

T.C.
MİLLÎ EĞİTİM BAKANLIĞI



MEGEP

(MESLEKÎ EĞİTİM VE ÖĞRETİM SİSTEMİNİN
GÜÇLENDİRİLMESİ PROJESİ)

KONAKLAMA VE SEYAHAT
HİZMETLERİ

MESLEK İNGİLİZCESİ 1

ANKARA 2006

Milli Eğitim Bakanlığı tarafından geliştirilen modüller;

- Talim ve Terbiye Kurulu Başkanlığının 02.06.2006 tarih ve 269 sayılı Kararı ile onaylanan, Mesleki ve Teknik Eğitim Okul ve Kurumlarında kademeli olarak yaygınlaştırılan 42 alan ve 192 dala ait çerçeve öğretim programlarında amaçlanan mesleki yeterlikleri kazandırmaya yönelik geliştirilmiş öğretim materyalleridir (Ders Notlarıdır).
- Modüller, bireylere mesleki yeterlik kazandırmak ve bireysel öğrenmeye rehberlik etmek amacıyla öğrenme materyali olarak hazırlanmış, denenmek ve geliştirilmek üzere Mesleki ve Teknik Eğitim Okul ve Kurumlarında uygulanmaya başlanmıştır.
- Modüller teknolojik gelişmelere paralel olarak, amaçlanan yeterliği kazandırmak koşulu ile eğitim öğretim sırasında geliştirilebilir ve yapılması önerilen değişiklikler Bakanlıkta ilgili birime bildirilir.
- Örgün ve yaygın eğitim kurumları, işletmeler ve kendi kendine mesleki yeterlik kazanmak isteyen bireyler modüllere internet üzerinden ulaşılabilirler.
- Basılmış modüller, eğitim kurumlarında öğrencilere ücretsiz olarak dağıtılır.
- Modüller hiçbir şekilde ticari amaçla kullanılamaz ve ücret karşılığında satılamaz.

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EXPLANATION

KOD	222YDK005
ALAN	Konaklama ve Seyahat Hizmetleri
DAL/MESLEK	Önbüro Elemanlığı-Kat Elemanlığı (Konaklama)
MODÜLÜN ADI	Meslek İngilizcesi 1
MODÜLÜN TANIMI	Rezervasyon, check-in ve kat hizmetlerindeki işlemleri yabancı dilde eksiksiz olarak anlama ve konuşmanın öğretildiği bir öğrenme materyalidir.
SÜRE	40/32
ÖN KOŞUL	Yabancı Dilde Temel Kurallar ve Yabancı Dilde İletişim modüllerini başarmış olmak.
YETERLİK	Mesleği ile ilgili yabancı dilde temel terim ve kavramları anlamak ve konuşmak.
MODÜLÜN AMACI	Genel Amaç: Uygun ortam sağlandığında Konaklama Hizmetlerindeki İşlemleri yabancı dilde doğru olarak anlayabilecek ve konuşabileceksiniz. Amaçlar: <ul style="list-style-type: none">➤ Rezervasyon ve check-in işlemlerini yabancı dilde hatasız olarak gerçekleştirebileceksiniz.➤ Önbüro ve Kat Hizmetlerinde karşılaşılabilecek sorunları yabancı dilde hatasız olarak anlayabilecek ve çözebileceksiniz.
EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI	Ortam: Sınıf Donanım: Tv, video, video kasetleri, cd oynatıcı ve cd ler, bilgisayar, interaktif cd'ler kulaklık
ÖLÇME VE DEĞERLENDİRME	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.

GİRİŞ

Sevgili Öğrenci,

Günümüz koşullarında , yabancı dilin her sektörde önemli olduğu bilinmektedir. Konu turizm olduğunda bu önem bir kat daha artmaktadır.

Ülkemiz, Avrupa Birliğine tam üyelik için uyum sürecini başlatmıştır. Bu süreçte önümüze açılacak olan istihdam imkanlarını en iyi şekilde değerlendirebilmek, iyi yetişmiş kalifiye elemanlar ile mümkün olacaktır.

İşte bu noktada, Avrupanın ve hatta dünyanın turizm merkezi olacak ülkemizin başarısında, sizlerin büyük rolü olacaktır.

LEARNING FACILITY-1

AIM

If suitable conditions are provided you are going to make check in and you can understand and answer them correctly.

COMMENTARY

➤ You can listen to the dialogues between the guests by visiting accommodation establishments. Later you can act out the dialogues with your classmates in the classroom.

➤ You can listen to the phone calls of the staff at reception at accommodation establishments. Later you can act out the dialogues with your classmates in the classroom.

1.RESERVATION and CHECK-IN

1.1. Making A Reservation On The Telephone

1.1.1.Learning New Words

These are the new words that you need to know to understand the dialogues. Listen to your teacher and check the words as you hear them. Later repeat the words after your teacher.

- valet parking (n).....
- daily (adj).....
- choice (n)
- sound (v)
- additional (adj).....
- credit card (n)
- deposit (n)
- facilities (n).....
- selection (n)
- opposite (adj)
- fitness center (n)
- baby-sitting (n)

1.1.2. Listening To A Dialogue

Listen to your teacher carefully and repeat after him/her. Maria is telephoning a hotel to book a room.

Receptionist: Good morning, Palm City Hotel.

Maria: Oh, good morning. I'm going on vacation next month and I'm trying to find a hotel. Can you tell me about your facilities?

Receptionist: Certainly, madam. We're a five-star hotel just opposite the beach. We have a swimming pool and tennis courts. And there's a choice of four restaurants.

Maria: That sounds great. What about a TV?

