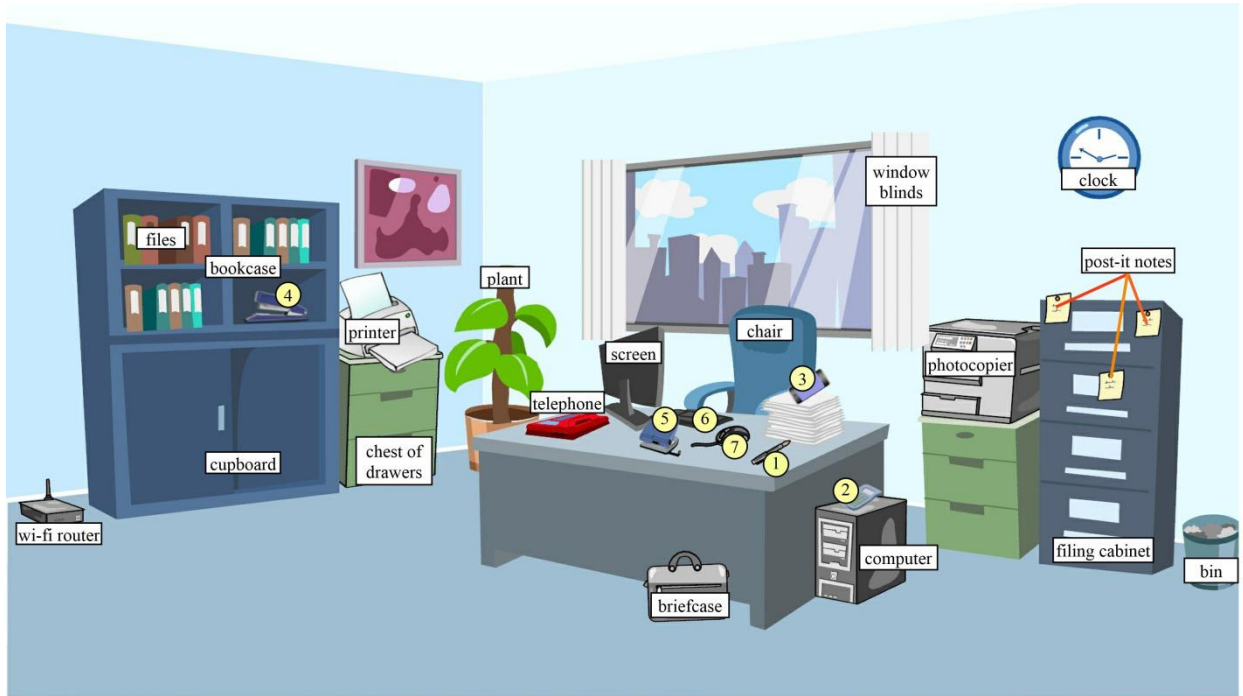
SWIMMING POOL

1. PARTS OF SWIMMING POOL



OFFICE

1. VOCABULARIES ABOUT OFFICE



CLEANING SUPPLIES

1. Cleaning Supplies in Room



2. Descriptions

| Word | Meaning |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| baking soda | white powder used for cleaning and removing odours |
| bleach | liquid added in small amounts to water; has strong chemicals that remove stains on white clothing; also used to clean bathrooms |
| broom | brush with a long handle on it for sweeping floors |
| carpet cleaner | foam or liquid soap used on rugs and carpets |
| deodorizer | product that removes bad smells from a room; often scented |
| dishwashing detergent | liquid or powder soap that goes into a dishwasher |
| dust pan | flat container used for collecting dirt and dust swept up with a broom |
| duster | a cleaning tool with a handle and feathers (or a soft cloth) used for wiping dust off surfaces |

| | |
|-----------------------------|---------------------------------------------------------------------------------------------------|
| garbage or trash bag | large, heavy bag for collecting the household garbage |
| garbage or trash bin | container with a lid that holds large garbage bags |
| gloves | coverings for the hands, with separate holes for the fingers |
| hose | a long tube that fills with water; often kept outside and used for outdoor cleaning |
| laundry detergent | powder or liquid soap used for cleaning clothes and linen |
| mop | long stick with a sponge at the bottom that is soaked in water and soap; used for cleaning floors |
| recycling bin | a container that holds paper, tins, glass, and other garbage that can be reused |
| scouring pads | tough cleaning pads used for scrubbing pots, pans, and ovens |
| scrub brush | a brush with a handle on it; often used for cleaning toilets |
| sponge | a soft cleaning product that absorbs water and is used for washing surfaces |

| | |
|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| stain remover | laundry product used specifically on spots that regular laundry detergent cannot clean (stains include red wine or blood) |
| vacuum cleaner | a machine that sucks up dust and dirt on the floor as you push it around |
| vinegar | a clear sour tasting liquid mixed with water and used for cleaning; environmentally friendly alternative to store bought cleaners |

