

# ENL1202 ENGLISH FOR HOTEL AND LODGING 2



## Hotel Concierge

- A hotel concierge takes care of everything from arranging transportation, sourcing tickets for concerts, movies, and events. Recommending and making restaurant and hotel reservations suggesting suitable itineraries to helping with all your travel arrangements during your stay at a hotel.
- <https://YouTube/4czIT4grOfA>

# ASKING THE CONCIERGE FOR SIGHTSEEING ADVICE

- A: The front desk told me to ask you for sightseeing advice.
- B: Of course. I'd be more than happy to help. I am, after all, the hotel's concierge.
- A: Concierge? What exactly is that?
- B: We advise you on where to visit, eat, or shop during your stay here in New York.
- A: Great! So where should I start my sightseeing?
- B: The Statue of Liberty is always a good place to begin.
- A: I saw the Statue of Liberty on my last visit here. Can you recommend somewhere else?
-

- B: Hmm. What type of interests do you have?
- A: In my spare time, I really like to view art and go running.
- B: Aha! Have you been to Central Park or the Museum of Modern Art?
- A: No, but I've heard a lot about both.
- B: Well, Central Park is wonderful for running. Afterwards, you should head to the Museum to enjoy the art.
- A: Great! That sounds like a plan. Thanks a lot.
- B: I'm sure you'll have a good time there.



## GIVING DIRECTION : EXPRESSIONS USED FOR GIVING DIRECTIONS

- Asking for directions
- Excuse me . . .

**\*\* This is always the most polite way to begin your request for directions\*\***

Could you tell me how to get to (... the pool)?

How do I find..... (...Star Bucks Coffee Shop)?

Pardon me, I'm lost, how do I get to the (...the main lobby)?

Which is the best route to (...Phuket Town)?

Could you direct me to (...the beach)?

Which way do I go to get to (...the hospital)?

## Giving Directions

Go straight

Make a U turn

Turn left

Turn right

Continue on (keep going)

Follow this *hall . . . road . . . path*

Take the elevator

It's about 150 meters

It's next to . . . across from . . . opposite . . . beside . . .  
between (*two things*)

Cross the . . . street . . . road . . . park . . . lobby . . .  
intersection . . .

Go past the . . .

It's on . . . the left . . . the right . . . the third floor . . . the  
corner

## Prepositions to use with Directions

Go straight    Go to    Right    left

Cross    On your right    On your left    beside

Next to    Behind    Across from    In front of

On the corner of

# Giving Directions

➤ Drag the words to its picture.

roundabout

go past

traffic lights

turn left

next to

take the second left

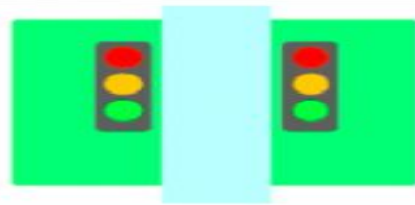
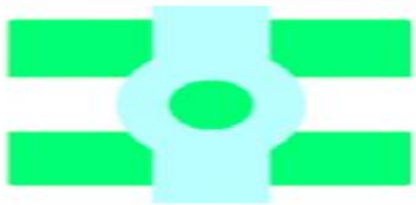
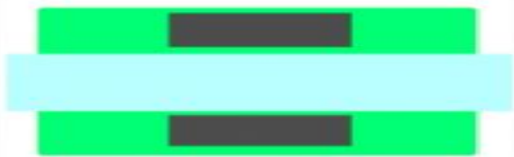
take the second right

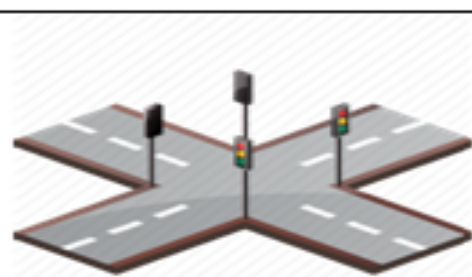
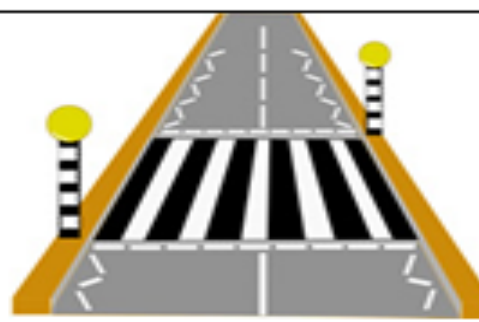
turn right