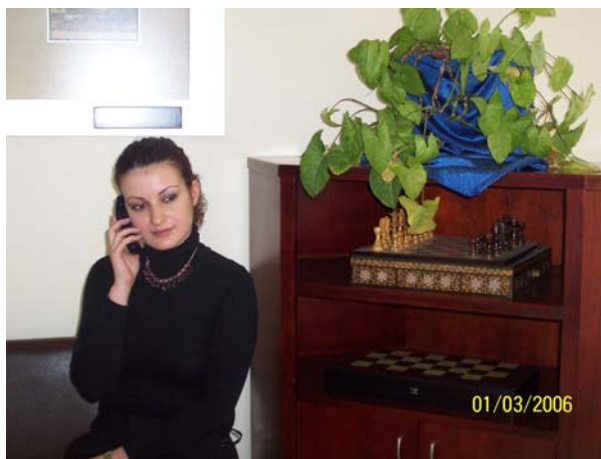
Receptionist: Yes, there's a TV in every room, madam.

Maria: OK, I'd like to reserve a room for a week from the tenth of next month.

Receptionist: I'll see what we have ... We have a room with a private bath, overlooking the beach. Would that be all right?

Maria: Yes, that sounds fine.

Receptionist: I'll need your name and credit card details, please.



Understanding The Dialogue

1.1.3. Give Short Answers To These Questions.

- Is Maria planning a trip by herself?
- What does Maria inquire about?
- Where is the hotel located?
- What facilities does the hotel offer?
- How long does Maria want to stay at the hotel?
- What information does the receptionist need to book the room?

1.1.4. Producing New Dialogues By The New Words Given

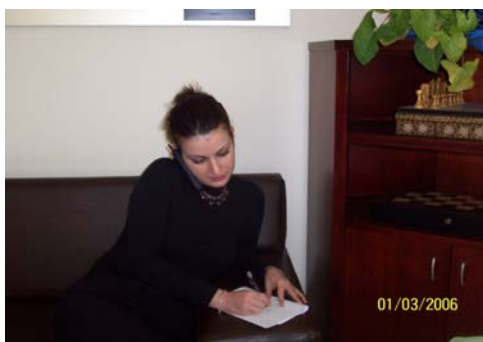
You are a hotel receptionist talking to a customer on the phone. Your partner is the customer. Have three conversations similar to the Dialogue. Each time, change only one piece of information.

1. Change the name of the hotel. Here are some suggestions:
Hotel Sheraton, Club Ilica, Hotel Altın Yunus.
2. Change the hotel's location. Here are some suggestions:
downtown, in the city center, close to the historical places.
3. Change the period of accommodation at the hotel. Here are some suggestions:
three nights, a month, a fortnight.

When you have done this, change roles with your partner so that you are now the customer.

1.1.5. Mini Dialogues

- Maria: I'd like to book a room for four nights from the tenth of next month.
Receptionist: I'm sorry, madam, we're fully booked for next month.
Maria: Oh, that's a pity. Well, thank you anyway.
Receptionist: I'm sorry we couldn't help you. Goodbye.



- Maria: I'd like to book a room for five nights from the tenth of next month.
Receptionist: Sure madam. Will you be coming by car?
Maria:: Yes, I will. Are there parking facilities?
Receptionist: Yes, we have valet parking for an additional daily charge.
Maria: What about the place to park the car without using the valet service?
Receptionist: I'm afraid, that's impossible, madam.

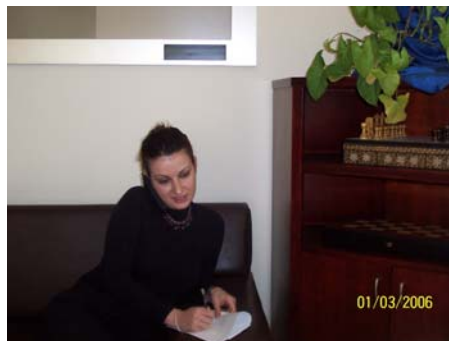
➤ Maria: I'd like to book a room for five nights from the tenth of next month.

Receptionist: Yes, no problem.

Maria: I forgot to ask. There's a Turkish Bath, isn't there?

Receptionist: Yes, sure. we have one here

Maria: OK then, thank you.



➤ Maria: : I'd like to book a room for five nights from the tenth of next month.

Receptionist: Yes, how many people will you be coming?

Maria: A couple and a child. Do you have baby-sitting at the hotel?

Receptionist: Yes, of course we have. We have also a mini club for the children.

1.1.6. Solutions For The Problems

The table below gives information about two guests. Work with partner and role-play each of the guests and the receptionist. Use the Dialogue and the Mini dialogues to help you.

Guests	Problem
Steve McMillan	1. Hotel fully booked 2. Need for Spa.
The Browns	1. Cost of valet parking 2. Need for baby-sitting

Imagine that you are a receptionist and a guest calls the hotel regarding a reservation. The guest requires specific facilities that the hotel may or may not be able to offer. Role-play the conversation between the receptionist and the guest. The receptionist should use the Hotel Facilities Information. While the guest should use the Guest's Information. Change roles when you have finished.

Hotel Facilities Information:

1. Hotel restaurant is fully booked, but can organize the reservation for a nearby restaurant.
2. Can only provide baby-sitting for the weekend.
3. Only reserve a tennis court every morning for half an hour from 9:30 a.m.

Guest's Information:

1. Wants to make reservation at the hotel restaurant for three people.
2. Needs baby-sitting for Tuesdays and Thursdays.
3. Wants to reserve a tennis court every morning of stay from 7:30 a.m. to 8:30 a.m.

1.2. Check-In At Reception

1.2.1. Learning New Words

These are the new words that you need to know to understand the dialogues. Listen to your teacher and check the words as you hear them. Later repeat the words after your teacher.

- single (adj)
- account (n)
- leaflet (n)
- fax (n)
- dine (v)
- key card (n)
- bellboy (n)
- renovation (n)
- meal (n)
- excellent (adj).....
- area (n).....
- manage (v).....
- knob (n).....
- ground floor (n).....

1.2.2. Listening To A Dialogue

Listen to your teacher carefully and repeat after him/her. Maria is checking into a hotel.

Receptionist: Can I help you?

Maria: I have a reservation. My name's Maria White.

