

# ENL 1202 English for Hotel and Lodging 2

## Unit 3 Request and Offer



# Objective

1. Identify polite expressions commonly used when talking with hotel staffs and guests.
2. Use correct grammar structures to form polite expressions needed in each context.

# Hotel VOCAB

Could I have your passport please? รบกวนขอพาสปอร์ตของคุณด้วยนะคะ/ครับ

Could I have your booking number please? รบกวนขอเลขบ้คกั๊งด้วยนะคะ/ครับ

Could you choose your breakfast for tomorrow please?

รบกวนเลือกอาหารเช้าของคุณสำหรับวันพรุ่งนี้ด้วยนะคะ/ครับ

This is a map of Pai นี่คือแผนที่ของปายคะ/ครับ

This is an information of our resort นี่คือข้อมูลของรีสอร์ทคะ/ครับ

The shuttle service will be available until 9:00 pm รถของเราทำการจนถึงส

Breakfast time begin 7:30 am until 10:30 am

อาหารเช้าจะเริ่มตั้งแต่เจ็ดโมงครึ่งเช้าจนถึงสิบโมงครึ่งเช้าคะ/ครับ

Restaurant opens from 11:00 am until 9:00 pm

ร้านอาหารเปิดตอนสิบเอ็ดโมงเช้าถึงสามทุ่มคะ/ครับ

Front Office opens from 7:00 am until 9:00 pm

หน้าฟร้อนเปิดเจ็ดโมงเช้าถึงสามทุ่มคะ/ครับ

If you have any further assistance, please contact us before

9:00 pm by pressing 100. ถ้าคุณต้องการความช่วยเหลือ รบกวนติดต่อทางเราก่อนสามทุ่ม

Could I change the room? ฉันขอเปลี่ยนห้องได้ไหมคะ/ครับ

Could I have a new one? ขอใหม่ได้ไหมคะ/ครับ

Could you fix....? ซ่อม....ให้หน่อยได้ไหมคะ/ครับ

Excuse me, I left my key in the room. Could you open the room for me? ขอโทษนะคะ/ครับ ฉันลืมกุญแจไว้ในห้อง รบกวนช่วยเปิดห้องให้ได้ไหมคะ/ครับ

I could not flush the toilet. กดชักโครกไม่ได้ค่ะ/ครับ

I lost my key. ฉันทำกุญแจหาย

It is too noisy. เสียงดังมากค่ะ

My room has a problem. ห้องมีปัญหา

.....is not working..... เสียหรือไม่ทำงาน

Bathroom is dirty/not clean. ห้องน้ำสกปรก ไม่สะอาด

Could you please say it one more time? กรุณารบกวนพูดอีกรอบนะคะ/ครับ

Everything is ready ทุกอย่างพร้อมแล้วค่ะ/ครับ

Have you had breakfast yet? ทานข้าวเช้ารียังคะ/ครับ

How many .... would you like to have? คุณต้องการ .... ก็อัน/ชิ้น/ฝืน/คู่ ค่ะ?

How was your sleep last night? เมื่อคืนนอนเป็นอย่างไรบ้างคะ/ครับ

I am fine, thank you and you? ฉันสบายดีค่ะ/ครับ ขอขอบคุณค่ะ/ครับ และคุณละคะ/ครับ

I am here for preparing your bath ฉันมาเตรียมอ่างให้คะ/ครับ

I am here with a technician to fix...ฉันมากับช่างเพื่อมาซ่อม...

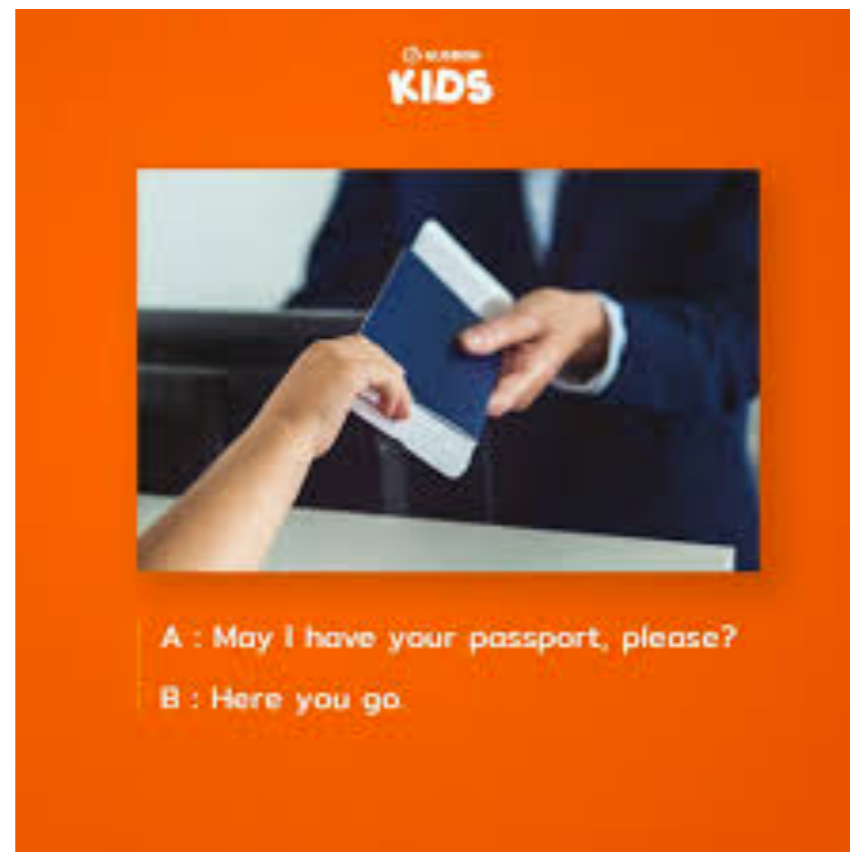
I'm sorry. It is only for the guesses who stay at the resort.