on the corner

opposite

go straight on





Traffic lights

Roundabout

Sidewalk

Zebra-crossing

Crossroad



Turn left

Turn right

Go straight

Go past

Cross

### Prepositions of place



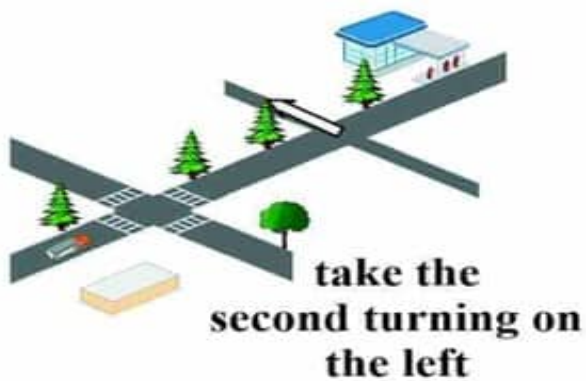
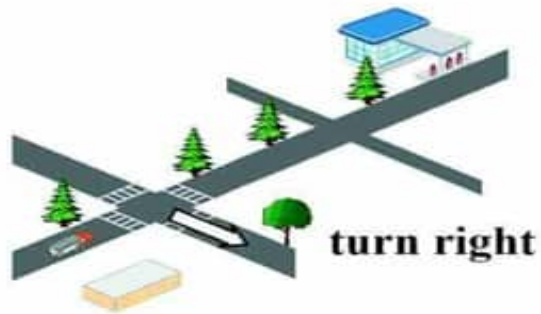
At the corner of ...

Next to

Opposite

Between





# Directions



Landmarks you can use when giving directions

## Example

**Excuse me sir. Is there a bank around here? Yes, there is one right across the street next to Library.**

traffic lights

crossroads

junction

level crossing

dead end

underpass

roundabout

flyover

motorway bridge

railway bridge

dual carriageway

pedestrian crossing

zebra crossing



# If You Can't Help

- 1. I'm sorry, I don't know.
- 2. Sorry, I'm not from around here.
- 3. I'm afraid I can't help you.
- 4. You could ask the bus driver.
- 5. I am stranger here myself.
- 6. I don't know the way. We've just moved in.
- 7. I'm sorry! I'm not from here! I have no idea!
- 8. I'm afraid I don't. I'd never been here before.
- 9. I'm sorry. I'm not from here so I don't know my way around.
- 10. Sorry. You'll have to ask someone else.

# TAKE, PAST, ON, STRAIGHT, AT, GO, SECOND

- 1. Go \_\_\_\_\_ on.
- 2. \_\_\_\_\_ past the traffic lights.
- 3. It's the building next to the library \_\_\_\_\_ the left.
- 4. \_\_\_\_\_ the roundabout turn left.
- 5. Then \_\_\_\_\_ the first left on to Green Street.
- 6. Go \_\_\_\_\_ the traffic lights and take the \_\_\_\_\_ right on to King's Road.



- **Dialogue 1**

- **William:** Excuse me, am sorry to trouble you, but could you tell me how I can get to the train station?

**Kate:** Yes no problem, it's that way. Keeping walking straight ahead then after you pass the library you have to turn left. then take your first right and it's across from the bus station. You cannot miss it!

- **William:** Thank you so much! I have only been in Manchester for 2 days, so I don't know how to get anywhere yet.

- **Kate:** Oh, I know that feeling. Me and my husband moved here a 6 months ago, and I still don't know how to find certain places! Manchester is so big.
- **William:** So just to double check Keep walking straight ahead till I pass the library, then I have to turn left and take the first right. Then it's across the bus station. Is that correct?
- **Kate:** Yes, that is correct.
- **William:** Well thanks for helping me. I must go and catch my train, hopefully I haven't miss it!
- **Kate:** OK, bye.

## • Dialogue 2

- **Panee** : Hello, may we ask you something?
- **Laura** : Certainly.
- **Panee** : I am Panee and this is my classmate Yada.
- **Laura** : okay, I am Laura, what can I help you?
- **Panee** : We want to go to Mrs. Sukdee's house, can you show us where her house is?
- **Laura** : Well okay, Mrs. Sukdee's house is 30 minutes from this junction, go straight ahead and you'll see a house painted blue and red gate.
- **Panee** : On which side?

- Laura : On the right side of the road. That's where she lives. Are you her students?
- **Panee** : Yes we are. thank you very much
- Laura : You're welcome

Excuse me sir. **Is there a bank around here?**

Yes, there is one **right across the street next to Library.**

**Can you give me directions to the petrol station?**

Of course I will, just **follow this road** until you come to the main road. **Turn right** and then **continue for** about 100 metres. **You will see** the petrol station **on the left.**

**Can you tell me how to get to the London bridge?**

Am sorry I cant help as **am not from around here.**



<b>Where's the nearest bus station?</b>	It's on the <b>corner of Oxford Street and Mayfair Lane. Next to</b> the train station.
<b>How do you get to the mall?</b>	<b>You have to go straight along</b> this road for about 200 metres. <b>Turn right when you see</b> Apple street. carry on straight ahead till you see a Tesco supermarket. The mall is <b>opposite</b> the supermarket.
<b>Is there a bank near here?</b>	Yes, there is one in Orange Street. Orange Street is <b>the third road on your right.</b>
<b>Excuse me sir. Could you please tell me where I can find the nearest chemist?</b>	Yes, there is one next to the Bakery. <b>Go back the way you came. Turn right</b> after you go past the bank and there is one <b>on your left next to the hospital.</b>

# DIALOGUE ON GIVING DIRECTIONS

- **Guest:** Could you tell me how to get to the Spa?