Receptionist: Yes, a suit for a week with an ocean view. You'll be in room 344 - that's on the third floor. How will you be paying your account?

Maria: I'll be paying by credit card.

Receptionist: Fine.

Maria: Would you please give me some information about the activities in the hotel?

Receptionist: This booklet will help you. There is a map of the city and info of the hotel. The fax and photocopy facilities are on the third floor. There is an internet café at the end of the corridor.

Maria: Thank you.

Receptionist: Are you going to have your dinner at our hotel tonight?

Maria: Yes, but is it possible to invite two friends of us?

Receptionist: Yes, but you have to pay extra charge.

Maria: Ok, doesn't matter.

Receptionist: Here is your key card. The bellboy will bring up your luggage. Enjoy your stay.

Maria: Thank you.



1.2.3. Understanding The Dialogue

Give short answers to these questions.

- What is the guest's name?
- Has she made a reservation?
- Where is room 344?
- How will she be paying her account?
- How will she find out about the facilities?

- Is she going to have dinner at the hotel tonight?
- What does the receptionist give her?



1.2.4. Producing New Dialogues By The New Words Given

You are a guest checking into a hotel and you are talking to the receptionist. Your partner is the receptionist. Have three conversations similar to the dialogue. Each time, change only one piece of information.

- Change the room number and the room's location. Here are some suggestions: room 408 on the fourth floor, room 245 on the second floor, room 114 on the first floor.
- Change the credit card that will be used to pay the account. Here are some suggestions: Visa, Mastercard, American Express, Diners Club.
- Change the information that the guest is given about the hotel. Here are some suggestions: the restaurant is on the first floor, the bar is on the ground floor, the health club is on the second floor.

When you have done this, change roles with your partner so that you are now the receptionist.

1.2.5. Mini dialogues

- Maria: Could you please reserve a table for five for tonight at the restaurant?
Receptionist: I'm afraid the restaurant is full.
Maria: Oh, that's a shame. We were planning to have a dinner with our friends.
Receptionist: There are some excellent restaurants in this area, madam, not far from here.
Maria: Oh, OK, thanks.
- Receptionist: Can I help you, madam?
Maria: Yes, I hope so. I've just checked in, but I can't open my

door with this key card. Don't you have any keys?
 Receptionist: I'm sorry, we only have the key cards now. They work well once you're used to them. Put it in, wait for the green light and then turn the knob to the right.
 Maria: OK, I see. I think I may have tried to turn before the light came on. I'll try it again, thank you.
 Receptionist: You're welcome.



➤ Receptionist: How will you be paying your account, Mrs. White?
 Maria: By Visacard.
 Receptionist: Oh, I'm very sorry, madam, the hotel does not accept Visacard.
 Maria: Oh, I forgot to ask when I made the reservation.
 Receptionist: There's a bank near the hotel. They may help you to change your currency.
 Maria: OK, thanks very much.

➤ Receptionist: Can I help you, madam?
 Maria: Yes, thank you. My name's Maria White. I have a reservation for a week
 Receptionist: Yes, Mrs. White. Three nights. You'll be in room 344 - that's on the third floor.
 Maria: I can't believe it. I reserved a room on the first floor.
 Receptionist: No problem at all. We'll change your room to a first floor one immediately.
 Maria: Thank you very much.



1.2.6. Solutions For The Problems

A man is checking into the hotel. There is a problem with his reservation. The hotel reservation is on the wrong month that he expects. The receptionist tries to help him

Example:

Guest: I have a reservation for 12th July. It's for a single room with a sea view.

Receptionist: Yes, sir .. I'm sorry, our records show a reservation for 12th August. If you like we can offer you another room but it is with mountain view.

Guest: OK, thank you. That'll be fine.

Or the guest might answer like this:

Guest: No It is your fault. So I'm going to look for another hotel.

Role-play the conversation between the guest and the receptionist. The guest should use the Guest Information, while the receptionist is using the Hotel Information. Change roles when you have finished.

Guest Information

1. Two nights	A single room	With sea view
2. Five nights	A double room	With Turkish bath
3. Saturday & Sunday	A double room	With king-size bed
4. Four nights	A double room	With extra bed available
5. Fortnight	A single room	On the second floor

Hotel Information

1. Three nights	A single room	With sea view
2. Four nights	A double room	With Turkish bath
3. Saturday	A double room	With king-size bed
4. Four nights	A double room	No extra bed available
5. Two nights	A single room	On the second floor

EVALUATION -1

1. Complete the dialogue by using the words in the box. (13 blanks)

name, how long, single, OK., correct, when for, honeymoon, make, have, everything, fortnight, vacant, staying.

Mr. Green is making a reservation at the Hilton Hotel by telephone.

Receptionist: Good evening, sir. Can I help you?

Mr. Green: Yes, I'd like to(1) reservation.

Receptionist: Certainly, sir.(2)?

Mr. Green: Saturday, October 1st.

Receptionist: And(3) will you be(4)?

Mr. Green: A fortnight.

Receptionist: Fine. Would you like a double or(5) room?

Mr. Green: Well, actually, I was wondering if it was possible to have(6) suite.

Receptionist: Oh, congratulations, sir. I'll just check to make sure the honeymoon suite is(7).

Mr. Green: Thank you.

Receptionist: Yes, that seems to be(8) . Can I have your(9) please?

Mr. Green: Yes, it's GREEN. G-R-E-E-N..

Receptionist: Thank you. So it's Mr. And Mrs. Green, in the honey moon suite, Oct. 1st. for a(10).

Mr. Green: That's(11). Does the room(12) a sea view and a private bathroom?

Receptionist: Of course. It's our best room. It has(13) you could wish for.

Mr. Green: Thank you for your help.

Receptionist: Not at all. We are looking forward to seeing you. Good bye.

2. Answer these questions from the dialogue.

1. What is the name of the hotel?
2. When does Mr.Green want the reservation?
3. How long does Mr.Green want to stay?
4. Which room does Mr.Green ask for?
5. Is it a nice room?

