

**T.C.  
MİLLİ EĞİTİM BAKANLIĞI**

# **KONAKLAMA VE SEYAHAT HİZMETLERİ**

**YABANCI DİLDE KURUM TANITIMI  
İNGİLİZCE  
222YDK105**

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- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
- Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
- PARA İLE SATILMAZ.

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# EXPLANATION

<b>KOD</b>	<b>222YDK105</b>
<b>ALAN</b>	<b>Konaklama ve Seyahat Hizmetleri</b>
<b>DAL/MESLEK</b>	<b>Önbüro Elemanı- Kat Hizmetleri Elemanı- Operasyon Elemanı- Rezervasyon Elemanı</b>
<b>MODÜLÜN ADI</b>	<b>Yabancı Dilde Kurum Tanıtımı</b>
<b>MODÜLÜN TANIMI</b>	Yabancı dilde kurum ve kurumun ürettiği hizmet ile ilgili konularda dinleme, okuma, yazma, konuşma ve iletişim kurma yeterliklerin verildiği derstir.
<b>SÜRE</b>	40/32
<b>ÖN KOŞUL</b>	Ön koşul yoktur.
<b>YETERLİK</b>	Yabancı dilde kurum, ürün-hizmet tanıtımı yapabilmek.
<b>MODÜLÜN AMACI</b>	<b>GENEL AMAÇ</b> :Uygun ortam sağlandığında yabancı dilde kurum ve kurumun ürettiği hizmet ile ilgili konularda dinleme, okuma, yazma, konuşma yapabilecektir. <b>AMAÇLAR:</b> <b>1.</b> Yabancı dilde kurum tanıtımı ile ilgili konularda okuma, dinleme, anlama, yazma ve konuşma yapabilecektir. <b>2.</b> Yabancı dilde kurumun ürettiği hizmet ile ilgili konularda okuma, dinleme, anlama, yazma ve konuşma yapabilecektir.
<b>EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI</b>	<b>Ortam:</b> Sınıf <b>Donanım:</b> Tv, video, video kasetleri, cd oynatıcı ve cd ler, bilgisayar, interaktif cd'ler kulaklık, sözlükler
<b>ÖLÇME VE DEĞERLENDİRME</b>	Modülün içinde yer alan her öğrenme faaliyetinden sonra verilen ölçme araçları ile kendinizi değerlendirebileceksiniz. Modül sonunda ise kazandığınız bilgi ve becerileri ölçmek amacıyla, öğretmeniniz tarafından hazırlanacak ölçme araçları ile değerlendirileceksiniz.

# INTRODUCTION

**Dear Student,**

Foreign language is known to be important in every field of sector in the present day. In the field of tourism it is still more important.

Our country has started full membership process for European Union. It would surely be possible to use the employment opportunities those will come up in this process only with qualified labor.

At this point the success of our country that will be one of the tourism center in Europe and even in the world depends on your qualified vocational training.



# LEARNING ACTIVITY-1

## AIM

If suitable conditions are provided you are going to learn organization at the hotels and be able to tell your guests about the services rendered at the facilities of the hotel correctly.

## SEARCH

- You can listen to the dialogues between the guests by visiting accommodation facilities and search about organisational structures
- You can investigate about positions and tasks of the hotel personnel in your area.

## 1. DESCRIPTION OF THE HOTEL

### 1.1 Words to Learn

- Gym (n) :
- Contain(v) :
- Facility (n) :
- Choice(n) :
- Trainer (n) :
- Adventure (n) :
- Absolutely (adv) :
- Cost (v) :
- Local (n) :
- Historical (adj) :
- Recommend (v) :
- Shopping (n) :
- Particular (adj) :
- Unfortunately(adj) :
- Honest (adj) :
- Noble(adj) :
- Elite(adj) :
- Seek(v) :
- Prominent (adj) :
- Spacious (adj) :
- Provide(v) :
- Attention(n) :
- Report(n/v) :
- Concern(n/v) :

## 1.2. Physical Features of the Hotel

### ➤ Describing sizes and dimensions

Look at these ways of talking size and dimensions

- It's 6 meters wide and 12 metres long
- It's 6 metres by 12 metres
- It's square/rectangular/round
- It's L-Shaped
- It's shaped like and H
- It has a seating capacity of 60
- It can take up to 60 people

### ➤ Talking about the contents of a room

- It's got (a video...)
- It's contains .....
- It's equipped with .....
- It's set out (for a cocktail party,.....)
- It's arranged (for a wedding ceremony.....)

Most hotels offer their guests many facilities and amenities for their use and enjoyment. The facilities may include pools, sauna and steam room, a number of restaurants, a health center, tennis courts, programs for children, a business center, etc. Throughout the day a guest may ask a hotel employee about any one of them. Questions that guests might have are; does the hotel have a particular facility, where is it located, what time are the operation hours, how much does it cost, do the facility staff speak English, etc.

Guests may also ask about facilities or places outside the hotel. Such places may be a diving school, an historical site to visit, a hot night club, or a panoramic vista. The list could be endless. The more knowledgeable hotel staff is about the local facilities and points of interest, the better service they will be able to give to the guests.

Below are lists of various facilities or activities that guests may inquire about.

### ➤ At a Hotel

- Restaurants
- Cafés
- Lounges
- Spas

- Saunas
- Steam Rooms
- Gift Shops
- Gym/Fitness Centers
- Conference Rooms
- Business Centers
- Swimming Pools
- Squash Courts
- Tennis Courts
- Putting/chipping greens
- Children's Programs

➤ **In the Community**

- Shopping Malls
- Nature treks
- Snorkeling
- Golf
- Island Tours
- Boat Charters
- Grocery Stores
- Zoos
- Museums
- Panoramic Vistas
- Aquariums
- Sea Kayaking
- Open Traditional Markets
- Scuba diving

➤ **Expressions-Hotel Facilities**

Look at these examples of guests requests about facilities.

Question : Where can we (... see a good a good live band)?

Response: You might want to try (...The Rocky Restaurant).

Question : I am looking for (... a night club)?

Response: Well, one of my favorite places is ( ... The Reina).

Question : Do you know where I can find (... fine jewelry)?

Response: You may enjoy shopping at (...The Diamond Shop).

Question : Could you recommend a (... good French restaurant)?

Response: I would highly recommend ( ... Jacob's).

Question : Where's a good place (... to see a film)?  
Response: Have you been to (...the cinema at Victory Square)?

Question : What is there to do (... here that is different)?  
Response: What about a tour of (... Büyükada)?

### ➤ **Dialogue- Hotel Facilities**

#### Sample 1

Guest : We're looking for a good restaurant for dinner?  
Staff : What kind of food are you interested in?  
Guest : Since we are in Turkey, we want to try Turkish food.  
Staff : The Ottoman Restaurant is always a good choice.  
Guest : Thank you very much. We'll try it.  
Guest : Could you recommend a place to take our kids? They're getting bored at the beach.  
Staff : There's a movie theater at the Shopping Mall across the street that they might enjoy.  
Guest : Well maybe. Is there anything else more exciting?  
Staff : Lots of kids seem to have a great time at the Go-Cart track.  
Guest : No way. That's way too dangerous. I think I'll take them to the cinema.  
Staff :As you wish sir.

#### Sample 2

Guest : **I need to check my e-mail. Is there an Internet café near here?**  
Staff : Certainly, sir. The Business Center at the hotel has Internet Access.  
Guest : Can I also surf the Internet there? I need to find some information for a meeting.  
Staff : Absolutely sir.  
Guest : Can I also save information to a disk or flash memory?  
Staff : Of course.  
Guest : Do you know what it cost?  
Staff : To be honest sir, I don't really know. But I'm sure it's a reasonable fee.  
Guest : Ok, thank you.  
Staff : My pleasure, sir.

### ➤ **Speaking Activities- Hotel Facilities**

Practice using the above expressions by having a dialogue similar to the ones above with a partner, one partner taking the role of the guest and the other the role of the staff. For additional practice, switch roles. Practice the dialogue several times, trying to use all of the expressions noted above.

