



Introduction English for Hotel 3



Outlines

- Self Introduction
- Hotel Jobs
- Courteous Staff





SELF INTRODUCTION (General)

3 – Step Approach

Step 1: Who you are



**Step 2: What are you like?
(what kind of person you are?
/What are character traits?)**

**Step 3: What
do you like?**



Who you are? (Example 1)

Start with sentences summarize who your are.

Hello, my name is_____.

I am studyingat SSRU. (I graduated from SSRU)

I am a reliable customer service agent with 2 years experience dealing with customer complaint./(I am optimistic, enthusiastic, and reliable)

I like meeting people, learning new things, and surfing internet.



Who you are? (Example 2)

Good morning, My name is _____.

I am a recent graduate with B.A. in Hotel Business from Suan Sunandha Rajabhat University.

Or.....

I am currently in my final year of university.

I will complete my Bachelor's Degree by December 2022.



Sample Sentences

- I am studying Hotel Business, SSRU.**
- I graduated B.A. (Hotel Business)
from SSRU.**

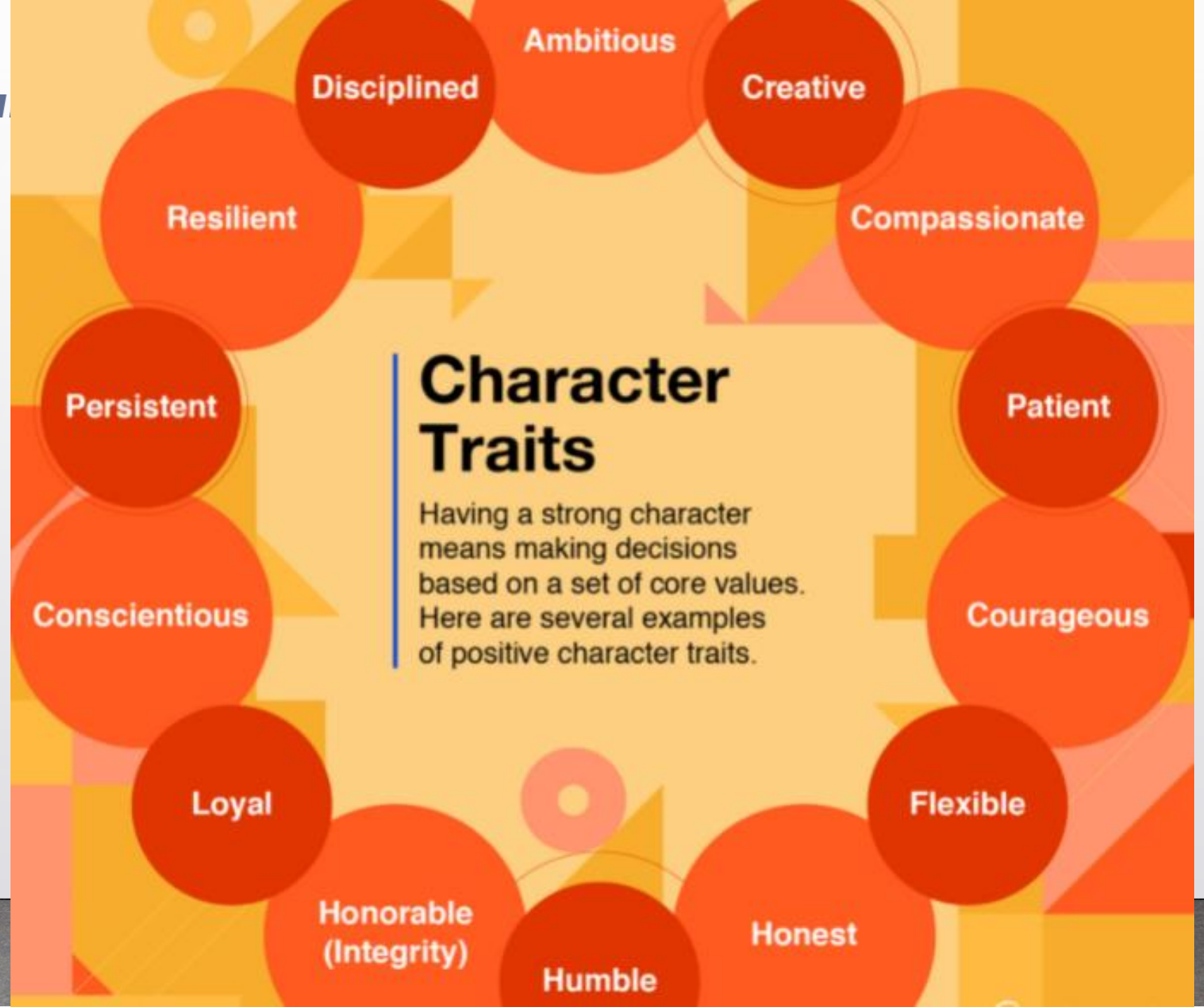
B.A. = Bachelor of Arts

SELF-DESCRIPTIVE WORDS



- Adaptable
- Analytical
- Assertive
- Confident
- Conscientious
- (put a lot of effort)
- Creative
- Disciplined
- Efficient
- Energetic
- Enterprising(good at thinking & doing esp. money)
- Enthusiastic
- Expressive
- Extroverted
- Ingenious (clearly, skillful)
- Innovative
- Manager
- Personable
- (pleasant appearance)
- Persuasive
- Precise
- Productive
- Reliable
- Responsible
- Self-reliant
- Self-starter
- Skilled
- Tactful (careful not upset s-one)
- Team player
- Technical

Character Traits





TIP # 1

DO NOT talk about your
personal or family life.

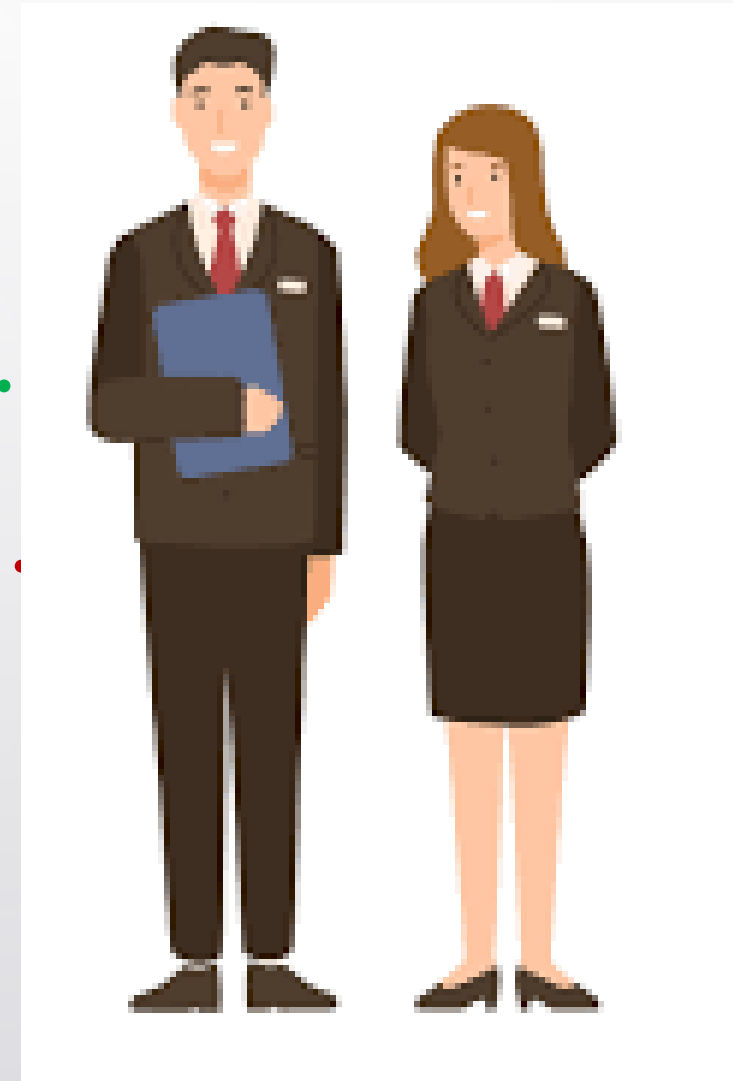


TIP #2:

Make your mini-stories
"achievement-oriented."