ขอโทษนะคะ สำหรับแขกที่มาพักเท่านั้นคะ/ครับ

Let me call my manager เดี๋ยวฉันเรียกเมนเจอร์ให้นะคะ/ครับ



- Would you please show us a passport?
- May I please see your passport ?
- Could you show us a passport, please?



- **Accepting a request (yes)**  
**(no)**

- Yes.
- Sure.
- Certainly.
- Of course.
- OK.(informally)
- Why not.(very informally)
- Go ahead. (very informally)

## **Declining a request**

Sorry, I can't. I ....

I'm sorry I can't.I ....

I'm afraid I can't.I ....



## Dialog 1

- A: Could you please lend me the calculator?
- B: Sorry, I'm using it. Could you please wait a minute?
- A: OK.

## Dialog 2

- A: Could you please pass me the salt?
- B: Sure. Here you are.
- A: Thank you.

## Dialog 3

- A: Would you like something else?
- B: No, thanks. I'm OK.

## Dialog 4

- A: Would you like some more bread?
- B: Yes, please.
- A: Here you are.
- B: Thank you

- Offer

To make our offers more polite, we should begin our sentences with a modal like 'Would you like....?', 'Would you like to....?', 'Would you like me to ....?', 'May I....?', 'Can I ....?', 'Shall we...?'.

- Would you like + noun?
- Would you like to + V.1 .....
- Would you like me to + V.1 .....
- May I + V.1 .....
- Shall we + V.1 .....

- Would you like me to get/ bring you a cup of coffee?
- Would you like me to .....?
- Would you like me to show you up to your room?
- May/Can I help you?/
- May/Can I help you with .....?
- Shall we work late this evening?



When we respond to an offer, we can either say 'yes' or 'no'.

- Accepting an offer

- Yes, please.

- OK.(informally)

Declining an offer

No, thanks/ thank you.

No, thanks/ thank you. I'm  
all right.

No, thanks/ thank you.

I.....

- 

I'd like to, but I.....

## At the Front Office

- **Richard**: Excuse me, Sharon. Would you please pass me that key?
- **Sharon**: Sure. Here you are.
- **Richard**: Thank you.
- **Sharon**: Oh, Richard. Can I go to see the manager right now?

She's just called to say she has an urgent matter to discuss with me.

- **Richard**: Of course. And would you please bring back the big stapler she borrowed from us yesterday?

- **Sharon:** OK. I'll be back with it. By the way, what's special about that stapler? Why do you really want it back today?
- **Richard:** Oh! Would you please not ask? It's a long story.
- **Sharon:** OK. OK. I wouldn't.

- 1. What did Richard want from another receptionist?
- 2. Who is going to leave the front desk? Why?
- 3. Who took a big stapler yesterday?
- 4. Why is the stapler special?

What a hotel staff member may request / offer guests?

Is this request or offer from which hotel staff?

- a waiter/ a waitress,
- a receptionist ,
- a personnel manager,
- a banqueting manager,
- a room maid
- a key clerk
- a doorman
- operator
- a lift attendant

- May I connect you to the Reservations, sir?

Our hotel has a welcome drink for all guests. Would you like to have some?

Can we have a look at the room first?

• So, there will be 200 people in the party. Would you like us to prepare more tables and seats for them?

• Thank you for your stay with us.

• May I call a taxi for you, sir?

• You were absent from work yesterday. Could you come and discuss that with me now?

• Can we have one more pillow, please?

• Would you like to order now.

• Would you like to leave your room key with us.

• May I help you? What floor are you going to?

• here, madam?



- Home work
- Offers:
  - 1. (information) \_\_\_\_\_
  - 2. (eat) \_\_\_\_\_
  - 3. (mountain) \_\_\_\_\_
  - 4. (pay) \_\_\_\_\_
  - 5. (Thai restaurant) \_\_\_\_\_
- Requests:
  - 6. (chef) \_\_\_\_\_
  - 7. (corner room) \_\_\_\_\_
  - 8. (sea) \_\_\_\_\_
  - 9. (bill) \_\_\_\_\_
  - 10. (view) \_\_\_\_\_