3. CLEANING SUPPLIES IN SWIMMING POOL



4. CLEANING SUPPLIES IN THE GARDEN

| | | | |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
|  |  |  |  |
| Flowers | Axe | Rake | Boots |
|  |  |  |  |
| Garden hose | Garden gloves | Wheelbarrow | Watering can |
|  |  |  |  |
| Fertilizer | Lawn mower | Saw | Fence |
|  |  |  |  |
| Flower pot | Bench | Shovel | Hoe |

LINEN AND LAUNDRY

1. LINEN AND LAUNDRY

| Word | Meaning |
|-------------------------------------|-------------------------------------------------------------------------|
| bath towel | large towel used for drying the body after a shower or bath |
| face cloth or wash cloth | small, square shaped towel or cloth used for washing the face and hands |
| fitted sheet | sheet with elastic that goes on top of the mattress and stays in place |
| fold <i>verb</i> | make articles of clothing small and neat for storage |
| hand towel | a towel hung in the bathroom; used for drying hands |
| hanger <i>noun</i> | a wire or plastic hook used for hanging clothes in a closet |
| iron <i>noun and verb</i> | an electric appliance used for making clothes flat; to remove wrinkles |

| | |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| king size | the largest size bed or bed covering |
| laundry <i>noun</i> <i>do the laundry</i> | the washing of clothing |
| pillow case | a covering similar to a sheet that protects the head cushion |
| queen size | large size bed and bed covering (smaller than king, larger than double) |
| sheet <i>noun</i> | a light cover on the bed |
| single | smallest bed or bed covering size; made for one person |
| stain <i>noun</i> | a spot that is difficult to clean |
| top sheet | the sheet that goes on top of the fitted sheet and under a heavier blanket |
| twin size | bed or bed covering size that is larger than a single and smaller than a double; used for one person |

FRONT OFFICE



Learning Objectives:

1. Be able to handle guest's reservation.
2. Be able to handle guests check-in and check-out.
3. Be able to handle guests' special need.
4. Be able to handle lost and found.
5. Be able to handle problem/complaint.

FRONT OFFICE CONVERSATION

1. WALK IN GUEST

Receptionist : Good morning, welcome to Edotel Hotel Denpasar, How may I assist you?

Guest : Good morning, I would like to check in.

Receptionist : Do you have any reservation before, Madam?

Guest : No, I don't have.

Receptionist : May I know what type of room do you want to get, and how many night do you want to stay with us, Madam?

Guest : I want to reserve one suite room for 5 nights, it's from 9th November until 14th November 2015.

Receptionist : Alright Madam, may I know how many person that will stay with us madam?

Guest : For 1 person. I just holiday alone.

Receptionist : Would you like to wait a moment, madam? I would like to check the room availability on that period.

Guest : Yes, please

(Reception staff check the room availability on the room rack)

Receptionist : Thank you for your waiting Madam, you're very lucky. One suite room still available on that period. May I explain to you about the room and hotel facilities, Madam?

Guest : Yes, please

(Receptionist block the room rack)

Receptionist : Well Miss Bianca, the room facilities in our hotel such as private balcony, living room, kitchenette, telephone, television with local and international channel, refrigerator with mini bar, wardrobe, safety deposit box, air conditioner. Bath room complete with shower, bath tub and wash basin complete with hot and cold running water. And the hotel facilities such as restaurant and bar, coffee shop, meeting room, tailor, laundry, saloon and beauty, sport area and parking area. The room rate is Rp.450.000,- nett/night, include to

daily breakfast for two pax. Well Madam, would you like to take this room?

Guest : Yes, I take this room.

Receptionist : Alright Madam, may I borrow your passport, please? I would like to copy your passport.

Guest : Here you are.

Receptionist : Thank you Madam, please kindly fill this registration card, and this is your pen.

Guest : Ok, Thank you.

(While Guest fills her own data, reception fills the guest card and breakfast coupon and bellboy offer welcome drink to the guest)

Bellboy : Excuse me Madam, this is your welcome drink. Please enjoy your welcome drink madam .

Guest : Oh .. thanks.

Guest : I've finished filling the registration card.

Receptionist : Thank you, this is your passport. May I check your registration card, please?

Guest : Yes, of course.

Receptionist : Would you like to sign over here please?

Guest : Ok." (sign the registration card)

Receptionist : Well Miss. Bianca, may I know how do you will settle your account?"

Guest : Is it possible if I settle with AMEX credit card?

Receptionist : Of course Miss. Bianca. We accept AMEX as well.

Guest : Oh perfect.