Sample Sentences

- I previously worked at.....
- I was responsible for.....



TIP # 3

End with useful response

USEFUL RESPONSES

- Nice to meet you.
- Pleased to meet you.
- Happy to meet you.
- How do you do?





SELF INTRODUCTION

(as a hotel staff

to welcome guests)

Welcoming guests

- Make guests feel welcome
- Give them essential information
- Talk about hotel facilities and services.





Language study 1

- Good morning, and welcome. My name is , I am a front receptionist. At ABC hotel, we 'll do our best to deal withas quickly as possible. Can you take a seat? And we'll serve you with a welcome drink.



Language study 2

- Could you just check the registration details are correct on this print out?
- Just sign here, please.
- Could you give me your passport(s).
- You can collect them from reception in the morning.
- Enjoy your stay with us.

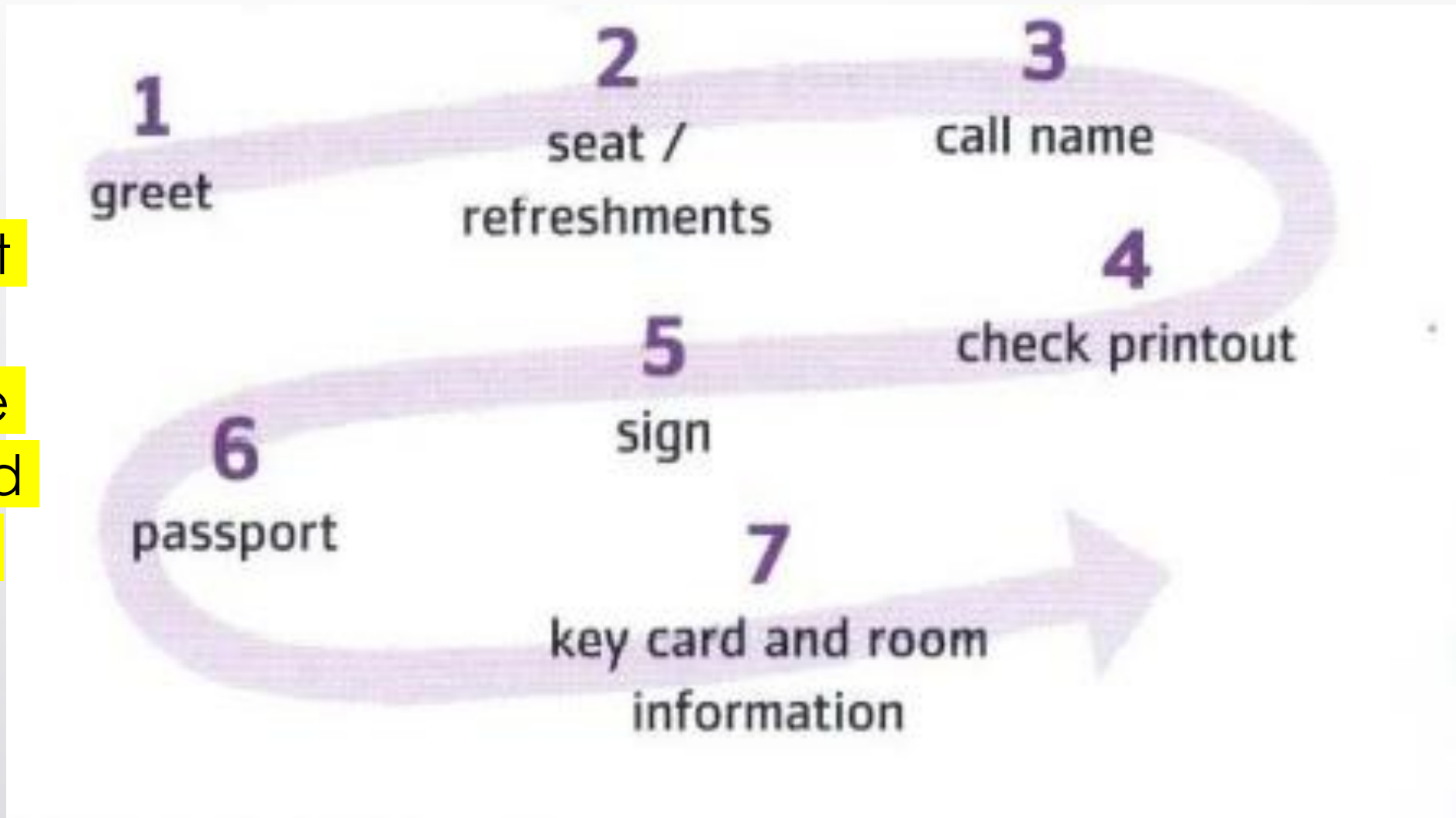