**Staff:** Take this passage-way and go down the steps on your right. At the bottom of the steps there is a wooden bridge. Go over the bridge and turn right. Follow the path until you get to the Spa. It's about 40 meters from the bridge.

- \*\*\*\*\*

- **Guest:** How do I find the Thai Thai restaurant?

**Staff:** Just follow the pathway to the left of the reception desk in the Andaman lobby. The walk-way will take you directly to the Thai Thai Restaurant.

• **Guest:** Which way do I go to get to the beach?

**Staff:** From the Bell Desk in the Andaman Lobby, turn left and follow the path on the right and go past the pond and up the steps. From there, walk straight across the beach road, the beach will be right in front of you.

• \*\*\*\*\*


• **Guest:** Pardon me, I'm lost, how do I get to the gym?

**Staff:** From the main lobby, walk away from the beach and take the first staircase on your right down. The staircase is next to the portrait center. The gym is on your right at the bottom of the stairs.



- **Guest:** Which is the best route to the Phuket City?

**Staff:** Get on the road to Patong and drive north on the 4233. At the end of the beach road in Patong, turn right on the 4029 and drive east. Take the 4029 about 4 kilometers and turn right on the 4020. That road will take you to Phuket city.



# Asking for & Giving Directions

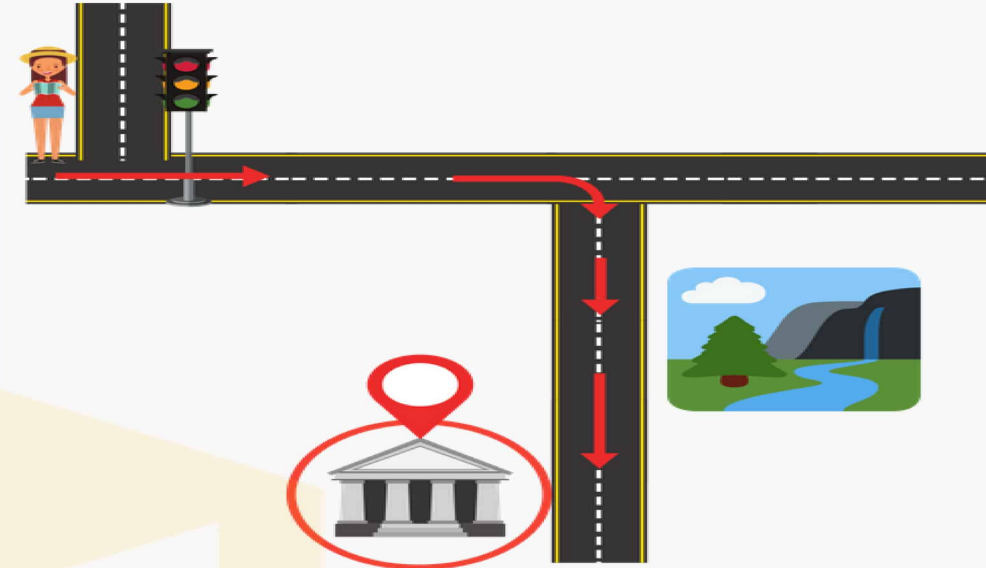
## Conversations 1

**Jane:** Excuse me! Can you tell me the way to the museum?

**Mike:** It's this way. **Go straight ahead** at the traffic lights. **Turn right.** **Go along the street.** **Walk past** the park, and **keep going straight** until you see the sign for the museum.

**Jane:** Great! Thanks for your help.

**Mike:** You're welcome.



## Conversations 2

**Kate:** Excuse me! How do I get to the post office?

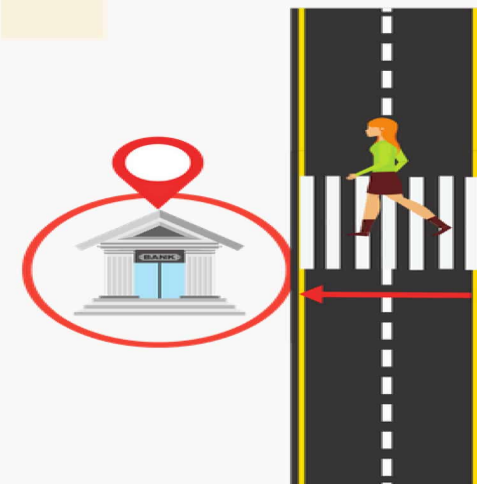
**Mary:** Sorry, I'm not from around here.