3. Match the words with their closest meaning.

- | | |
|----------------|----------------|
| 1) facilities | a) position |
| 2) reservation | b) travel bags |

- | | |
|--------------|---------------|
| 3) fortnight | c) booking |
| 4) per | d) for each |
| 5) location | e) empty |
| 6) luggage | f) activities |
| 7) vacant | g) two weeks |

4. A young couple has just arrived at a hotel for the weekend.

Receptionist: Good evening, sir. Can I help you?

Mr.Ford: Good evening. We'd like a double room for the weekend.

Receptionist: Certainly, sir. Would you like a room with a balcony?

Mr.Ford: Yes, please. Could we have a sea view?

Receptionist: Of course, madam. We have a lovely room on the third floor which is overlooking the beach.

Mr.Ford: That sounds ideal. May we see the room, please?

Receptionist: Yes, of course. Please follow me.

(They go upstairs to see the room.)

Mr.Ford: It is wonderful. How much does it cost?

Receptionist: It is 50\$ per person, per night including breakfast.

Mr.Ford: That's ok.

Receptionist: How will you be paying your account?

Mr.Ford: I'll be paying by Mastercard.

Receptionist: Fine. Here is your key card. Enjoy your stay.

Answer the questions from the dialogue.

1. Who wants a room?
2. How long does the couple want to stay?
3. What kind of room do they want?
4. How much does the room cost?
5. What does the price include?

5. Complete the receptionist's part of the dialogue using the words & expressions in the box.

Thank you very much – Can I help you madam? – You'll be in room 344 -
No problem at all – We may accept Diners Club.

Receptionist:(1)?

Guest: Yes, thank you. My name is Özlem Ergül. I have a reservation for two nights.

Receptionist: Yes, Mrs.Ergül. Two nights.(2).

That's on the third floor.

Guest: It's impossible, there must be a mistake. I reserved a room on the first floor.

Receptionist:(3). We'll change your room to the first floor.
.....(4) for your warning.
Guest: How will I be paying for my account?
Receptionist:(5).

EVALUATION

- Match the answers with the questions given at the end of the module.
- Try to examine the things that you have learned in this module.
- After checking the answers from the key, try to find out your mistakes.
 - Try to use more resources and other books from tourism.
 - Search from the internet and national or local libraries.
 - You can get help from your teacher.

LEARNING FACILITY- 2

AIM

If suitable conditions are provided you are going to understand the dialogues between the guest while they are staying at the hotel and you will also respond to them in a correct way.

COMMENTARY

- 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.

2. THE PERIOD THAT IS SPENT AT THE HOTEL

2.1. Getting In The Room

2.1.1. Learning New Words

These are the new words that you need to know to understand the dialogues. Listen to your teacher and check the words as you hear them. Later repeat the words after your teacher.

- curtains (n).....
- air conditioning (n).....
- clockwise (n).....
- remote control (n).....
- local channel (n).....
- cable TV (n).....
- video (n).....
- select (n).....
- fridge (n).....
- mini bar (n).....
- bottle opener (n).....
- room service (n).....
- press (v).....
- laundry (n).....
- iron (n).....

- ironing board (n).....
- cot (n).....

2.1.2. Listening To A Dialogue

Listen to your teacher carefully and repeat after him/her. A bellboy shows Maria into a hotel room.

Bellboy: Here you are, madam. This is your room.

Maria: Fine. Put the bags there, please.

Bellboy: I'll just open the curtains for you.

Maria: It's very hot in here. How do you turn the air conditioning on?

Bellboy: You turn the switch clockwise to make the room cold.

Maria: OK. What about the television?

Bellboy: Here's the remote control. We have local channels and cable TV.

Maria: And where's the refrigerator?

Bellboy: It's right here. There's a mini bar and the bottle opener is on it.

If you want Room Service, you press one on the phone.

Maria: Excuse me, is there a safe in the room?

Bellboy: Yes, it's in the wardrobe. By using your keycard you can open it easily.

Maria: Thank you very much.



2.1.3. Comprehension Questions

Give short answers to these questions.

1. Where does the conversation take place?
2. What does the bellboy open?
3. Is the room too cold for Maria?
4. Is there a cable TV?
5. Where is the bottle opener?

6. Who do you call if you need something else?

2.1.4. Producing New Dialogues By The New Words Given

You are a hotel bellboy. Your partner is a guest. You are showing the guest into his/her hotel room. Have three conversations similar to the dialogue. Each time, change only one piece of information.

- Change the question about the air conditioning. Here are some suggestions: turn it up, turn it down a bit, turn it off.
- Change the information about the television. Here are some suggestions: the channel control, the volume control, the hotel information channel.
- Change the information about internal calls in the hotel. Here are some suggestions: press three for Housekeeping, press zero for Reception, press seven for Maintenance.

When you have done this, change roles with your partner so that you are now the guest.

2.1.5. Mini Dialogues

- **Bellboy:** Here's your room, Mrs. White. Enjoy your stay.
Maria: Thank you. What should I do about laundry?
Bellboy: There is a laundry and dry-cleaning service. You can fill in the form in your drawer if you want to have your clothes cleaned.
Maria: Thanks very much.



- **Bellboy:** Here's your room, Mrs. White. Enjoy your stay.
Maria: Thank you. I want to have my hair cut. Is there a hairdresser's in your hotel?
Bellboy: Yes, we have. It's on the ground floor. If you want you should take an appointment.
Maria: Yes, I will. Thank you

➤ **Bellboy: Here's your room, Mrs. White. Enjoy your stay.**

Maria: Thank you. Is there a cafe for five o'clock tea?.

Bellboy: Yes, of course. There is a free self service of tea and desserts,

Maria: That'd be great, thank you.

➤ **Bellboy: Here's your room, Mrs. White. Enjoy your stay.**

Maria: Thank you. I was told I could get an extra bed for the room.

Bellboy: No problem, madam. Just call Housekeeping and they'll organize it for you.

Maria: Thank you very much.