New words to use

- Collect
- Correct
- Deal with
- Home address
- (do) our best
- patience
- Print out
- quickly
- ready
- Registration details
- Sign
- voucher

Activity 1

- Work with partner. Look at the flowchart. Take turns to be receptionist and guest. Practice dealing with arrivals





Talk about hotel facilities and services and tell customers where facilities are.



New words to use

- Business center
- Car rental
- client
- Direct
- Facilities
- Gift shop
- hire
- main
- On site
- Roof terrace
- Separate
- service
- Shuttle bus
- Taxi rank
- Tourist attraction
- Transfer
- Wheelchair access



Language study 2

There is a shuttle bus from.....direct to.....

The buss stop is just outside the, opposite the

We offer a free airport transfers to our guests.

It's on the ground floor, opposite the.....

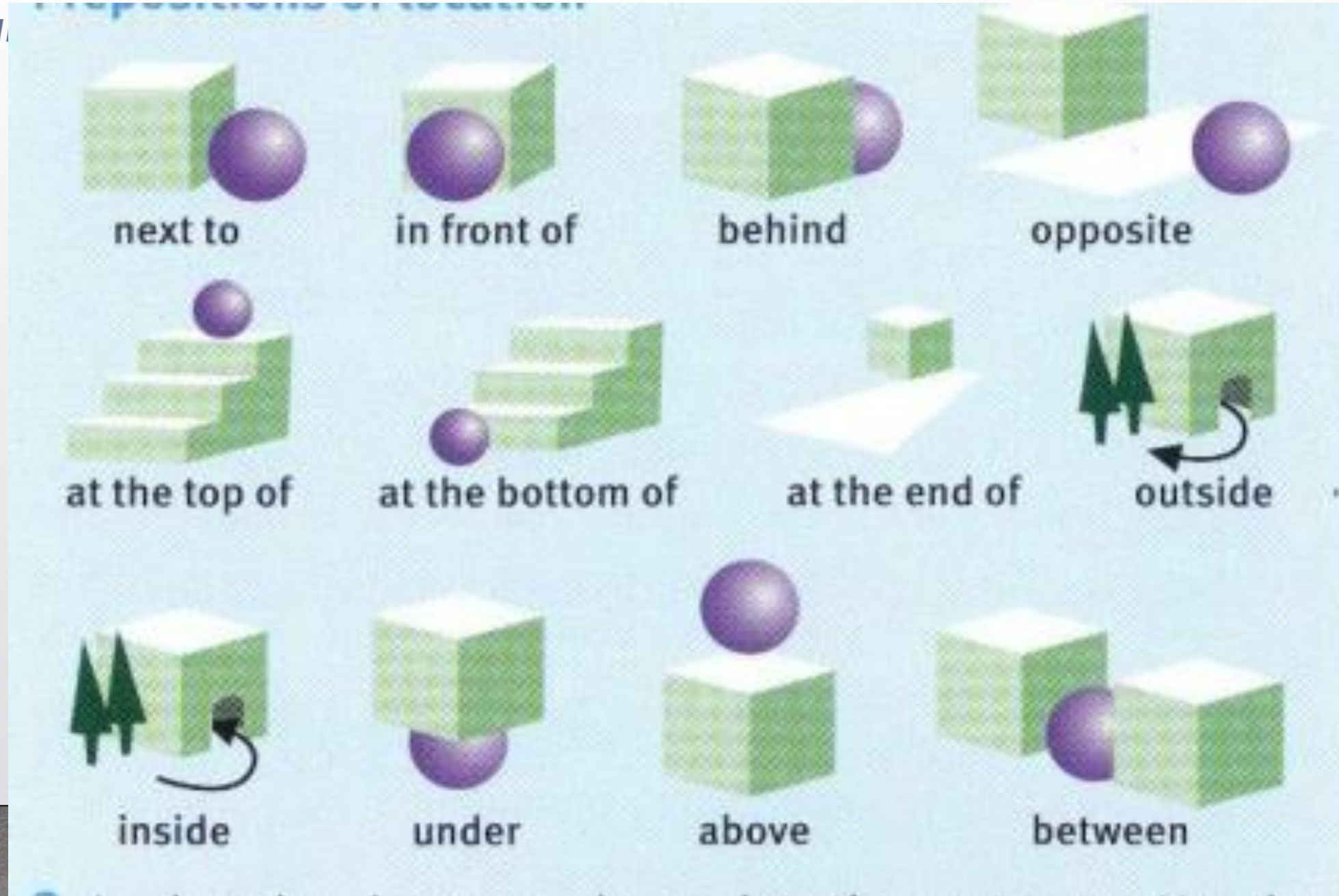
It's open 24 hour.