Role play the following situations with a partner, with one partner taking the role of the guest and the other partner taking the role of the staff. The guest is seeking information about:

- A place for dinner- Chinese and Italian food
- An outdoor adventure
- A movie
- A tour to a nearby island
- A night club
- Clothes Shopping
- Souvenir shopping
- Exercise
- Massage

### 1.2.1 History of a Hotel



**Picture:1.1. The room where Ataturk stayed at Pera Palas Hotel**

#### **History of Pera Palas Hotel**

When the worldwide famous Orient Express chose Istanbul as its last stop in the East, Istanbul began to attract not only adventurers, but also the more elite and noble classes of Europe.

Unfortunately, there were yet no hotels in the city to meet the high standards of the Orient Express passengers. Soon, the Pera Palace Hotel in Tepebasi, which was founded in 1892 and celebrated with its grand opening ball in 1895.

The architect Alexander Vallaury designed the hotel in neo-classical, art nouveau and oriental styles, giving Pera Palace its timeless, refined look.

Pera Palace Hotel, was home to many firsts. Apart from the Ottoman Palaces, it was the first building to have electricity as well as the first electric elevator. Bathrooms that provided the only running hot water in the city were also privileges exclusive to Pera Palace Hotel guests. Tall spacious rooms lit by magnificent chandeliers were host to many unforgettable tea and dance parties.

Pera Palace Hotel, a significant prominent symbol of Istanbul's urban culture for over a hundred years, was also witness to many historical events such as World War I, the

Occupation of Istanbul, the Turkish War of Independence, the foundation of the Turkish Republic and World War II.

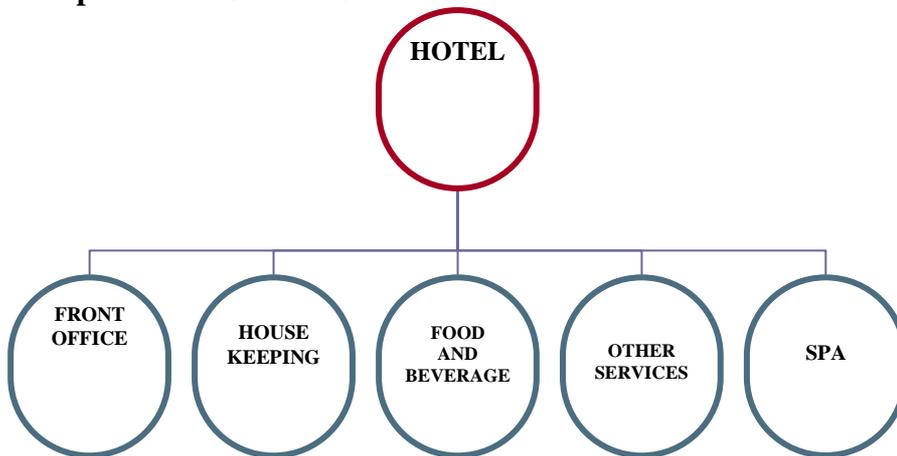
Atatürk, the founder of the Republic of Turkey stayed at Pera Palas Hotel many times between 1915 and 1937. The room 101 where Atatürk stayed was arranged as Atatürk's Room.

In 2008 restoration Project started and the hotel reopened its doors on 1 September 2010 to its guests.

➤ **Self Check**

1. When was Pera Palas Hotel founded?
2. Who was the architect?
3. When did the hotel reopen its doors?
4. What prominent features did the hotel have at the time it was opened?
5. In what style was the hotel designed?

### 1.2.2. Departments of the Hotel



**Table 1.1. Parts of a Hotel**

➤ **Usefull Expression**

- Organisation and Duties
  - X does Y (e.g. 'X greets guests')
  - X *is in charge of* Department Y
  - X looks after Y
  - X is responsible for doING something
  - X' s duties include doING something
  - X is responsible to Y

➤ Here are some of the positions that are available at a hotel.

- clerk/receptionist
- engineer
- chef
- pastry chef
- waiter/waitress
- hostess
- wine steward
- bar tenders
- pool attendant
- security staff
- department managers
- assistant managers
- general manager
- personnel director
- staff trainer
- supervisors
- promotion and sales
- events coordinators
- guest relationship agent
- children's program staff
- spa staff
- masseuse
- health center staff
- health center trainers
- grounds keeper
- maintenance worker
- medical staff

### 1.3. Staff

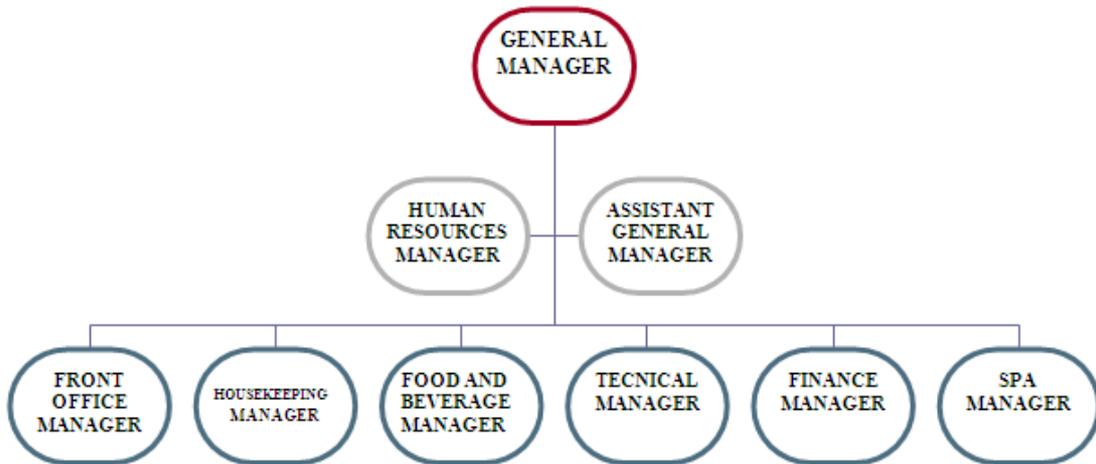


Table 1.2 Staff Tree

- Human Resources is the new name for what we used to call "personnel". One of the areas that HR covers is **employment**. There are a number of areas in employment: advertising, interviewing, selecting, hiring, orientation, and discharge

#### 1.3.1 Duties and Responsibilities of the Staff

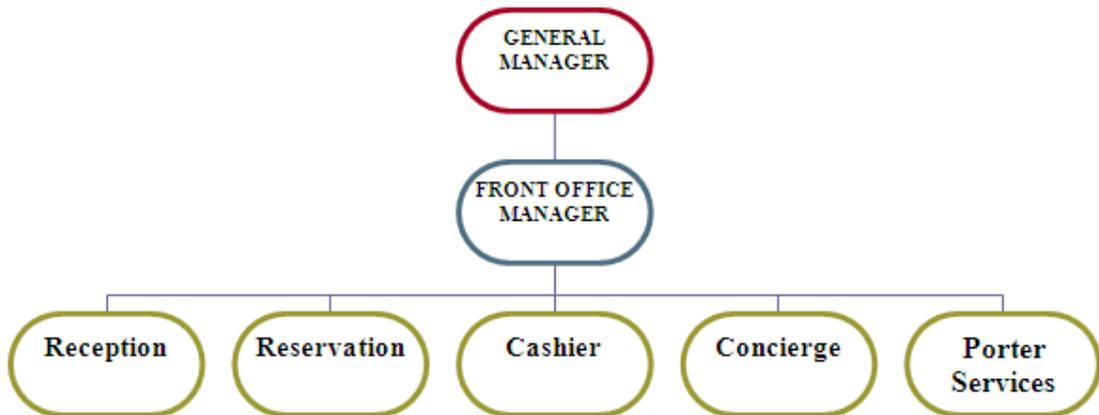


Table: 1.3, Responsibilities of the staff

The front office of a hotel is perhaps the most important area of the organization. Although the organizational structure of the hotel's front office varies depending upon whether the facility is a small business or a large resort, certain roles are found within all organizations.