**Kate:** Do you know where the closest bank is?

**Mary:** If you **cross the street**, you'll find a bank there!

**Kate:** Thank you.

**Mary:** Don't mention it.



# Asking for & Giving Directions

## Conversations 3

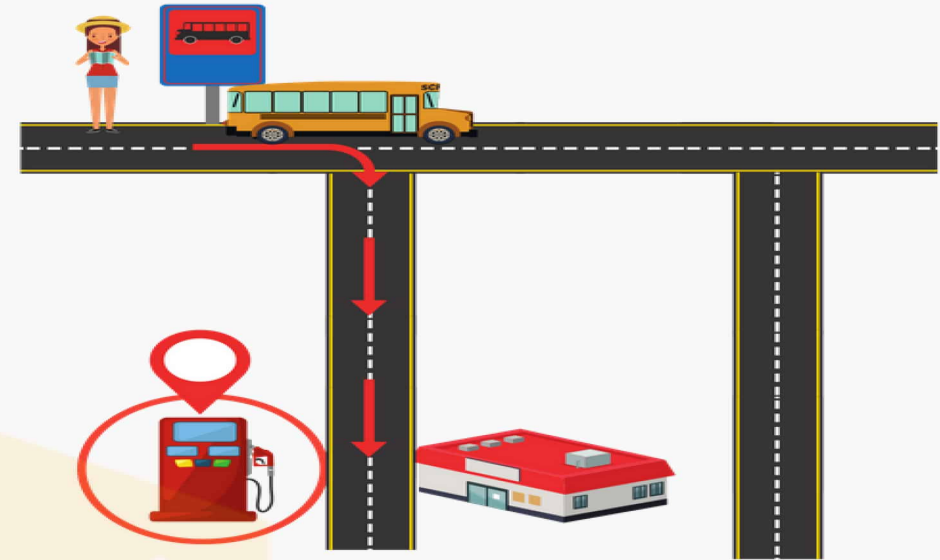
**Emily:** Excuse me, I'm afraid I can't find a **petrol station**. Do you know where one is?

**Bill:** There's one near here.

**Emily:** How do I get there?

**Bill:** At the **bus stop**, take the **first right** and go **straight on**. It's **opposite** the **shopping mall**.

**Emily:** Thank you so much!



## Conversations 4

**Rose:** Excuse me! Is there a **hospital** near here?

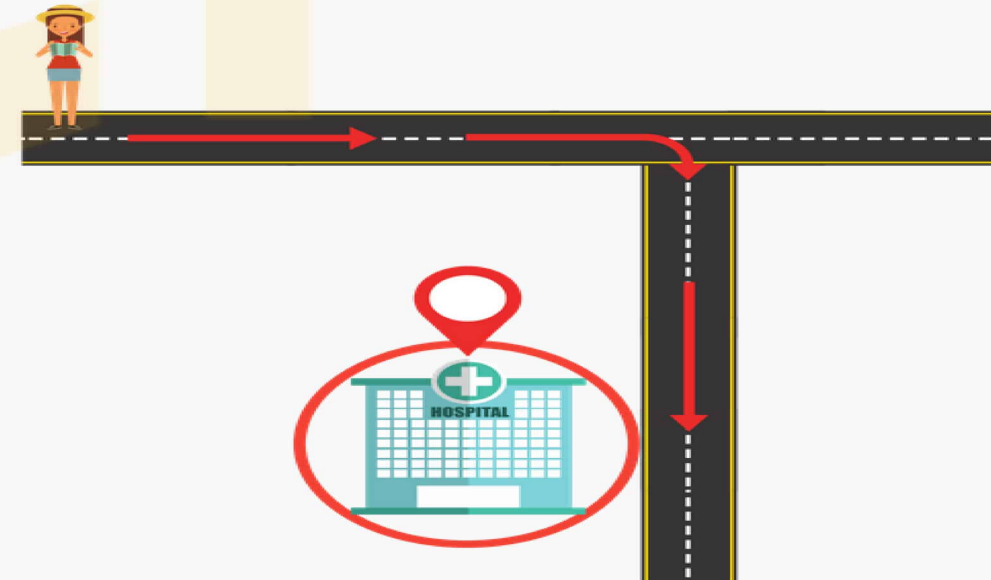
**Jack:** Yes, there's one near here.

**Rose:** How far is it to the **hospital**?

**Jack:** It's not far, maybe about 200 yards.

**Rose:** Could you please guide me?

**Jack:** It's that way. **Go straight ahead**. Take a **right** at the **junction**. This **straight road** will lead you to the **hospital**.





# Asking for & Giving Directions

## Conversations 5

**Susan:** Can you give me directions to the **Thai restaurant**?

**Nicolas:** Yes, sure. Do you know the **supermarket**?

**Susan:** Yes.

**Nicolas:** When you **get to** the **supermarket**, **take the second left**. You'll **pass** a **cinema**. The **Thai restaurant** is **next to** the **cinema**.