We'll arrange that for you.

Can you recommend a restaurant near the hotel?

I can recommend Gino's....it's very nice.

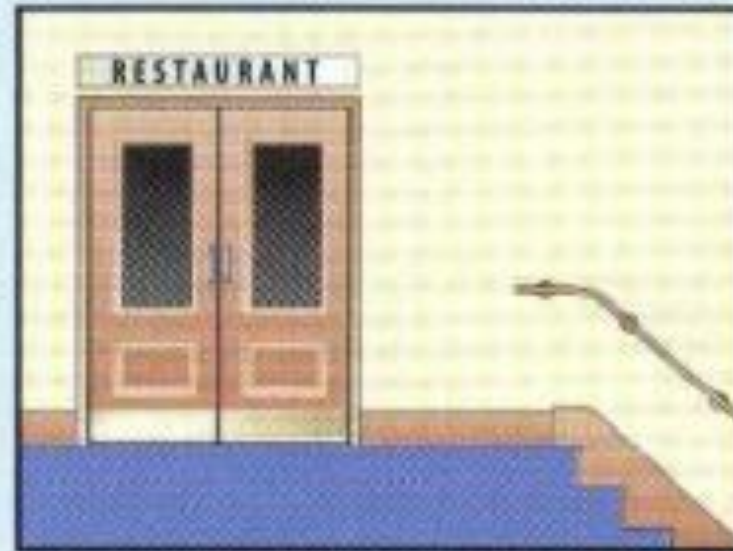
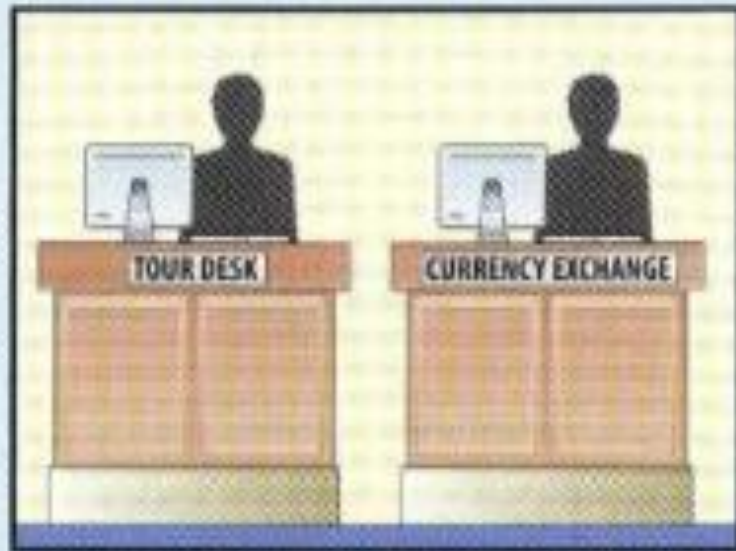
Preposition of locations