➤ **Front Desk Manager**

The front office manager is responsible for all front office operations for the hotel. S/he also implements any policies or procedures that are administered by hotel management. When VIPs, such as celebrities or dignitaries, stay at the hotel, s/he is often responsible for giving them the personal attention they require. In most instances, the front desk manager reports to the hotel's general manager.

➤ **Reservations**

The reception and reservations employees of a hotel front office interact with guests the most. Reservation clerks communicate with the guests via the telephone and Internet, scheduling their stays and documenting any special needs they may have. For example, if a guest requests a room on a nonsmoking floor, the reservation clerk will make special note of this, so that an appropriate room will be ready when the guest arrives.

➤ **Reception**



**Picture: 1.1, Reception**

When guests arrive, front desk clerks check them in, impute their names into the facilities registry, assign them to a room and answer any basic questions or requests the guests may have throughout their stay. For example, a guest may call the front desk to report a leaky bathroom faucet. The clerk would then contact the maintenance department so that the appropriate repairs can be made. At the end of the guests' stay, a front desk clerk checks them out. In addition, the clerk reports any concerns the guest may have to the management.

➤ **Porter Service**



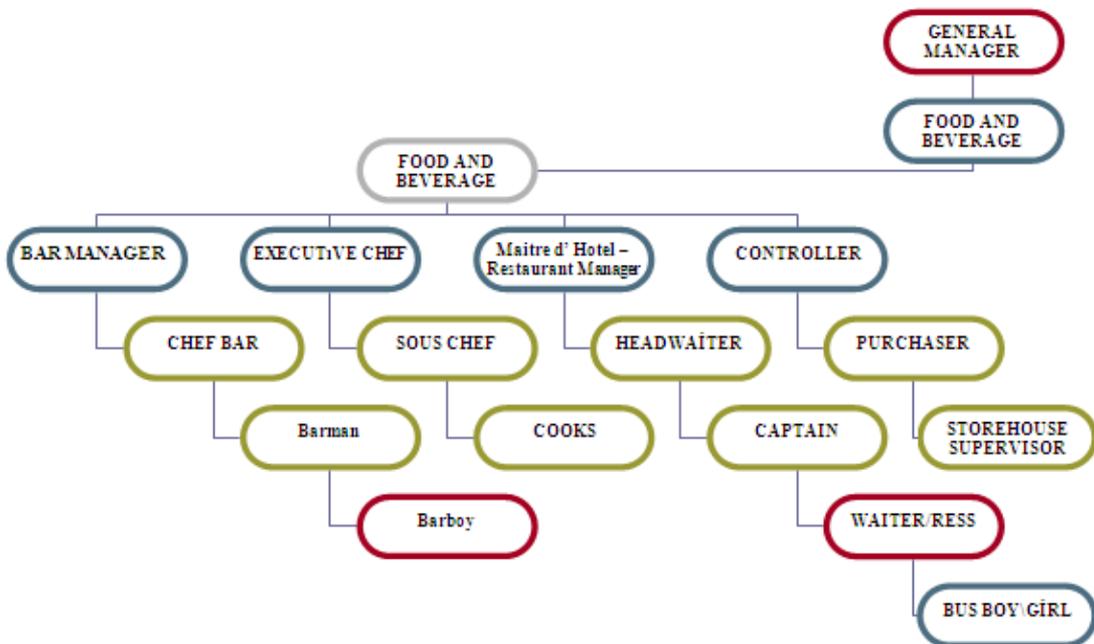
**Picture: 1.2, Porter**

A hotel bellboy or porter greets guests once they check into the hotel. He carries the guests' luggage while showing them to their room. Ensuring that everything in the room is in order and properly working, the porter checks room equipment, such as lighting and ventilation. He may also instruct visitors in the operation of hotel systems, such as the television remote control and telephone.

➤ **Concierge**

The concierge of a hotel is a front office professional who coordinates guests' entertainments, travel and other activities. Any time guests have a question, such as directions to local attractions, s/he finds the answer as quickly as possible. In addition, s/he makes restaurant reservations, orders car service and may even arrange personal shopping for the guests.

**1.3.2. The Food And Beverage**



**Table: 1.4, Food and beverage sections**

➤ **The Food and Beverage Manager**

Ultimately responsible for all areas of the food and beverage operation which includes all galleys, restaurants and bars. His/Her responsibilities include food cost budgeting, training, maintaining a high standard of food quality and service, safe handling of food supplies, etc. S/he is responsible for the sanitation of all food and beverage areas. S/he reports directly to the Hotel Manager



**Picture: 1.5, F&B workplace**

➤ **Assistant Food & Beverage Manager**

Responsible for the day-to-day supervision of the restaurants, bar and galley and related activities as directed by the F&B Manager. His/Her responsibilities include training and maintaining a high standard of food quality and service.

➤ **Restaurant Manager (Maitre d' hotel)**

Ensures proper guest service is provided and is responsible for guest's dining assignment.

➤ **Head Waiter (Demi chef de rang)**

Is responsible for a certain serving station in the dining room and supervises all waiters, busboys, and wine stewards in that station and maintain cleanliness of station, correct table settings, and maintain a high standard service from each person that is under his supervision.

➤ **Captain**

Coordinates the service and controls service staff.

➤ **Waiter/Waitress (chef de rang)**

Serves guests, keep menus clean, maintain cleanliness of tables and correct table settings, explain the dishes, make recommendations, supervise busboys assigned to those tables.

➤ **Commies ( commis de rang )**

Help waiters for their work.

### 1.3.3. Bar

#### ➤ Bar Manager

Supervises entire operations of the bar department; oversees training and managing of the bar staff, cleanliness of lounges and is responsible for the entire bar operation, including cocktail parties and controlling cost and revenue.



Picture: 1.6, Barman work place

#### ➤ Assistant Bar Manager/Chief

Supervises day-to-day operations of the bar department; training and managing bar staff, cleanliness of lounges as directed by the bar manager.

#### ➤ Bar Waiter/Bar Waitress

Is responsible for serving alcoholic beverages to passengers in lounges and on decks. Set-up bar stations assist in re-stocking supplies, clean stations.

#### ➤ Bartender

Is responsible for serving alcoholic beverages to passengers in lounges and on decks, bar set-up, cleanliness, stocking.

### 1.3.4. Kitchen/Culinary Department

#### ➤ Executive Chef

Is responsible for the staffing and food production in the galleys and room service and Coordinates with the Food & Beverage Manager in the preparation of weekly supply orders. He is responsible for the overall quality of food preparation onboard. The kitchen staff is as the following;