**Susan:** Thank you very much.

**Nicolas:** Go slow, there are many schools on the way.

**Susan:** I really want to thank you for your help.

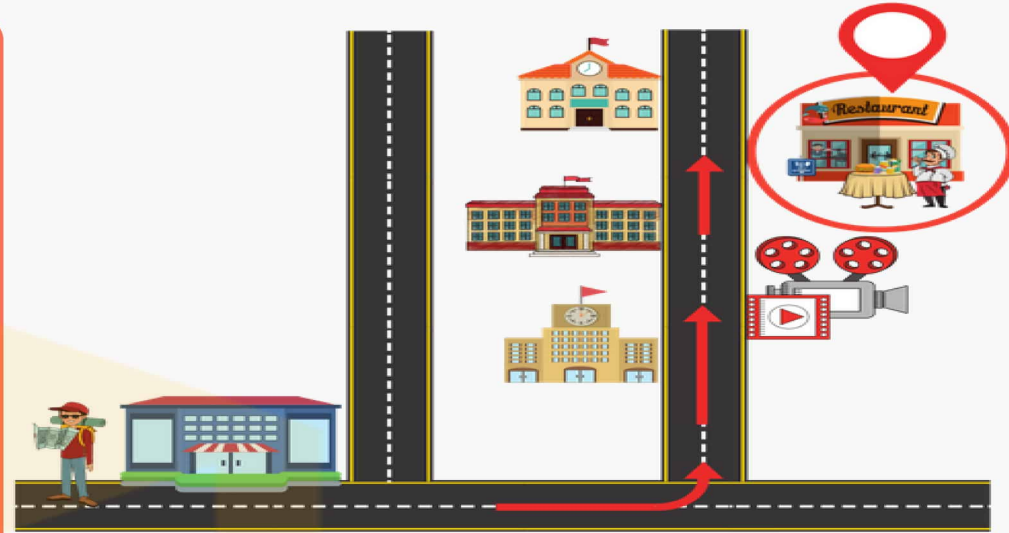
**Nicolas:** Not at all.

## Conversations 6

**Alex:** Pardon me, I'm lost. How do I get to the cafe?

**Tom:** Sorry, I don't know. You could ask the bus driver.

**Alex:** Thanks for your suggestion.



# Asking for & Giving Directions

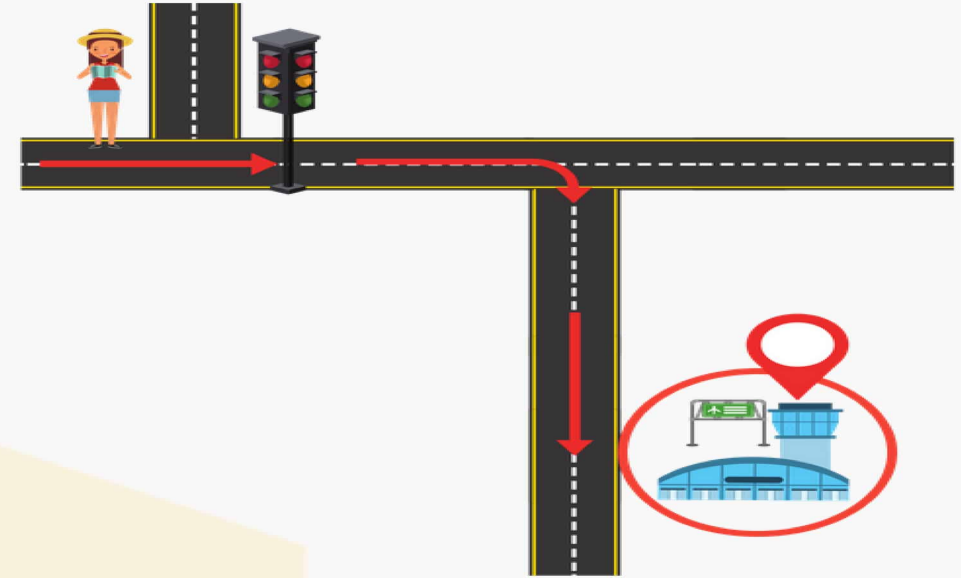
## Conversations 7

**Brenda:** Can you tell me where the **airport** is?

**Mark:** **Go straight ahead** at the **traffic lights**.  
**Turn right**. **Take this road**. This **straight road**  
will lead you to the **airport**. It'll be **on your left**.

**Brenda:** Thanks a lot.

**Mark:** It's nothing.



## Conversations 8

**Linda:** Can you tell me how to get to the bookstore from here?

**John:** I'm sorry. I'm not from here so I don't know my way around. But I know a **library** near here.

**Linda:** How far is it?

**John:** It's about a mile from here.

**Linda:** Will you please tell me where the **library** is?

**John:** **Go straight** and **turn right** after the **petrol station**.  
**Take this road**. **Go past** the **car park** and  
you'll find the **library**.