2.1.6. Solutions For The Problems

A bellboy is showing a guest his room just after checking in at Reception. The guest is not happy with the room at all that he has been given. The bellboy tries to help.

Example:

Bellboy: Here is your room, sir. I'll just bring your bags in for you.

Guest: Thank you.. I see there are two single beds. I actually reserved a room with a double bed. Also, I see the room overlooking the mountain, rather than the sea. I think there is a mistake.

Bellboy: Would you like me to call Reception and check your reservation?

Guest: Yes, please.

Or the conversation might go this way:

Bellboy: Would you like me to call Reception and check your reservation?

Guest: No, I'd prefer to speak to the Manager and have my room changed.

Work with a partner and role-play the conversation between the guest and the bellboy. The guest should use the Guest Information. Change roles when you have finished.

Guest Information

What the guest finds	What the guest reserved
➤ Two single beds Overlooking the mountain	A double bed Overlooking the sea
➤ One double bed Overlooking the street	Two double beds Overlooking the sea
➤ No extra bed A mini bar	an extra bed No mini bar

➤ One double bed TV	One king-size bed No TV
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2.2. The Solution Of Several Problems

2.2.1. Learning New Words

These are the new words that you need to know to understand the dialogues. Listen to your teacher and check the words as you hear them. Later repeat the words after your teacher.

- turn down (v).....
- freezing (adj).....
- by now (adv).....
- fix (v).....
- replace (v).....
- see to (v).....
- jewelry box (n).....
- missing (adj).....
- room safe (n).....
- drawer (n).....
- investigate (v).....
- nasty (adj).....
- scratch (n).....
- menu (n).....

2.2.2. Listening To A Dialogue

Maria is calling Reception from her room. Listen to your teacher carefully and repeat after him/her

- Receptionist: Good evening. Reception. Yeşim speaking. What can I do for you?
 Maria: Good evening. My name is Maria White. I'm in room 344. I've just checked in.
 Receptionist: Yes, Mrs. White.
 Maria: There's a problem with the air conditioning. I can't turn it down and it's freezing cold.
 Receptionist: I'm sorry, I'll have it checked for you right away.
 Maria: That's not all. The bathroom hasn't been cleaned.
 Receptionist: I'm so sorry, it should have been cleaned by now. I'll call Housekeeper and have it cleaned for you right away.
 Maria: Also, can you do something about the television? There's no vision on the screen
 Receptionist: Sure, I'll call Maintenance and have it fixed or replaced immediately. I am terribly sorry about this, madam. I will solve all of your problems

immediately.



2.2.3. Comprehension Questions

Give short answers to these questions.

- What room is Maria in?
- How long has she been at the hotel?
- Is she happy with her room?
- What is wrong with the air conditioning?
- Is the bathroom clean?
- What is wrong with the television?
- Who will Yeşim call about the television?
- When will the receptionist see to Maria's problems?

2.2.4. Producing New Dialogues By The New Words Given

You are a guest at a hotel. Your partner is the receptionist. You are not happy with your room and you call Reception to complain. Have three conversations similar to the Dialogue. Each time, change only one piece of information.

1. Change the room number. Here are some suggestions:
room 512, room 117, room 12
2. Change the complaint. Here are some suggestions:
the telephone doesn't work, the balcony's door doesn't open easily, there's no hot water.
3. Complain about the reading lamp. Here are some suggestions:
there isn't one, it doesn't work, it's not very bright.

When you have done this, change roles with your partner so that you are now the receptionist.

2.2.5. Mini Dialogues

- Receptionist: Hello. Receptionist. May I help you?
Maria: Yes, I hope so. I've just come back to my room after shopping
I saw that my room hasn't been cleaned.
Receptionist: Oh, I'll call the housekeeping service immediately
Maria: Tell them to be quick!



- Receptionist: Hello. Reception. May I help you?
Maria: Yes, I hope so. Can I speak to the Food and Beverage manager?
Receptionist: He's not available yet. If you want to leave a message I can give it to him
and he can call you back.
Maria: OK. While I was booking, they promised me to serve a special diet menu
but they told me there was no diet menu in the restaurant. So what should I do?
Receptionist: Oh, I'm very sorry, madam. I'll make sure Food and Beverage manager
will call you as soon as possible.
Maria: Thank you very much.



- Receptionist: Hello. Reception. May I help you?
Wendy: Yes, I hope so. I looked for the sewing kit but I couldn't find it.
Receptionist: Have you looked in the desk drawer?
Wendy: No, is it kept there?
Receptionist: Usually. Check and see if it's there and if not, I'll have another one

sent up to you.

➤ **Receptionist: Hello. Reception. May I help you?**

Maria: Yes, I hope so. I can't find my keycard.

Receptionist: Oh, what room are you in?

Maria: Room 344.

Receptionist: That's all right. Just come to Reception and I'll give you another one.

Maria: Thank you very much.

2.2.6. Solutions For The Problems

A hotel guest is calling Reception. She is not very happy with her room. The receptionist tries to help.

Example:



Receptionist: Hello. Reception. Yeşim speaking. Can I help you?

Maria: I hope so. I'm not happy with my room at all.

Receptionist: What is your problem?

Maria: Well, it's not the room I reserved. It overlooks the park, but I wanted it to overlook the mountain.

Receptionist: OK, I'll see what I can do ... Yes, I can give you a room with a mountain view. Shall I send the bellboy round to help you move?

Maria: Yes, that'd be great.

Or the conversation might go this way:

Receptionist: I'm very sorry. All the rooms with a mountain view were taken. Can I offer you a luxury suite instead? There'll be no extra cost for you.

The guest might respond to this offer with:

Guest: That'd be great, thank you.

or

Guest: No, thank you. I'll stay in this room.

Role-play the conversation between the guest and the receptionist. The guest should use the Guest Complaint Information, while the receptionist is using the Hotel Information. Change roles when you have finished.