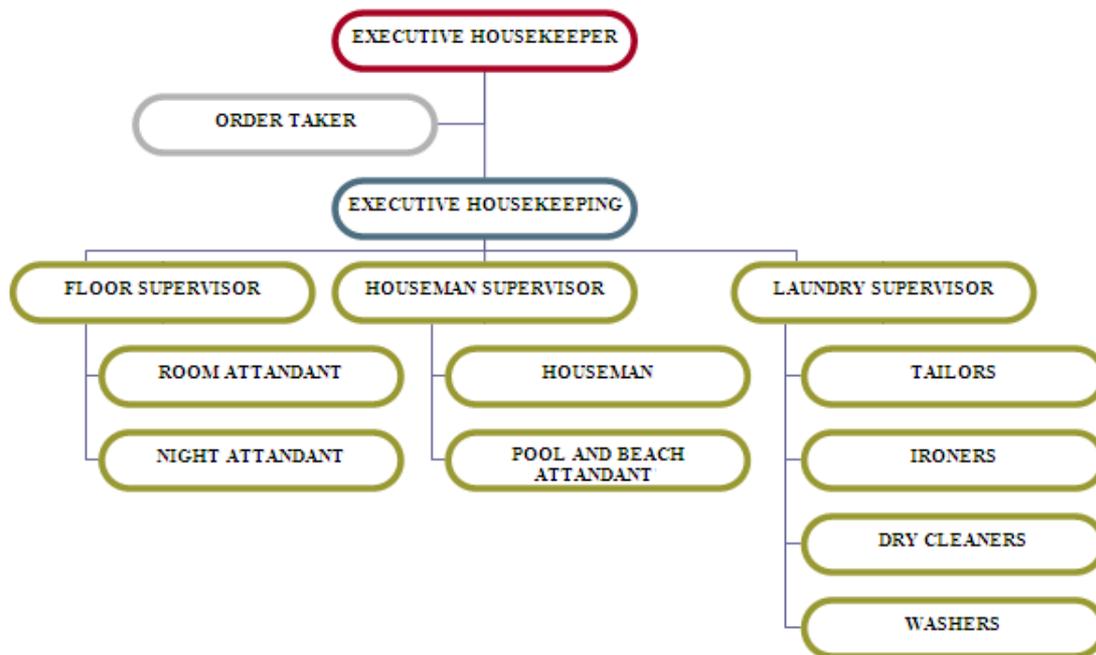
- Sous Chefs
- Sous Specialties
- Chefs
- Cook I
- Cook II
- Chefs Stewards
- Supervisors Stewards

- Stewards
- Chef Departures
- Bakers
- Butchers
- Pantry

### 1.3.5. Housekeeping Department



Picture: 1.7,



Picture: 1.8, Units of housekeeping

Housekeeping department is one of the busiest sections in the hotel as far as the variety of functions performed, and number of staff working. It is usually situated at the laundry room or any other convenient place close to Housekeeping Supplies.

The Housekeeping Department is responsible for neatness and cleanliness of all guest rooms and most public area and maintenance of recycled and non-recycled cleaning inventories

The Housekeeping Department is headed by an Executive Housekeeper (sometimes referred to as Housekeeping Manager). Delegation, community guidance and direction are key skills required in a successful housekeeping manager. As a whole, it is the housekeeping manager who owns the accountability for standards of cleanliness, maintenance and financial performance within the housekeeping department.

➤ **Staff at Housekeeping**

- Housekeeping Manager
- Secretary/Typist
- Assistant Executive Housekeeper
- Linen/Uniform Room Supervisor
- Tailors
- Upholsters
- Attendants
- Desk Control Supervisor
- Floor Supervisor
- Night Supervisor
- Public Area Supervisor
- Horticulture
- Gardner
- Head Gardner
- Room Attendants
- Head Housemen
- Cloak Room Attendant
- Housemen

The procedure of cleaning guest rooms by the housekeeping department can be summarized in the following way:

- Checkout clerk (or cashier) contacts the Housekeeping Department that a room became vacant and needs cleaning!
- Housekeeping Department updates the room status from occupied to on-change and sends a room maid to clean the room
- Room maid cleans the room and contacts the housekeeping department back about the latest status and condition of the room (especially for out-of-order and out-of-service!)
- If the room is Out Of Order for any reason (i.e. Room is extensively dirty, or needs repair!), then the Housekeeping Department deducts that room from those available for sale, until either scheduled to be extensively

cleaned or post to the confirmation from the Maintenance Department that the deficiency was repaired!

- Housekeeping Department sends their inspectors to check whether the stated room has been cleaned to the hotel standards or not!
- If the room is cleaned to hotel's standards, the Housekeeping Department shall update the room status from On-Change to Clean and Available for Sale and communicate this to the Front Office Department!
- If the room is not cleaned to hotel standards, inspectors communicate to the Housekeeping Department that the room shall be cleaned again!

### 1.3.6. Spa



The Spa department operates almost like a hotel with a hotel. It offers separate services such as reservations, housekeeping, front desk and concierge. It may be joined to a fitness center or a Golf Club or a Resort Hotel, and will operate as a profitable business unit.

#### ➤ **Spa Director**

It is someone who understands how to set the stage by drawing upon a variety of skills such as psychology, hospitality, sales and marketing, public relations and finances.

#### ➤ **Assistant Spa Director or Spa Manager**

This person typically oversees the spa operations. This person should have a good understanding of hospitality as well as technology (spa software) and spa treatments.

#### ➤ **Sales & Marketing Staff**

This person works with the meeting planners and incentive groups plus may also have a role in selling spa memberships and conducting special events for the local community day spa market.

#### ➤ **Receptionists**

Similar to the person at your hotel/resort front desk, this is the first impression, the meet and greet person who possesses an infinite amount of information and who sets the stage for the guest experience.

➤ **Service Providers (Staffs in Practising Units)**

These are the people who are performing the spa treatments. Many states require that they be licensed and/or certified. Some positions at the spa are; massage therapists, hair stylists, makeup artists, nail technicians, massage therapists and aestheticians. Some spas will have Supervisors for the various spa departments such as Massage/Body, Skin Care, Hair/Nails. Other spas may have a Personal Services Supervisor to oversee all the Service Providers. Fitness Instructors: These are people who not only supervise the cardio/weight studio, but they may also conduct one-on-one training sessions as well as teach a variety of fitness classes. Depending on the type of fitness facilities and classes, there might be a Fitness Supervisor. Depending on the program of services, the spa may employ or have on-call specialists in areas such as nutrition, stress management, behavior modification, health and lifestyle assessments, etc.

### **1.3.7. Accounting Department**

There are many users of accounting and financial information. Following is a short description of some of the accounting functions in a hotel.

➤ **Director of Finance**

Responsible not just for the accounting and purchasing functions but also for information technology.

➤ **Assistant Director of Finance**

This is similar to the assistant controller.

➤ **Payroll employees**

They calculate the pay rate with the hours worked to generate the payroll register so that paychecks are released on time.

➤ **Paymaster/General Cashier**

The person who is in charge of all the cash banks in the hotel. He or she also makes all deposits of checks and credit-card receipts.

➤ **Night Audits/Day Audits**

They begin recording charges to guests' accounts and verifying the revenue for the hotel at the end of the day.

➤ **Director of Purchasing**

They negotiate for and buys everything the hotel needs.

➤ **Receiving Clerk**

When any purchased items come in, they should be delivered to the back dock area where the receiving clerks can check the delivered goods against the purchasing orders to ensure that only the proper items will be received and accounted for.

➤ **Storeroom Clerk**

They ensure that the stock is being rotated. This is especially crucial for food items so that current products will be consumed first, before any new products that have just arrived.

➤ **Maintenance**

A hotel maintenance person will ensure that just about everything in the hotel is in proper working order. Daily tasks may include changing light bulbs, removing waste and painting. Other tasks will be assigned as needed, including fixing or replacing toilets, piping, room appliances and vacuums

➤ **Others**

Larger hotels may have more positions, such as loss prevention officer, security guards, bell boys, concierge and shuttle drivers. Many hotels may also offer a shuttle service if they are close to an airport, amusement park or other guest attraction. In smaller hotels that do not offer an on-site or on-call concierge, the front desk staff usually tries to assist in finding exactly what the guest is looking for

## 1.4. Extra Dialogues

➤ **Sample 1**

- Personnel** :Here's front office. This is Mary, our reception manager.  
**Trainee** :Hello,.....  
**Personnel** :Mary is responsible for six staff; a cashier, two receptionists, a reservation clerk and two porters. In reception they handle all reservations, arrivals, payments and departures, and there's always a receptionist here to deal with any question or requests?  
**Trainee** :What about phone calls?  
**Personnel** :Yes, phone calls too. That's the phone area over there. If guests want services like laundry or dry cleaning, front office staff tells the housekeeper. She's responsible to the assistant manager.  
**Trainee** :Is there much computer work?  
**Personnel** :Yes. These are the computers and those are the printers over there. All reservations, check-ins, payments, and in-room services are processed on these. We use the Fidelio system  
**Trainee** :Oh, I see.