**Linda:** Many thanks.





# Asking for & Giving Directions

## Conversations 9

**Cindy:** Sorry to bother you, but would you mind showing me the way to the **train station**?

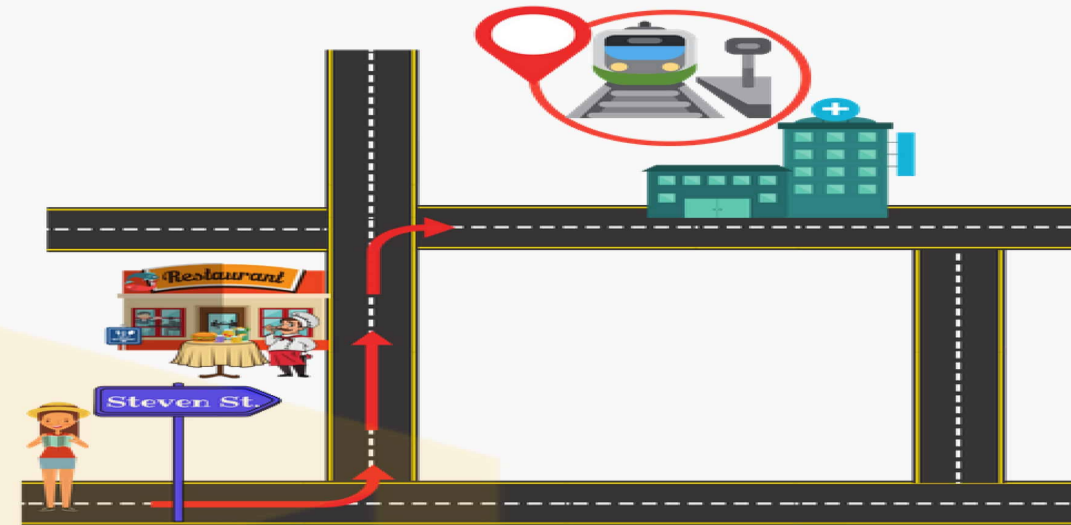
**Martin:** Certainly. Do you have a map?

**Cindy:** Yes!

**Martin:** **Take the first left** when you **enter Steven Road**. After you **pass a restaurant on your left**, **take a right** at the **crossroad**. Then you'll see a **train station**. It is **behind** the **hospital**.

**Cindy:** Sorry, but I don't remember. Can you help me find it?

**Martin:** OK. Follow me. I'll show you the way.



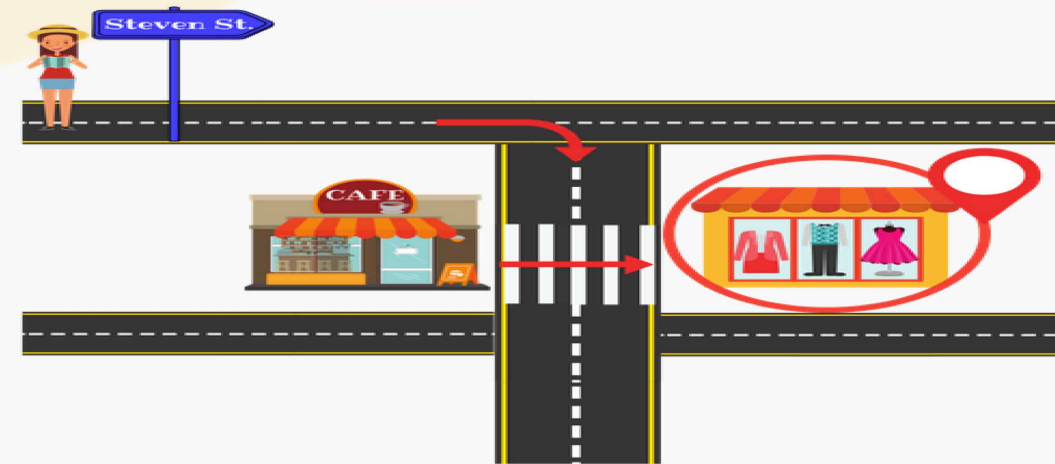
## Conversations 10

**Lisa:** Would you show me the way to the **clothes shop**?

**Jimmy:** When you **get to Steve Street**, **take your next right**. It's **on the corner**, **across from the cafe**.

**Lisa:** Thanks! I've just moved in, so I really don't know my way around yet.

**Jimmy:** Oh, I know how you feel. We moved here a year ago, and I still don't know where everything is!



# Asking for & Giving Directions

## Conversations 11

**Scarlet:** Is this the right way to **Brington Resort**?

**David:** You're going the wrong way.

**Scarlet:** Please tell me how to get there.

**David:** I'll give you directions. Not to worry.

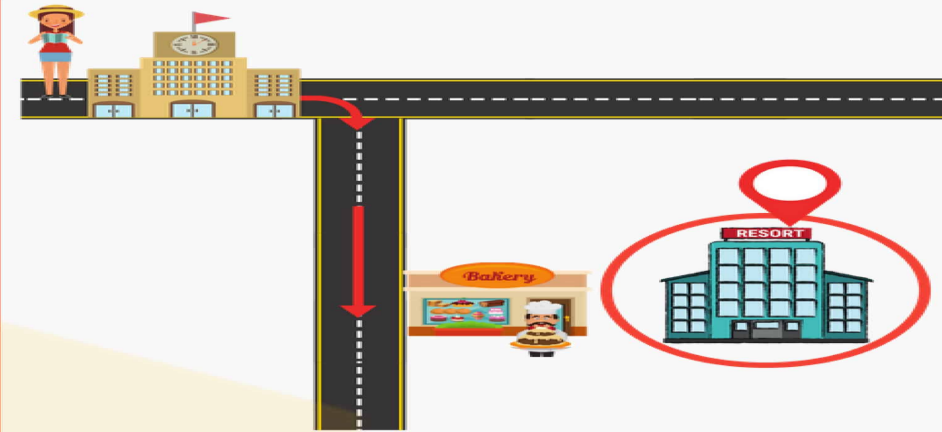
**Scarlet:** How far is it to the **resort** from here?