Guest Complaint Information

Room overlooks park, but wants it to overlook the sea.
Room is near the disco, but wants it somewhere quieter.
Room has a bath, but wants a jakuzzi.
Room has a twin bed, but wants a double.

Hotel Information

All the sea view rooms are fully booked, but can offer a luxury suite at no extra cost.
There is a quiet room available at the back of the hotel.
There is a room with a jakuzzi, but it is more expensive than the other rooms.
All the doubles are taken, but can offer a queen-size bed.



EVALUATION -2

1. Fill in the blanks with a suitable word from the box.

Stay - bottle opener - cable - minibar - switch - luggage - remote control
--

Mr. and Mrs. Jones has just arrived into a hotel room of Sheraton in Çeşme. A bellboy carried their luggage into their room and welcomed them.

Bellboy: Here you are madam.

Mr. Jones: Please put our(1) luggage here

Bellboy: Enjoy your(2)

Mr. Jones: It's very cold in here. Is there a problem with the air condition?

Bellboy: Please turn the(3) clockwise to make room warmer.

Mrs. Jones: Where can we find the(4) of the TV?

Bellboy: Here it is. We have local channels and(5) TV.

Mr. Jones: Have you got a minibar?

Bellboy: Yes, of course. It's over there. If you want to have drinks there is a(6)
and a(7)

Mrs. Jones: Do you have room service?

Bellboy: Yes, we have a 24 hours room service.

Mr. & Mrs. Jones: OK. We are happy to be here.

2. Answer the questions from the dialogue.

1. Where is the couple?
2. What is the problem dealing with the air condition?
3. What kind of things are there dealing with food and drink in the room?
4. Does the hotel have a room service?
5. Is the couple satisfied at the end of the conversation?

3. The three words in the boxes on the out side can all be combined with one of the words in the box in the center (e.g. coffee shop, clothes shop, souvenir shop). Match each combination. The first has been done for you.

a) coffee clothes souvenir
b) high low summer
c) simple five-star de-lux
d) superb panoramic clear
e) friendly efficient polite

- | |
|------------|
| 1. room |
| 2. season |
| 3. centre |
| 4. view |
| 5. dancing |
| 6. pool |
| 7. club |
| 8. shop |
| 9. hotel |
| 10. staff |

f) disco folk ballroom
g) shopping entertainment sports
h) heated indoor swimming
i) dining double sitting
j) health golf watersports

4. Complete the dialogues with the words and expressions in the box.

I'm so sorry. - Excuse me. - I'm afraid - What's the problem - Thanks for your help

Guest:(1)(2) there's a mistake.
 Waitress: Oh yes, madam.(3)?
 Guest: We didn't have 3 desserts. We only had one.
 Waitress: One dessert. Let me check. Yes, of course you're right.(4)
 I will solve your problem immediately.
 Guest:(5)

Of course - there's a mistake in my bill - let me check - I didn't use the minibar -
 thanks for your help

Guest: Excuse me. I'm afraid(1)
 Receptionist: Oh, yes Sir. What's the problem?
 Guest:(2)
 Receptionist: No minibar.(3). Yes,(4). You're right.
 I'm so sorry.
 Guest:(5).

5. Read the dialogue and answers the questions.

Sharon: Hello! Is that reception?

Receptionist: Yes, it is.

Sharon: I'm Miss Stone in room 246. I checked in about ten minutes ago.

Receptionist: How can I help you?

Sharon: I'm in terrible condition. My bathroom is awfully dirty. You can help me by sending
Someone to clean my bathroom. And also shower is not working and no water
comes out at all

Receptionist: I'm terribly sorry. I'll have it fixed immediately.

Sharon: And that's not all. There is no soap, towel or toilet paper.

Receptionist: We're short-staffed at present. I know that housekeeping should have checked
your room. I apologize for this.

Sharon: The most important thing is to fix the shower immediately. What kind of holiday
will it be ?

1. What's wrong with Miss Stone's bathroom?
2. What does she think is the most important thing to get done?
3. How does the receptionist feel about the situation?
4. What are the other problems in the bathroom?
5. How does she feel about the holiday?

EVALUATION

- Match the answers with the questions given at the end of the module.
- Try to examine the things that you have learned in this module.
- After checking the answers from the key try to find out your mistakes.
 - Try to use more resources and other books from tourism.
 - Search from the internet and national or local libraries.
 - You can get help from your teacher.

THE EVALUATION ADEQUACY OF THE MODULE

You are going to make up dialogue for making a registration on the telephone.

CONTROL LIST

EVALUATION CRITERION	YES	NO
Did you find out the words that you don't know?		
Did you look up the meanings of the words from the dictionary?		
Did you make necessary sentences for the dialogue?		
Do you know all of the words that you speak about?		
Do you pronounce them correctly?		
Do you use the suitable tenses in your sentences?		
Can you understand the guests that you speak?		
Can you give the right answers to the questions?		
Could you make the registration of the guest at the end of the dialogue?		

EVALUATION

Check yourself by the evaluation table during practising.

If you say YES to all of the questions, you are successful in your module. If they are NO, please check them again.

THE ANSWERS TO THE KEY

EVALUATION -1

1

1.	make
2.	when for
3.	how long
4.	staying
5.	single
6.	honeymoon
7.	vacant
8.	correct
9.	name
10.	fortnight
11.	OK
12.	have
13.	everything

2

1.	It's Hilton
2.	He wants it for October 1st
3.	He wants to stay for a fortnight
4.	He asks for a honeymoon
5.	Yes, it is the best room of the hotel.

3

1.	f
2.	c
3.	g
4.	d
5.	a
6.	b
7.	a

4

1.	A young couple wants a room.
2.	They want to stay during the weekend.
3.	They want a room with a balcony which is overlooking the sea
4.	It costs 50\$ per night per person.
5.	. It includes breakfast.