➤ **Sample 2**

**Personnel** : These are the kitchens. Jack is our head chef. He writes the menus and he's responsible for the main courses, all the meat and fish. And this is Aimee, she is the sous chef and that's her station over there. She prepares all the soups, hot starters, and the side orders like chips and vegetables.

**Trainee** :She has a lot to do

**Personnel** : Yes. But two commis chefs are responsible to the sous chef, so they help her. The chefs de partie handle all the cold dishes, the sauces, and mayonnaise, things like that. The pastry chef works over there. He bakes all the bread, rolls, and croissants, and he prepares the hot deserts. The kitchen porters have a lot of duties. They prepare the vegetables, sharpen the knives, and clean the ovens. And they're responsible for taking out the rubbish.

**Trainee** :Thank you for the explanations.

**Personnel** :You're welcome.

## APPLICATION ACTIVITY

**Use vocational phrases when necessary.**

Steps of Process	Suggestions
<ul style="list-style-type: none"> <li>➤ Collect all the necessary information for the dialogue</li> </ul>	<ul style="list-style-type: none"> <li>➤ First read the dialogue carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly</li> </ul>
<ul style="list-style-type: none"> <li>➤ Perform the dialogue</li> </ul>	<ul style="list-style-type: none"> <li>➤ Perform the dialogue with your classmates. While you are performing, be careful with the pronunciation and intonation.</li> </ul>
<ul style="list-style-type: none"> <li>➤ Build up your own dialogue</li> </ul>	<ul style="list-style-type: none"> <li>➤ Change the venues</li> <li>➤ Change the dates</li> <li>➤ Change the persons</li> <li>➤ Change the duration</li> </ul>

At the end of this activity you will be able to talk about organization at the hotels and be able to tell your guests about the services rendered at the facilities of the hotel correctly

## CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

<b>Evaluation Criteria</b>	<b>Yes</b>	<b>No</b>
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for the dialogue?		
4. Do you know all of the words that you speak about?		
5. Do you pronounce them correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand the guests that you speak?		
8. Can you give the right answers to the questions of the guests?		
9. Could you give brief explanation about the hotel and the facilities of the hotel?		
10. Can you understand organisational structure of a hotel?		

## EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

## MEASURING AND EVALUATION

**1) Read the dialogue between housekeeping staff at the hotel and fill in the blanks with the words in the box;**

spare/ lights/ bulb/lamp/welcome/snacks

**Housekeeper** : Did you check that the hangers and .....<sup>1</sup> bedding were all in place in the wardrobe?

**Janet** :Yes, I did.

**Housekeeper** :And the cabinet. Did you look in all the drawers?

**Janet** :Yes.

**Housekeeper** :Good, so now, light bulbs. Check all the .....<sup>2</sup>. and the table lamp

**Janet** :The .....<sup>3</sup> in the table .....<sup>4</sup> isn't working

**Housekeeper** : Right, here's a new bulb. What about the air conditioning? See if that's set correctly

**Janet** :That's fine. Mark said we must check the .....<sup>5</sup> folder as well.

**Housekeeper** : Yes, it has all the information in it about the hotel. Finally please check the mini-bar and replace the .....<sup>6</sup> and drinks.

**2) Complete the paragraph below using *in, from, until, during, on, by, for* or *to*.**

The Southern Restaurant is open <sup>1</sup>..... the evenings. It's open <sup>2</sup>..... 6.30 <sup>3</sup> ..... 11p.m. Unfortunately, it isn't open <sup>4</sup> ..... the day and it's closed <sup>5</sup>..... Mondays.

There's a special Italian night <sup>6</sup>..... Thursday, but you must book <sup>7</sup>..... 10 p.m. <sup>8</sup>..... Wednesday evening.

Next month, the hotel will be closed <sup>9</sup>..... 17 days <sup>10</sup>..... the 10<sup>th</sup> <sup>11</sup>..... the 27<sup>th</sup> of February.

**3)- Read the questions and choose the best answer**

**1.** Special cleaning and sanitation tasks required for maintaining food preparation and storage areas are typically performed by:

- A) the housekeeping staff
- B) the Kitchen staff
- C) the chief staff
- D) the dining room manager

2. Final responsibility for the cleanliness and overall appearance of banquet and meeting rooms usually rests with:
  - A) the general manager.
  - B) the convention services staff
  - C) the kitchen staff
  - D) the housekeeping staff
  
3. Housekeeping's cleaning responsibilities are typically determined by:
  - A) the general manager
  - B) the executive housekeeper
  - C) the rooms division director
  - D) the manager of operations
  
4. In most hotels, the housekeeping department has very limited cleaning responsibilities in relation to:
  - A) pool and patio areas
  - B) exercise rooms
  - C) kitchen areas
  - D) management offices
  
5. Cleaning storage areas
  - A) housekeeping staff
  - B) kitchen staff
  - C) general manager
  - D) dining room staff
  
6. Cleaning breakfast service areas
  - A) housekeeping staff
  - B) kitchen staff
  - C) general manager
  - D) dining room staff
  
7. Cleaning food preparation items
  - A) housekeeping staff
  - B) kitchen staff
  - C) general manager
  - D) dining room staff

---

## **EVALUATION**

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, pass to the next learning activity

## LEARNING ACTIVITY-2

### AIM

If suitable conditions are provided you are going to be able to tell your guests about the services rendered at the facilities of the hotel correctly.

### SEARCH

- You can visit some accommodation establishments and listen to the dialogues of the guests with the staff. Make mini dialogues after listening and then act out the dialogues.
- You can visit the hotels and gather information about the service and the goods rendered.

## 2. SERVICES AT THE HOTEL

### 2.1. Words to Learn

- Return (v) :
- Vinegar (n) :
- Dry wine (n) :
- Brand (n) :
- Care (v) :
- Dial (v) :
- Distance (n) :
- Purchase (v) :
- Store (n/v) :
- Receive (v) :
- Relaxed (adj) :
- Arrange(v) :
- In advance (n) :
- Equipment (n) :
- Ceremony (n) :
- Price list (n) :
- Excursion (n) :
- Available (adj) :
- Enclose (v) :
- Versatile (adj) :

- Safety(n) :
- Deposit (n) :
- Advise (v) :
- Further (adv) :
- Enquiry (n) :
- Immediately (adv):
- Announcement (n):
- Entertainment (n) :

## 2.2. Services

### 2.2.1. Definitions and Contents of the Services

#### ➤ Room Service

Mrs Brown has just returned to her room at the Moon Hotel.It's 10:30pm.She didn't eat anything and decided to order something from the Room Service. Listen to the dialogue.

- Guest** : Press eight....right  
**Room Service** : This is room service, Bart is speaking.  
**Guest** : Good evening. This is room 743.I want to order something to eat  
**Room service** : What can I do for you?  
**Guest** : OK. I'll have a Chef's Salad, please  
**Room Service** : Will that be with balsamic sauce or oil and vinegar?  
**Guest** : Just oil and vinegar, please.  
**Room Service** : Anything else?  
**Guest** : Bread rolls, bread sticks and ice water are included in the price madam.  
**Room Service** : OK, fine, and a bottle of mineral water, please.  
**Guest** : There are two bottles of mineral water in the mini-bar.  
**Room Service** : I know, but I don't care for the brand. I'll take a glass of the California Chardonnay, please.  
**Room Service** : OK  
**Guest** : How long will it be?  
**Room Service** : We're not that busy right now. It'll be with you in about 20 minutes  
**Guest** : That's great. Thank you

#### Shelf Check

- 1) What is the number of the room the guest stays?
- 2) What does the guest want to eat?
- 3) Does the guest want anything else?

- 4) How long does it take to prepare the meal?
- 5) What's the name of the staff at room service?