**David:** It's pretty far from here. On the way here, did you see a **school**?

**Scarlet:** Yes, I saw a **primary school**.

**David:** **Turn right** after the **school**. **Take this road**. You'll **pass** a **bakery on your left**. It is **behind** the **bakery**.

**Scarlet:** Thank you so much!



## Conversations 12

**Clara:** Do you know how to get to the **gallery**?

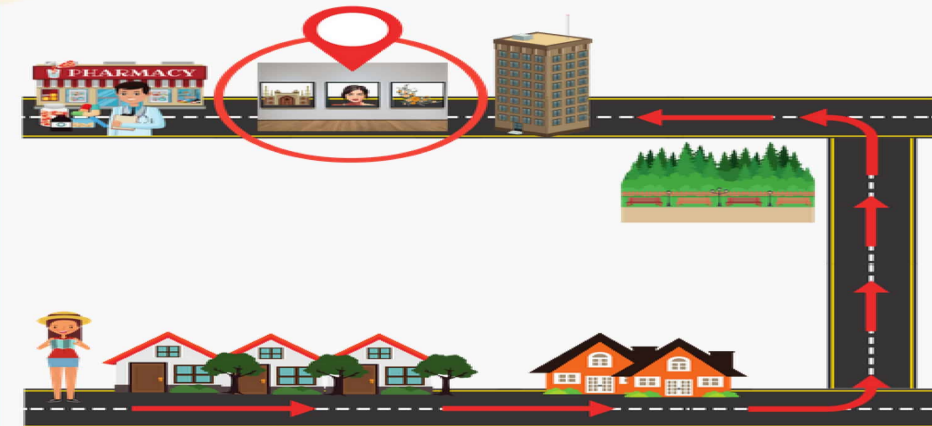
**Michael:** Certainly. However, there might still be road repairs and diversions. You should be careful.

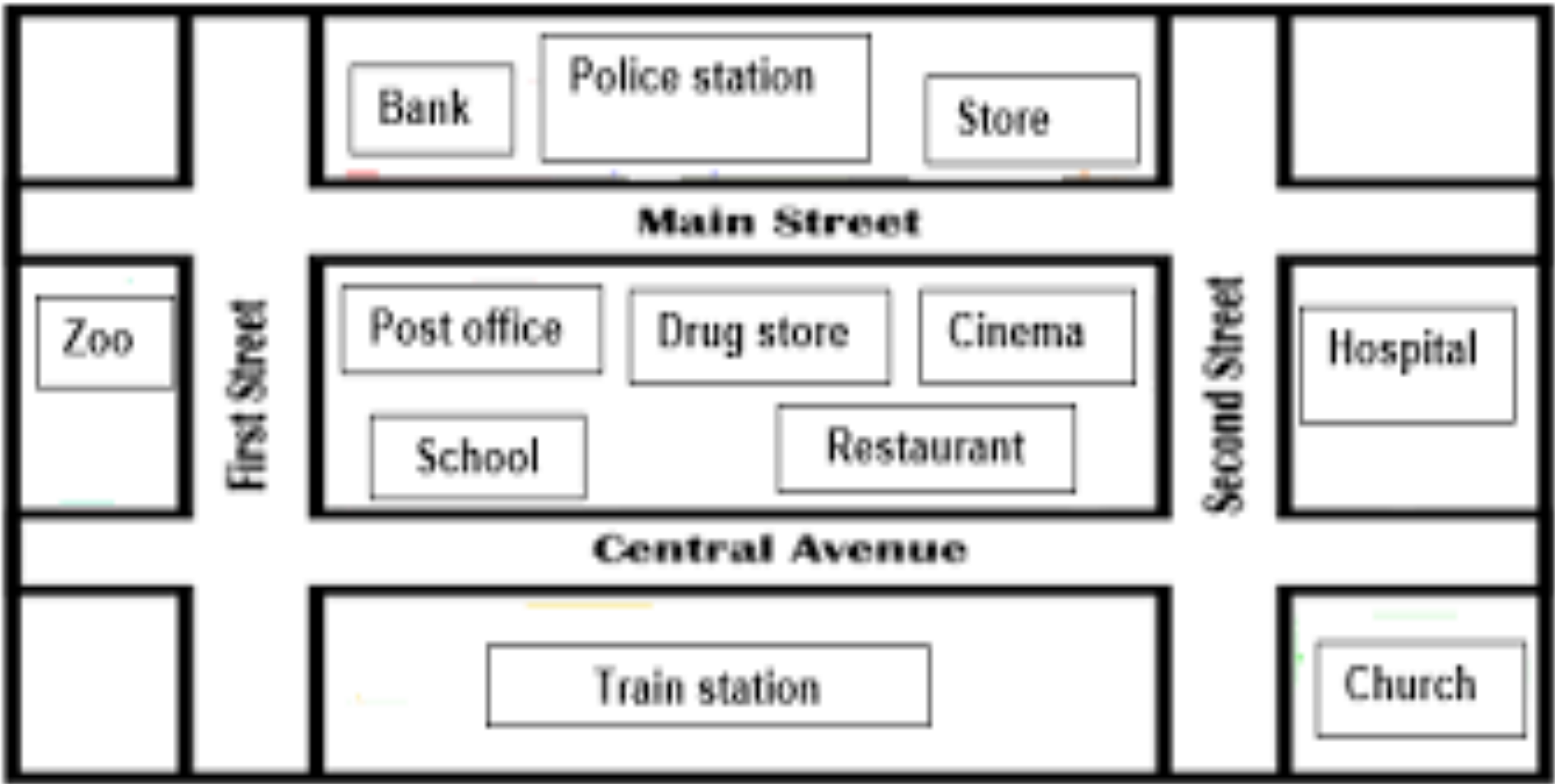
**Clara:** Thanks for your warning.