Activity 2; look at the picture and tell customers the location of the facilities.

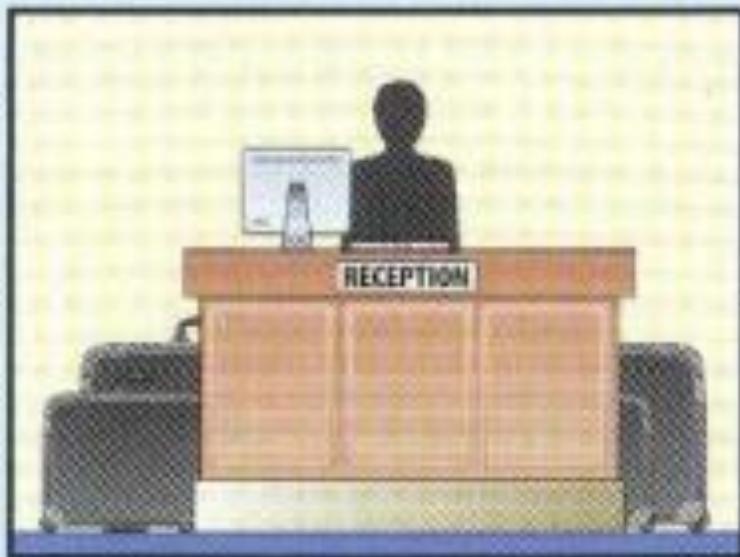
1. The tour desk is

2. The restaurant is



Activity 2
(continue)

The luggage is ...



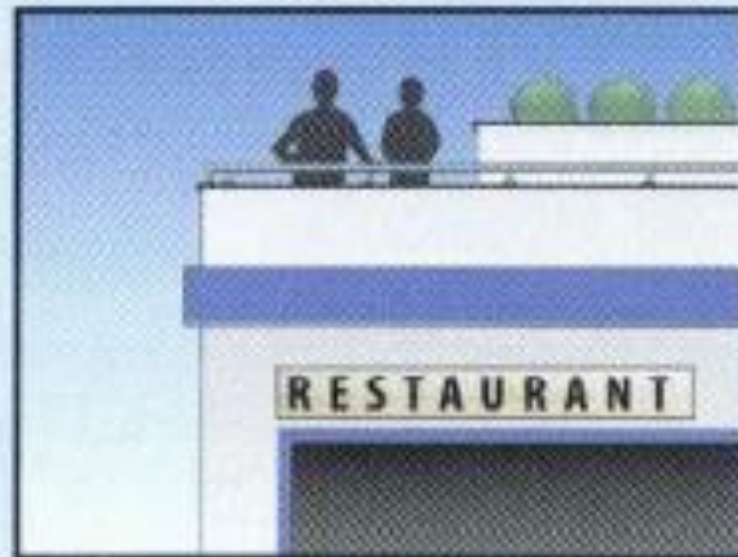
4 The gift shop is ...



The woman is ...



6 The roof terrace is ...





References

Trish Scott & Alison Pohl. (2016). Highly Recommend 2. Oxford, New York: Oxford University Press.

Richey, Rosemary. P. (2013). English for Customer Care. Oxford, New York: Oxford University Press.

Q & A