➤ **Telephone Facilities**

Operator : Operator  
Guest : May I have the number for directory assistance?  
Operator : Is this for long distance assistance?  
Guest : Yes.  
Operator : You should dial 118 80  
Guest : Thank you

**Note:** For International Direct Dialing anywhere in the world, you need an International dialing code+ country code+ local area +phone number

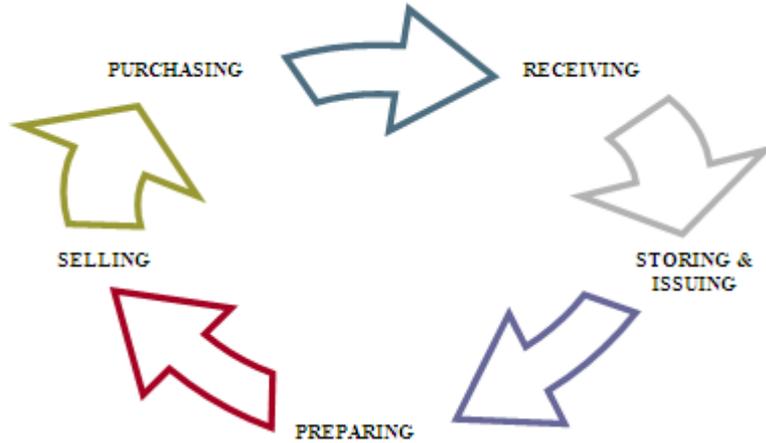
➤ **Restaurant and Bar**



**Picture: 2.1, Self service - open buffet**

One of the most important services for hotel guests is the food and drink service. In a large hotel this is organized in what is called “the food and beverage cycle” and involves a considerable number of staff.

There are five sections of the cycle.



**Diagram: 1.1 Food and drink circle**

➤ **Match the job titles below with the job descriptions:**

- |                         |   |
|-------------------------|---|
| 1-head chef             | a-sets and cleans the tables                                    |
| 2-storeman              | b-buys food and drinks, deals with suppliers                    |
| 3-wine waiter           | c-welcomes the clients to the restaurant, deals with complaints |
| 4-receiving officer     | d-looks after one section of the kitchen                        |
| 5-commis chef           | e-checks deliveries, arranges transfer to stores                |
| 6-head waiter           | f-cooks food and is training to be a chef                       |
| 7-maître d'             | g-arranges staff's work in the dining room                      |
| 8-purchasing officer    | h-plans menus, trains and supervises kitchen staff              |
| 9-chef de partie        | i-serves customers, takes orders, brings food                   |
| 10-bus boy              | j-helps supervise kitchen staff                                 |
| 11-sous chef/under chef | k-looks after stock, gives it to various departments            |
| 12-waiter/waitress      | l-takes drinks orders, advises on wines.                        |

**Now put the jobs into the relevant sections of the chart below:**

**Food and Beverage Cycle**

<b>Purchasing</b>	<b>Receiving</b>	<b>Storing and Issuing</b>	<b>Preparing</b>	<b>Selling</b>
-----	-----	-----	-----	-----
-----	-----	-----	-----	-----
-----	-----	-----	-----	-----
-----	-----	-----	-----	-----
-----	-----	-----	-----	-----
-----	-----	-----	-----	-----

➤ **Business Services**

- Useful Expressions:
  - Certainly, sir, we can do that for you
  - Our meeting rooms have a very relaxed atmosphere
  - We can eat up to 80 people
  - We have a full team of translators
  - If it's not in the hotel we can certainly agree to get it
  - We have several different arrangements we can offer
  - We have a fully equipped business centre with internet access
  - Just let us know in advance and we can arrange everything

➤ **Conference Facilities**

- Overhead projectors
- Secretarial services
- VCR equipment
- Sound equipment
- Large screens
- Simultaneous translators
- Loudspeakers
- Slides
- Floral decoration
- Flip charts

➤ **Arrangements**

- Wedding meal
- Product launch
- Board meeting
- Press conference
- Signing ceremony
- Workshop
- Formal dinner
- Speech
- Lecture
- Seminar

➤ **Writing:**

Dear Sir/Madam,

Would you please send me the details concerning your conference and meeting facilities?

We need a very versatile room for up to 150 people for the weekend of November 3-

5. Would you let me know if you could provide the following facilities;

\*overhead film projectors, flip charts, sound equipment and large screens

\*simultaneous translations in English, French and Italian

Would you also please send me a full price list?

I look forward to hearing from you

Yours sincerely,

XXXX

- Identify the main points to answer by completing the information below;
  - Room:
  - Dates:
  - Equipment:
  - Translations:
  - Other:
  - When is the conference planned for?
  - How many people will be coming?
  - What information does the guest want?
  
- Which of the following social activities can be provided after conference sessions?
  - a-special welcome offers
  - b-sporting activities available
  - c-excursions and sightseeing trips
  - d-evening entertainment

- Fill in the letter using the correct words from the list below:

Up to 150      busy weekend   look forward   your enquiry  
 Contact me      conference pack      special rates      conference rooms  
 simultaneous translation      book early

Dear Mr/Mrs XXX,

Thank you very much for..... concerning our facilities.We would be very happy to accommodate you in one of our many ....., arranged to suit your needs. The rooms are very versatile and easily accommodate ..... people.

The weekend of 3-5 November will be very ..... due to the November Festival, so I would advise you to .....

We provide a full range of audio visual facilities and a full ..... service.Please find enclosed our ....., giving full details of all the conference services, including prices, plus details of our.....

If you require for further assistance, please..... directly and I will deal with your enquiry immediately.

I..... to hearing from you.  
 Sincerely.,  
 XXX

**2.2.2. Types of Services**

➤ **Hotel Services**

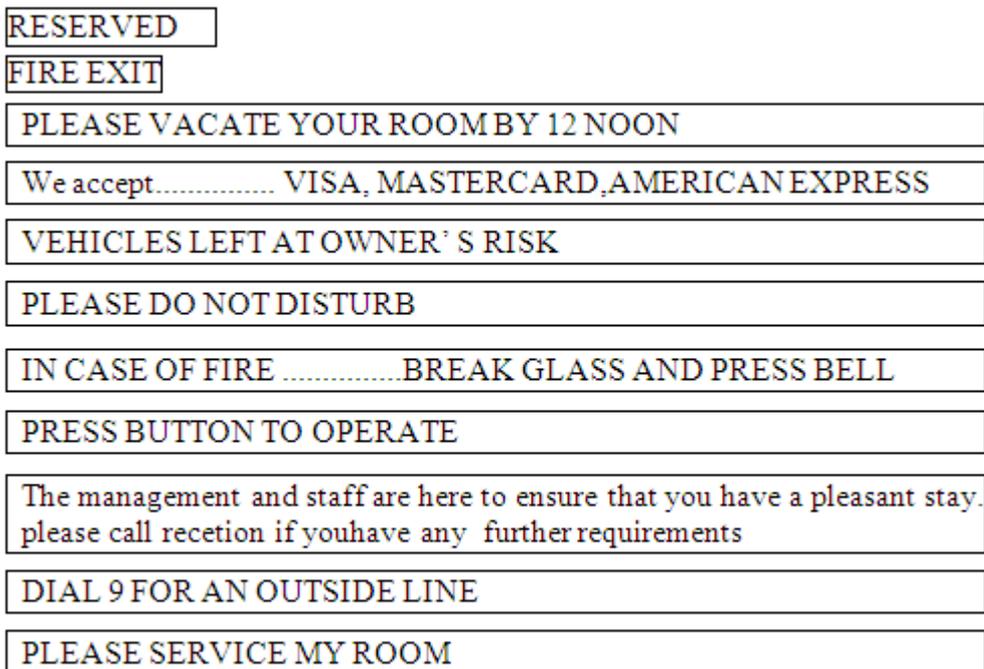
Look at the opening and closing times.What time do you think the services in the hotels open and close?



**Picture:2.2 A hotel service**



- **What to do in the case of a fire**
  - Evacuate the guests from the rooms
  - Shut all the doors
  - Call the fire brigade
  - If the fire is small, use a fire extinguisher
  - Make an announcement.
  - Direct the guests to the assembly point
  
- **Notices And Signs At The Hotel**



Here is a list of precautions that reception and sales staff should take when dealing with different methods of payment. Which method of payment should they be used with? Discuss with a partner.

