

HOTEL ACCOMMODATION

Objective: Students should be able to role play the various problems that are often encountered when booking and staying in a hotel

Materials: Use the sheets and role play cards provided

Procedure

Warm up: Ask students what their experience of staying in hotels has been. Ask them if they've ever stayed in a really luxurious hotel. What kind of facilities did it have? Was it worth the money?

1. Ask students what kind of facilities they would expect in a basic hotel and what kind they expect to find in a luxury hotel.
2. Have they ever made a complaint in a hotel? What was the result



USEFUL VOCABULARY

To book/reserve a room

To fill out a registration form

To confirm a booking

A wake up call

outdoor/ indoor pool

Double room

spa centre

Single room

gym

Twin beds

gift shop

Double bed

bar

Cot

room service

Bedlinen

restaurant

towels

coffee shop

Mini bar

hairdresser

Hairdryer

balcony

A view

1st floor / 2nd floor

special weekend rates

meeting rooms

conference rooms

video conferencing facilities

catering and banqueting services

GUEST 1

CHECK INTO THE HOTEL

- you need a room for 2 people
- you have no cash, only credit card
- you need to catch a flight early in the morning

RECEPTIONIST 1

CHECKING IN A GUEST

- You only have twin beds
- Ask for documents etc.
- Tell the guest what facilities there are and what time meals are served.

GUEST 2

COMPLAINING

- you booked 2 adjoining rooms for you and your young children but you have been put on different floors, this is not acceptable.

RECEPTION 2

RECEIVING COMPLAINTS

- apologise
- offer alternatives

GUEST 3

BOOKING BY TELEPHONE

- call the hotel, introduce yourself
- ask about availability, price and facilities
- you would like to book a weekend stay for 2 people
- you don't like heights
- you are vegetarian

RECEPTION 3

TAKING A BOOKING

- answer the call in a professional manner
- you have few double rooms left and all are on the 4th and 5th floor
- you have a twin room on the 1st floor
- give client a list of the facilities
- confirm the booking

GUEST 4

ORGANISING A SPECIAL EVENT

- you want to organise a Golden Wedding anniversary for your parents
- ask what the hotel can provide
- indicate how many guests will be staying over

RECEPTIONIST 4

ORGANISING A SPECIAL EVENT

- tell the person what kind of facilities there are , what can be organised etc.
- ask if there are any special requirements.
- Take bookings for the guests staying over

GUEST 5

MAKING COMPLAINTS

- your room is dirty
- there are no clean towels
- the pool is closed for maintenance
- there is no entertainment for children

RECEPTION 5

DEALING WITH COMPLAINTS

- apologise, but insist that the chambermaid cleans everyday.
- The pool has to be maintained
- It is not a hotel for children.

GUEST 6

MAKING A COMPLAINT

- the guests in the next room are too noisy
 - phone reception to complain
- 1 HOUR LATER....
- nothing has changed, phone reception and ask to change rooms

RECEPTIONIST 6

DEALING WITH COMPLAINTS

- take the call, tell the guest that there is nothing you can do about other people's behaviour
- take the next call. There are no other rooms available. There might be one free tomorrow

GUEST 7**ASKING FOR INFORMATION**

- you're staying in the Firenze Hotel, you've never visited the Florence before so you decide to ask reception for some information.

RECEPTIONIST 7**PROVIDING INFORMATION**

- give as much information as you can, e.g. what there is to see, directions to the bus stop
- tell the guest that the hotel offer guided tours

GUEST 8**ORGANISING AN EVENT**

- You need to organise a conference 300 people. Ask about the conference facilities and entertainment.
- The delegates are from all over the world
- All the delegates will be staying

RECEPTIONIST 8**ORGANISING AN EVENT**

- give details of the conference facilities and entertainment
- tell the client that the hotel has multilingual staff
- you only have room for 200 guests overnight. Suggest alternatives