Receptionist : Well. Miss Bianca, according to our hotel regulation, would you like to keep some deposit to guarantee your room, please? You could keep deposit by cash or credit card.

Guest : Alright ... how much for the deposit?

Receptionist : For the deposit we need 100% from your room rate per night. It is IDR. 450.000. Is is fine for you Miss. Bianca?

Guest : Alright ... this is my credit card.

Receptionist : Thank you Miss. Bianca, please enter your pin here.

Guest : Sure ...

Receptionist : Thank you Miss. Bianca, this is your credit card and your slip credit card. Please kindly double check your deposit.

Guest : Yes, that's alright.

Receptionist : Well, Miss. Bianca, may I repeat your guest card?

Guest : Yes, please.

Receptionist : This is your guest card Miss. Bianca, your room number is Jempiring 1, the room rate is Rp. 450.000,00 nett included breakfast and you stay with us from 9th November - until 14th November 2015, is that correct, Miss Bianca?

Guest : Yes, that's correct.

Receptionist : Sure... Please keep this card during you stay in this hotel Miss. Bianca.

Well Miss. Bianca Our hotel have some information such as, at the F.O cashier, we have safety deposit box, if you have valuable things please, you keep in there. Because in our hotel not responsibility for the lost valuable thing.

(show the room key)

Receptionist :This is your room key, if you would to like going to outside hotel, please keep your room key in the receptionist desk. Because if you lost your room key our hotel will be charge you Rp 100.000/key.

(Show the breakfast coupon)

Receptionist : This is you breakfast coupon. If you would like to have a breakfast, please come to Bogasari restaurant. It's open from 06.30 A.M until 11.00 A.M, and don't forget to show your breakfast coupon to the restaurant cashier. And if you have some email and facsimile, please come to the receptionist desk. We will pleasure to help you to send or print it.

We have Saturday night party as well Miss. Bianca. The event will be start on 6 PM – 10 PM at hotel ballroom. If your interest to join with us, kindly please grab your ticket only IDR. 50.000 at front desk or Front Office Cashier. We arrange transport and tour also Miss. Bianca. If you want to arrange it please check the price and tour destination in the brochure.

And for the last information, our standard check out time is 12.00 o'clock. If you want to have a late check out, we will charge 50% from 1 night room rate. Well, Miss. Bianca is that all clear for you?"

Guest : Yes...I got them all.

Receptionist : Alright Miss. Bianca, wait a moment please. I'll call the bell boy to escort you to the room.

(Calling the bell boy) bell boy please!

Bell boy : Yes, I am.

Receptionist : Well Miss. Bianca, this is Miss Leony. She will escort you to the room. Miss. Leony, please you escort Miss. Bianca to the room Jempiring 1.

Bellboy : Good morning Miss. Bianca. May I borrow your room key and guest card please?

Guest : Here you are...

Receptionist : Well Miss. Bianca, if you need any further assistance, don't be hesitate to call us by dial number 0 from your phone in the room or come directly to the reception desk. Thank you so much for choosing our hotel, I hope you enjoy your stay with us and have a nice day.

Guest : Thank you so much for your kindness service.

Receptionist : You're welcome. It's our pleasure.

Bellboy : Well Miss. Bianca, I would like to escort you to your room. Please follow me going to your room.

Guest : Yes.

(Bellboy escort the Guest to her room)

2. MAKING RESERVATIONS

Receptionist : Good morning. Welcome to The Grand Woodward Hotel.

Guest : Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any vacancies?

Receptionist : Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

Guest : The 24th.

Receptionist : How long will you be staying?

Guest : I'll be staying for two nights.

Receptionist : How many people is the reservation for?

Guest : There will be two of us.

Receptionist : And would you like a room with twin beds or a double bed?

Guest : A double bed, please.
Receptionist : Great. And would you prefer to have a room with a view of the ocean?
Guest : If that type of room is available, I would love to have an ocean view. What's the rate for the room?
Receptionist : Your room is five hundred and ninety dollars per night. Now what name will the reservation be listed under?
Guest : Charles Hannighan.
Receptionist : Could you spell your last name for me, please?
Guest : Sure. H-A-N-N-I-G-H-A-N
Receptionist : And is there a phone number where you can be contacted?
Guest : Yes, my cell phone number is 555-26386.
Receptionist : Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?
Guest : Visa. The number is 987654321.
Receptionist : And what is the name of the cardholder?
Guest : Charles H. Hannighan.
Receptionist : Alright, Mr. Hannighan, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.
Guest : Great, thank you so much.
Receptionist : My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day.

3. CHECKING-IN

Receptionist : Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?
Guest : I have a reservation for today. It's under the name of Hannighan.
Receptionist : Can you please spell that for me, sir?
Guest : Sure. H-A-N-N-I-G-H-A-N.
Receptionist : Yes, Mr. Hannighan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?
Guest : Yes, it is.
Receptionist : Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.
Guest : Whoa! Five hundred and ninety dollars a night!