5

1.	Can I help you madam?
2.	You'll be in room 344
3.	No problem at all.
4.	Thank you very much.
5.	We may accept Mastercard

EVALUATION -2

1

1.	luggage
2.	stay
3.	switch
4.	remote control
5.	cable
6.	minibar
7.	bottle opener

2

1.	They are in Sheraton, Çeşme
2.	It is not working regularly
3.	There is a minibar dealing with food and drink
4.	Yes, it has a 24 hours service.
5.	Yes, they are very happy at the end of the conversation

2

3.

a.	8
b.	2
c.	9
d.	4
e.	10
f.	5
g.	3
h.	6
i.	1
j.	7

4.

1.	Excuse me
2.	I'm afraid
3.	What's the problem
4.	I'm so sorry
5.	Thanks for your help

(

1.	There is a mistake in my bill
2.	I didn't use the minibar
3.	of course
4.	Let me check
5.	Thanks for your help

5

.1. The bathroom is awfully dirty. And also shower is not working and no water comes out at all.

2. The most important thing is to fix the shower

3. He is terribly sorry.

4. There isn't any toilet paper, soap or towel in the bathroom.

5. She is very unhappy and disappointed.

KAYNAKÇA

- Oya İzmirligöglü, İngilizce öğretmeni, kendi ders kaynakları
- Özlem Özkök, Turizm otelcilik grubu öğretmeni, kendi ders kaynakları
- Ruth Wajnryb, Travel and Tourism
- Michael Duckworth, High Season

T.C.
MİLLÎ EĞİTİM BAKANLIĞI



MEGEP

(MESLEKÎ EĞİTİM VE ÖĞRETİM SİSTEMİNİN
GÜÇLENDİRİLMESİ PROJESİ)

**KONAKLAMA VE SEYAHAT
HİZMETLERİ**

**MESLEKÎ YABANCI DİL 2
(KONAKLAMA -İNGİLİZCE)**

ANKARA 2006

Milli Eğitim Bakanlığı tarafından geliştirilen modüller;

- Talim ve Terbiye Kurulu Başkanlığının 02.06.2006 tarih ve 269 sayılı Kararı ile onaylanan, Mesleki ve Teknik Eğitim Okul ve Kurumlarında kademeli olarak yaygınlaştırılan 42 alan ve 192 dala ait çerçeve öğretim programlarında amaçlanan mesleki yeterlikleri kazandırmaya yönelik geliştirilmiş öğretim materyalleridir (Ders Notlarıdır).
- Modüller, bireylere mesleki yeterlik kazandırmak ve bireysel öğrenmeye rehberlik etmek amacıyla öğrenme materyali olarak hazırlanmış, denenmek ve geliştirilmek üzere Mesleki ve Teknik Eğitim Okul ve Kurumlarında uygulanmaya başlanmıştır.
- Modüller teknolojik gelişmelere paralel olarak, amaçlanan yeterliği kazandırmak koşulu ile eğitim öğretim sırasında geliştirilebilir ve yapılması önerilen değişiklikler Bakanlıkta ilgili birime bildirilir.
- Örgün ve yaygın eğitim kurumları, işletmeler ve kendi kendine mesleki yeterlik kazanmak isteyen bireyler modüllere internet üzerinden ulaşılabilirler.
- Basılmış modüller, eğitim kurumlarında öğrencilere ücretsiz olarak dağıtılır.
- Modüller hiçbir şekilde ticari amaçla kullanılamaz ve ücret karşılığında satılamaz.

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EXPLANATION

KOD	222YDK006
ALAN	Konaklama Ve Seyahat Hizmetleri
DAL/MESLEK	Önbüro Elemanlığı-Kat Elemanlığı (Konaklama)
MODÜLÜN ADI	Mesleki Yabancı Dil 2 (Konaklama -İngilizce)
MODÜLÜN TANIMI	Konuğun tesiste aldığı hizmetler ve check-out sürecinde yaptığı konuşmaları yabancı dilde doğru olarak anlama ve konuşmanın öğretildiği bir öğrenme materyalidir.
SÜRE	40/32
ÖN KOŞUL	Meslek İngilizcesi 1 Modülünü almış olmak.
YETERLİK	Mesleği ile ilgili yabancı dilde temel terim ve kavramları anlamak ve konuşmak.
MODÜLÜN AMACI	Genel Amaç: Uygun ortam sağlandığında Konaklama Hizmetlerindeki işlemleri yabancı dilde doğru olarak anlayabilecek ve konuşabileceksiniz. Amaçlar: ➤ Konuğun tesiste aldığı hizmetlerde yaptığı konuşmaları doğru anlayabilecek ve cevap verebileceksiniz. ➤ Konuğun check-out sürecinde yaptığı konuşmaları doğru anlayabilecek ve cevap verebileceksiniz.
EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI	Ortam: Sınıf ortamı Donanım: Tv, video, video kasetleri, cd oynatıcı ve cd ler, bilgisayar, interaktif cd'ler kulaklık
ÖLÇME VE DEĞERLENDİRME	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.

GİRİŞ

Sevgili Öğrenci,

Günümüz koşullarında, yabancı dilin her sektörde önemli olduğu bilinmektedir. Konu turizm olduğunda bu önem bir kat daha artmaktadır.

Ülkemiz, Avrupa Birliğine tam üyelik için uyum sürecini başlatmıştır. Bu süreçte önümüze açılacak olan istihdam imkanlarını en iyi şekilde değerlendirebilmek, iyi yetişmiş kalifiye elemanlar ile mümkün olacaktır.

İşte bu noktada, Avrupanın ve hatta dünyanın turizm merkezi olacak ülkemizin başarısında , sizlerin büyük rolü olacaktır.

LEARNING FACILITY-1

AIM

If suitable conditions are provided you are going to make check in and you can understand and answer them correctly.

COMMENTARY

- You can visit some accommodation establishments by listening to the dialogues of the guests with the hotel staff. Make mini dialogues after listening and then act out the dialogues in the classroom.

1.HOTEL FACILITIES

1.1.Problems During Accommodation

1.1.1. Learning New Words

These are the new words that you need to know to understand the dialogues. Listen to your teacher and check the words as you hear them. Later repeat the words after your teacher.