**Michael:** **Go down this street** for **two blocks** and **turn left**. **Keep going straight ahead**; you will **see** a **park**.

**Make a left turn** when you **see** the **park**. **Go down there**. The **gallery** is **between** a **pharmacy** and a **skyscraper**.

**Clara:** Thank you again. Have a nice day.





Bank

Police station

Store

**Main Street**

Zoo

First Street

Post office

Drug store

Cinema

School

Restaurant

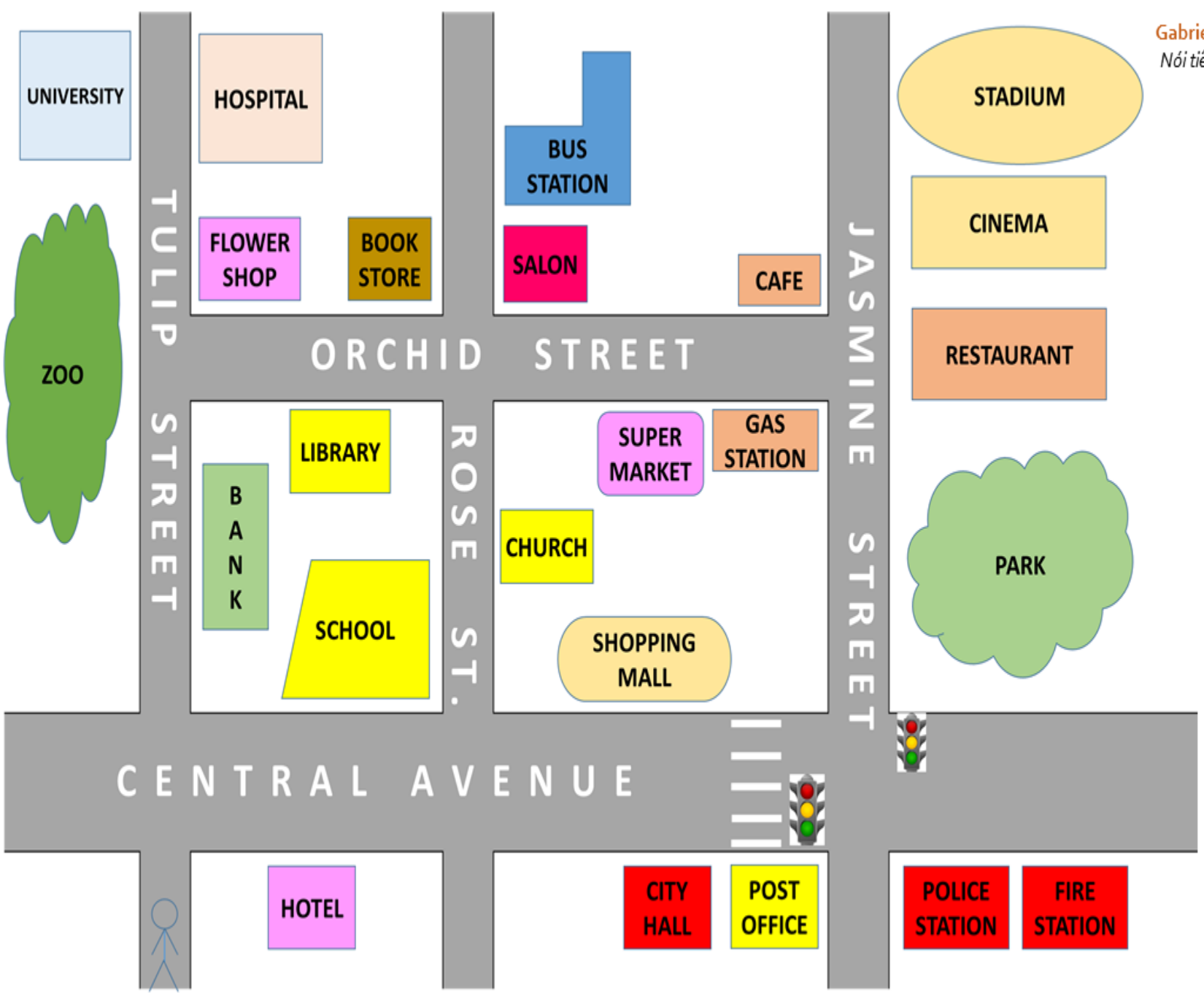
Second Street

Hospital

**Central Avenue**

Train station

Church



"Take the first turning on the right, go past the hotel and take the first turning on your left and cross Orchid Street. You'll see it on your right, next to the Salon."