Receptionist : Yes, sir. We are a five star hotel after all.
Guest : Well, fine. I'm here on business anyway, so at least I'm staying on the company's dime. What's included in this cost anyway?
Receptionist : A full Continental buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.
Guest : So what's not included in the price?
Receptionist : Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.
Guest : Hmm. Ok, so what room am I in?
Receptionist : Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.
Guest : Great. Thanks.
Receptionist : Should you have any questions or requests, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.
Guest : Ok, and what time is check-out?
Receptionist : At midday, sir.
Guest : Ok, thanks.
Receptionist : My pleasure, sir. Have a wonderful stay at the Grand Woodward Hotel.

4. CHECK-OUT

Receptionist : Did you enjoy your stay with us?
Guest : Yes, very much so. However, I now need to get to the airport. I have a flight that leaves in about two hours, so what is the quickest way to get there?
Receptionist : We do have a free airport shuttle service.
Guest : That sounds great, but will it get me to the airport on time?
Receptionist : Yes, it should. The next shuttle leaves in 15 minutes, and it takes approximately 25 minutes to get to the airport.
Guest : Fantastic. I'll just wait in the lounge area. Will you please let me

know when it will be leaving?
Receptionist : Of course, sir. Oh, before you go would you be able to settle the mini-bar bill?
Guest : Oh yes certainly. How much will that be?
Receptionist : Let's see. The bill comes to \$37.50. How would you like to pay for that?
Guest : I'll pay with my Visa thanks, but I'll need a receipt so I can charge it to my company.
Receptionist : Absolutely. Here we are sir. If you like you can leave your bags with the porter and he can load them onto the shuttle for you when it arrives.
Guest : That would be great thank you.
Receptionist : Would you like to sign the hotel guestbook too while you wait?
Guest : Sure, I had a really good stay here and I'll tell other people to come here.
Receptionist : That's good to hear. Thank you again for staying at The Grand Woodward Hotel.

5. ASKING DOCTOR / NURSE

Guest : Hello reception?
Receptionist : Good afternoon/ Reception. How may I help you?
Guest : This is John Dewey from 303. We have a serious problem. Is there any doctor in the hotel now?
Receptionist : I am afraid not, but we can call one quickly in an emergency. Aren't you feeling well?
Guest : Actually it's not me. It's my wife, Jane Dewey. She has very bad pain in her chest.
Receptionist : I will call the doctor at once. Can you tell about any other symptoms?
Guest : Yes, her breathing is weak and she doesn't seem to have a temperature. It looks as if she's had a heart attack.
Receptionist : I am sending the nurse right now and calling the doctor immediately. I will ask the ambulance to be ready also. I will call you back as soon as I know what doctor suggests.
Guest : Hurry up, please. It is an emergency.
Receptionist : I can understand sir.

6. LOST AND FOUND

Front Office : Good morning madam. May I help you.
Guest : Oh God, yes please. I lost my purse!
Front Office : Oh I see. Do you remember where you lost it or where you had it the last time?
Guest : Not really. This morning, during breakfast, I still had it. But in the afternoon, I tried to pay for my poodle's hairdresser and couldn't find it.
Front Office : Well don't worry, madam. We will check every inch of the hotel to find it. However, if we won't be successful we will assist you in getting substitute credit cards and everything you need.
Guest : Oh that's just perfect. Thank you so much. I'm really worried right now.
Front Office : Don't worry madam, everything will be fine.

7. FRONT OFFICE CONVERSATION – DEALING WITH PROBLEM

Guest : Hello. I am Donal Gill
Receptionist : Good evening Mr. Gill. How may I assist you?
Guest : Well, I have got a reservation for a junior suite.
Receptionist : Just a second sir. Let me check. I am sorry Mr. Gill, we don't have any record of your reservation today. Do you have any confirmation?
Guest : Certainly, here it is.
Receptionist : Oh I see. Just a minute sir...Well sir, we do apologize for the inconveniences. I found your reservation from tomorrow in our record. Indeed, it is our fault. Unfortunately, we are fully booked for tonight. But don't worry sir. We will find a suite room in another hotel right now.
Guest : That's unexpected.
Receptionist : I do apologize sir.
Guest : Will it take long?
Receptionist : Make yourself comfortable, sir. I will be right with you.

(After few minutes)

We book the deluxe suite in Hyatt Regency for tonight. Our chauffeur will take you there and we will pick you up tomorrow whenever you like. We do apologize for this inconvenience again. Have a nice time, sir.

Guest

: Thanks for everything. Tomorrow afternoon, I will give a call to pick me up then, OK?