- Check expiry date
- Compare signatures
- Watch client sign
- Write number on back
- Take imprint of card
- Fold up to light and examine
- Ask for passport or other identification
- Phone client's bank

## 2.3. Functions

### ➤ Expressions for Describing Functions

- How does it work?
- What does it do?
- What is its function?
- What is its purpose?
- What is it used for?

### ➤ Dialogue- Describing Functions

#### Sample 1

- Guest** : What is that thing on the wall in the bathroom next to the shower?  
**Staff** : It's the water heater?  
**Guest** : How does it work?  
**Staff** : Water passes through hot pipes heated by electricity to make the water hot.  
**Guest** : How do I use it?  
**Staff** : First, press the lever at the bottom of the unit to turn it on. Then, turn the temperature setting dial to the temperature desired. After that, just turn on the water.  
**Guest** : Does it take long to heat the water?  
**Staff** : It takes only a couple of seconds.

#### Sample 2

- Guest** : What is this?  
**Staff** : It is the remote control for the TV.  
**Guest** : What does it do?  
**Staff** : It can be used to control the TV, to turn it on or off, to change channels, and to adjust the volume. With this device you don't have to get up from your chair or bed to use the TV.  
**Guest** : How does it work?  
**Staff** : It operates on batteries and sends a signal from the remote to sensors in the TV that control the different functions.  
**Guest** : How convenient!

#### Sample 3

- Guest** : What is a FAX machine and how does it work?  
**Staff** : A FAX machine is an electronic device that transmits copies of written materials over a telephone line to distant locations. The

sending machine reads the text or pictures and converts these images into electronic impulses. The receiving machine converts the impulses back into written form and prints the documents out.

➤ **Speaking Activity- Describing Functions**

Practice using the above expressions by having a dialogue similar to the ones above with a partner, one partner taking the role of the guest and the other the role of the staff.

For additional practice, switch roles. Practice the dialogue several times, trying to use all of the expressions noted above.

## 2.3 Extra Dialogues

### Sample 1

- Guest** :Hi, can you tell me where I can change some American dollars?  
**Reception** :Yes, there's an exchange bureau in the foyer  
**Guest** :Do you know if it's open now?  
**Reception** :Yes, it's open from 8.00 a.m to 11.00 p.m., every day. So you have plenty of time  
**Guest** :Great. And I need a haircut. Is there someplace I can get one?  
**Reception** : Yes, sir. The hair salon is on the other side of the foyer and it's open from 9.00 a.m. to 5 p.m. every day.  
**Guest** :Good... oh, I need to change my plane ticket.  
**Reception** :There's a travel agent next to the hotel. It's open from 9.00 a.m. to 5.00 p.m  
**Guest** :And I'd like a coffee. Is there a coffee shop around here?  
**Reception** :Yes, the coffee shop's over there, behind the lifts. It's open 24 hours a day.  
**Guest** :The lifts?. You mean the elevators?  
**Reception** :Yes, that's right. Behind the elevators

### Sample 2

- Room Service** : Room service, can I help you?  
**Guest** :Hello, could I have a bottle of champagne, please?  
**Room Service** :Certainly, what room number, please?  
**Guest** :Room 410  
**Room Service** :And how many glasses do you need?  
**Guest** :We need four, please  
**Room Service** :Right away, sir.

Sample 3

**Housekeeping**  
**Guest**

:Hello, housekeeping. Can I help you?

:Yes, please. Can you put a new zip in a pair of trousers? I need them this afternoon.

**Housekeeping**

:We can do that for you by lunchtime, sir. Do they need pressing?

**Guest**

:Oh.. yes, please.

**Housekeeping**

.I'll send someone up to your room.

Sample 4

**Housekeeping**  
**Guest**

:Housekeeping. Ayşe speaking. Can I help you?

:Yes, please. My husband's suit need dry cleaning and I have a dress that needs ironing. Shall I leave them at reception?

**Housekeeping**

:No, you don't need to do that. I'll send someone up for them right away. What's your room number?

## APPLICATION ACTIVITY

**Use vocational phrases when necessary.**

<b>Steps of Process</b>	<b>Suggestions</b>
<ul style="list-style-type: none"> <li>➤ Collect all the necessary information for the dialogue</li> </ul>	<ul style="list-style-type: none"> <li>➤ First read the dialogue carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly</li> </ul>
<ul style="list-style-type: none"> <li>➤ Perform the dialogue</li> </ul>	<ul style="list-style-type: none"> <li>➤ Perform the dialogue with your classmates. While you are performing, be careful with the pronunciation and intonation..</li> </ul>
<ul style="list-style-type: none"> <li>➤ Build up your own dialogue</li> </ul>	<ul style="list-style-type: none"> <li>➤ a. Change the venues</li> <li>➤ b. Change the dates</li> <li>➤ c. Change the preferences</li> <li>➤ d. Change the duration</li> </ul>

At the end of this activity you will be able to tell your guests about the services rendered at the facilities of the hotel correctly,

## CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

<b>Evaluation Criteria</b>	<b>Yes</b>	<b>No</b>
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for the dialogue?		
4. Do you know all of the words that you speak about?		
5. Do you pronounce them correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand the guests that you speak?		
8. Can you give the right answers to the questions?		
9. Can you help the guests staying at the hotel?		
10. Can you give information about the services at the hotel?		
11. Can you understand the requests of the guests staying at the hotel?		

## EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

## MEASURING AND EVALUATION

### 1- Complete the following sentences below with the expressions in the box

looks after	responsible for	in charge of
duties include	makes sure	

- 1-The Switchboard Operator ..... telephone calls. She is ..... directing calls to the correct department
- 2- The Assistant Manager is ..... different departments of the hotel. He ..... that the department work efficiently.
- 3-The Maintenance Engineer ..... hotel equipment. His ..... repairing machines used in the hotel.
- 4-The Food and Beverage Manager is ..... the restaurants and bars. He is ..... organizing the service and preparation of food, and for recruiting staff.
- 5- The Reservations Clerk ..... room reservations. His ..... Recording reservations and informing other departments.

### 2- Imagine you are the Front Office desk. Some guests come to you with the problems below. You promise to get help from a member of staff. Which member of staff will you contact? Choose from the people in this list:

<i>the Maintenance Engineer</i>	<i>the Valet</i>
<i>the Housekeeper</i>	<i>the Cashier</i>
<i>the Lift Attendant</i>	<i>the Switchboard Operator</i>
<i>the Bellboy</i>	<i>the Parking Attendant</i>

- 1-A guest would like to check out. She is in a hurry to catch a train.  
.....
- 2- A guest has knocked over a jug of milk in her room. She would like someone to come and clean up .....
- 3-A guest has some heavy luggage in his room. He would like someone to carry it for him.
- 4-A guest has an important meeting this afternoon. He would like to press his suit for him.....
- 5-A guest would like to take the lift to his room. He cannot see very well and needs help.....
- 6-A guest notices that the air conditioning units in her room isn't working. She would like someone to come and repair it.....
- 7-A guest's car is parked in the hotel car park. He would like someone to drive his car to the front entrance.

**3-Work with a partner. Have small dialogues about the situations in B, or make up situations of your own.**

Example:      Guest: *Can I check out, please? I'm in a hurry to catch the plane?*  
                  Staff: *Certainly Madam. I'll contact/get the Cashier right away.*

**4) Read the following passage and answer the questions.**

**Maria**           : (knocks on the room door) May I come in, madam?

**Ms Anderson**: Yes, thanks for coming so quickly.

**Maria**           : Certainly, madam. How can I help you?

**Ms Anderson**: I'd like some fresh towels in the suite when I get back this evening.

**Maria**           : I'll get them immediately. Would you like me to also change the bed sheets?

**Ms Anderson**: Yes, that would be nice. Could you also turn down the covers?

**Maria**           : Is there anything else I can do for you? Perhaps you have some laundry I can take to be cleaned.

**Ms Anderson**: Now that you mention it, I do have some clothes in the laundry bag.

**Maria**           : Very good, madam. I'll have them cleaned and folded when you return.

**Ms Anderson**: Excellent. You know, it gets stuffy in this room.

**Maria**           : I'd be happy to open the window while you are away. I'll make sure to close it before you return.

**Ms Anderson**: ... oh, I can never find the light switch when I get back in the evening.

**Maria**           : I'll make sure to leave the lamp on the bedstand on after I finish cleaning up.

**Ms Anderson**: Are you going to vacuum?

**Maria**           : Certainly, madam. We vacuum our rooms every day.

**Ms Anderson**: That's good to hear. Well, it's time for me to see my friends. Today we're visiting a vineyard.

**Maria** : Enjoy your day, madam.

**Ms Anderson** : Oh, I will... Just a second, could you also take out the trolley with this morning's breakfast?

**Maria** : Yes, madam I'll take it with me when I've finished tidying up.

**Now read the questions carefully and choose the best answer.**

1. What does Ms Anderson request for when she returns?
  - A) Diner
  - B) Fresh towels
  - C) A new room
  - D) A spare blanket
  
2. What does Maria offer to do?
  - A) Change the bed sheets
  - B) Call room service
  - C) Clean the bathroom
  - D) Clean the room
  
3. What does Ms Anderson complain about?
  - A) The cleaning in general
  - B) The fact that the room gets stuffy
  - C) The heat
  - D) The cold
  
4. What does Maria say she will do before Ms Anderson returns?
  - A) Bring diner from room service
  - B) Close the window after she airs out the room
  - C) Iron her clothes
  - D) Clean the bathroom
  
5. What does Ms Anderson have trouble doing when she returns at night?
  - A) Finding her clothes
  - B) Finding her towels
  - C) Find the light switch
  - D) Find the dustbin

- 
6. What happens every day?
- A) The vacuum the rooms
  - B) They change the lights
  - C) They change the sheets
  - D) They change the towels
7. Where is Ms Anderson going today?
- A) To a meeting
  - B) To visit friends and go to a vineyard
  - C) To visit her colleagues from work
  - D) To visit his mother

## **EVALUATION**

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, pass to the next learning activity

# MODULE EVALUATION

**1)Suggest heading for these items from the “Welcome Information” Notes**

1)\_\_\_\_\_

An electric iron and ironing board are available on loan by contacting Reception

2)\_\_\_\_\_

Please contact Reception who will gladly book a taxi for you.

3)\_\_\_\_\_

The switchboard has the facility to allow guests to listen into their children’s room from any house phone.Please ring Reception for details.

4)\_\_\_\_\_

Provided in special folder in the dressing table drawer.

5)\_\_\_\_\_

May be ordered from Reception and will be delivered to you room in the morning.

6)\_\_\_\_\_

The management cannot accept responsibility for guests’ properties left on the premises, but a valuable item may be deposited for safe keeping against a receipt signed by the Manager or a member of the Reception staff.The receipt must be retained as it will be required as the authority for the item to be withdrawn from the deposit.

**2)Four people, Jack, Mary, Eileen and Henry have ordered breakfast, but their orders are jumbled. can you work out who ordered what? Each person ordered three food items and at least one drink.**

	Drinks	Food items	
	Juice(A)	Hot drink(B)	C                      D                      E
1.Jack			
2.Mary			
3.Eileen			
4.Henry			

- a) Jack has ordered orange juice and coffee.
- b) Henry wants croissants
- c) Everyone wants orange juice except one person, who wants grapefruit juice and tea
- d) Everybody wants either eggs or croissants, but nobody wants both.
- e) One man and one woman have ordered eggs
- f) The woman who wants fried egg wants orange juice and no hot drink
- g) The man who is having coffee does not want croissants
- h) The man who wants croissant also wants orange juice and hot chocolate.
- i) Both croissant-eaters want butter, but only the woman wants jam
- j) The person with no hot drink has ordered sausages and mushrooms
- k) The person who wants fruit yoghurt does not drink coffee.
- l) The person who wants scrambled eggs has also ordered toast and butter.

**3) You are working as a receptionist. Two guests speak to you. Write down the messages you would take for the Concierge and Mr. Smith. Try to make the messages as short but as clear as you can.**

1) "I've been trying to get hold of concierge, but she doesn't seem to be in. Anyway, it's about the excursion you're doing to the Hierapolis tomorrow. What we really need to know is what happens and how much it all costs, and then we can make up our minds about whether or not to go. So could you ask her to give us a ring? It's Mr. Smith and we're in Room 325. Thanks."

CONCIERGE:

2) "Could I have a word with Brad Jackson? He is in Room 605. Oh, he's out, is he? Could you let him know I rang and I'll call back later - the name's Pete".

Mr. SMITH:

**4) Complete the sentences using *responsible to* or *responsible for*.**

1. The cashiers are ..... the reception manager
2. The waiters are ..... taking orders
3. The duty manager is .....all the full time staff.
4. The porters are ..... taking the guests' luggage to their rooms
5. The barman is ..... the bar manager
6. The car park attendant is ..... parking the cars

**EVALUATION**

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, please contact your teacher and pass to the next module.

# ANSWER KEY

## LEARNING ACTIVITY-1

### SELF CHECK

1.2.1	<b>1. It was founded in 1892</b>
	<b>2. Alexander Vallaury</b>
	<b>3. in 2010</b>
	<b>4. It was the first building to have electricity and first electric elevator</b>
	<b>5. In neo classical, art nouveeau and oriental styles</b>

### MEASURING AND EVALUATION

1	<b>1. spare 2. lights 3. bulb 4. lamp 5. welcome 6. snacks</b>
2	<b>1. in 2. from 3. until 4. during 5. on 6. on 7. by 8. on 9. for 10. from 11. to</b>
3	<b>1. C 2. D 3. B 4. C 5. B 6. B 7. B</b>

**LEARNING ACTIVITY-2  
SELF CHECK**

<b>2.1.2</b>	<b>1. Room 743</b>
	<b>2. Chef's salad</b>
	<b>3. A glass of dry wine</b>
	<b>4. (It takes) 20 minutes</b>
	<b>5. His name is Bart</b>

**MEASURING AND EVALUATION**

<b>1.</b>	<b>1. looks after/in charge of</b> <b>2. responsible for/makes sure</b> <b>3. looks after/duties include</b> <b>4. in charge of/responsible for</b> <b>5. looks after/duties include</b>
<b>2.</b>	<b>1. The Bellboy</b> <b>2. The Housekeeper</b> <b>3. The Bellboy</b> <b>4. The Housekeeper</b> <b>5. The Bellboy</b> <b>6. The Maintenance</b> <b>7. The Valet</b>
<b>3.</b>	<b>Students' own answers</b>

## MODULE EVALUATION

<b>1</b>	<b>1. iron</b> <b>2. taxis</b> <b>3. baby sitting service</b> <b>4. writing paper/stationery</b> <b>5. news papers</b> <b>6. safety deposit/valuables</b>
<b>2</b>	<b>1.</b> <b>A)orange</b> <b>B)coffee</b> <b>C) scrambled eggs</b> <b>D) toast</b> <b>E) butter</b>
	<b>2.</b> <b>A) -</b> <b>B) hot chocolate</b> <b>C) croissants</b> <b>D) butter</b> <b>E) fruit juice</b>
	<b>3.</b> <b>A) -</b> <b>B) -</b> <b>C) fried eggs</b> <b>D) sausage</b> <b>E) mushroom</b>
	<b>4.</b> <b>A) grapefruit</b> <b>B) tea</b> <b>C) fried eggs</b> <b>D) sausage</b> <b>E) mushroom</b>
<b>3</b>	<b>Students' own answers.</b>
<b>4</b>	<b>1. responsible to</b> <b>2. responsible for</b> <b>3. responsible for</b> <b>4. responsible for</b> <b>5. responsible to</b> <b>6. responsible for</b>

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