- urgently (adv).....
- pain (n)
- chest (n)
- symptoms (n)
- first aid (n)

1.1.2. Listening To A Dialogue

Listen to your teacher carefully and repeat after him/her. Maria is talking to the hotel receptionist about her husband's sickness.

Maria: Hello! Reception? I'm in room 344. This is Maria.

Receptionist: Yes, madam, What would you like?

Maria: We have an urgent problem. Is there a doctor in the hotel?

Receptionist: I'm sorry. We don't have a doctor here but we can urgently call an ambulance and a doctor from an emergency. What's the problem?

Maria: My husband doesn't feel himself well. He has very bad pains in his chest.
Receptionist: I call the doctor immediately. Can you tell me more symptoms?
Maria: He can't breathe healthily. It looks as if he has had a heart attack.
Receptionist: Do not panic! I will send you someone with first aid certificated. I'll get in touch with the doctor. I'll call you back as soon as I talk to him / her.
Maria: Thanks a lot. That's very kind of you.



1.1.3. Comprehension Questions

1.1.4. Producing New Dialogues By The New Words Given

You are a guest who is looking for a doctor urgently and you are talking to the receptionist. Your partner is the receptionist. Have three conversations similar to the

Give short answers to these questions.

- What is wrong with Maria?
- How does her husband feel himself?
- What are the symptoms?
- Do you think there is anything serious?
- Where will they find a doctor from?
- When will Maria have to pay the doctor's bill?
- What is one way that the guest can pay?
- What is another way that the guest can pay?

dialogue. Each time, change only one piece of information.

1. Change your room number. Here are some suggestions:
room 333, room 262, room 70.

2. Change what you need to do with the doctor. Here are some suggestions:
terrible stomachache, toothache, backache.

3. Change what Reception will do if doctor arrives. Here are some suggestions:
call you, send him to your room, call an ambulance.

When you have done this, change roles with your partner so that you are now the receptionist.

1.1.5. Mini Dialogues

a) Receptionist: How can I help you?

Maria: Oh, this photocopier seems to be out of paper.

Receptionist: Yes, it looks like it is. Let me fill it up for you.

Maria: Thank you very much

b) Receptionist: How can I help you?

Maria: I've been waiting for an urgent fax. I was wondering if it had arrived yet.

Receptionist: I'm terribly sorry, but our fax machine is out of order.

Maria: Would you please call me if it starts working again?



c) Receptionist: How can I help you?

Maria: Oh, the photocopy paper I've just taken is not clear.

Receptionist: Yes, it is. The machine needs more toner. I'll refill it right away. You should try to photocopy again.

Maria: Yes, I will, thank you.

d) Receptionist: How can I help you?

Maria: I've been trying to send an e-mail, but I can't get connected.

Receptionist: I'm afraid, there's been a trouble with getting online all morning.

Maria: Should I try again later tonight?

Receptionist: Yes, please try it again.

Maria: OK, I'll do that.

1.1.6. Solutions For The Problems

A hotel guest is at the Internet cafe of the hotel . She is having trouble with a computer. The Receptionist tries to help her.

Example:

Receptionist: Can I help you, madam?

Guest: Yes, I'm having trouble with sending this e-mail.

Receptionist: What is the problem do you think?

Guest: The online system does not work.

The Receptionist might say:

Receptionist: Would you let me to try it please?

or

Receptionist: Would you like me to show how you check the online system?

The guest might respond:

Guest: Yes, please.

or

Guest: No, thank you.

Role-play the conversation between the guest and the Receptionist. The guest should use the Guest Information, while the Receptionist is using the Receptionist Information. Change roles when you have finished.

Guest Information

Difficulty	Preferred solution
1. Photocopy machine has run out of paper for her.	Wants the Receptionist to fill it up for her.
2. Fax machine is out of order.	Wants to inform her if the machine works.
3. Photocopier is out of toner.	Wants the Receptionist to fix it right away.
4. E- mails can't be sent	Wants the Receptionist to try it for her.

Receptionist Information

1. Offers to buy some more paper outside the hotel.
2. Offers to try it again.
3. Offers to take her photocopy outside the hotel.
4. Offers to wait for the online service.

1.2. Information And Asking For Directions

1.2.1. Learning New Words

These are the new words that you need to know to understand the dialogues. Listen to your teacher and check the words as you hear them. Later repeat the words after your teacher.

- tube (n)
- rush hour (n)
- welcome (adj)
- pickpocket (n)
- warning (n)
- map (n)
- safe (adj)
- traditional (adj)
- shuttle (n)

1.2.2. Listening To A Dialogue

Maria walks up to the doorman of her hotel. Listen to your teacher carefully and repeat after him/her.

Doorman: Yes, madam?

Maria: I need some directions. I want to go to the post office.

Doorman: The main post office is far from our hotel

Maria: How can I get there?

Doorman: It differs if you go by taxi, by bus, by tube or by train.

Maria: How about going by tube?

Doorman: The tube takes less time and the tube station isn't far from here. You go out of the hotel, turn left and it's a ten-minutes walk.

Maria: OK, thanks a lot., I'll also need a taxi to the cinema tonight. What can I do?

Doorman: I can order one for you, madam. What time do you want me to order the taxi?

Maria: At eight o' clock but it is rush hour, isn't it?

Doorman: You won't have a great problem.

Maria: OK, fine. I'll be ready then. Thanks very much.

Doorman: You're very welcome, madam.



1.2.3. Comprehension Questions

Give short answers to these questions.

- What does Maria want to do?
- Where is the main post office?
- How long does it take to get to the post office by tube ?
- Is there a faster way?
- How far is the tube station from the hotel?
- Where else does Maria want to go?
- When will Maria need a taxi?
- Will Maria have a problem with the traffic?

1.2.4. Producing New Dialogues By The New Words Given

You are a hotel guest talking to a doorman. Your partner is the doorman. Have three conversations similar to the Dialogue. Each time, change only one piece of information.

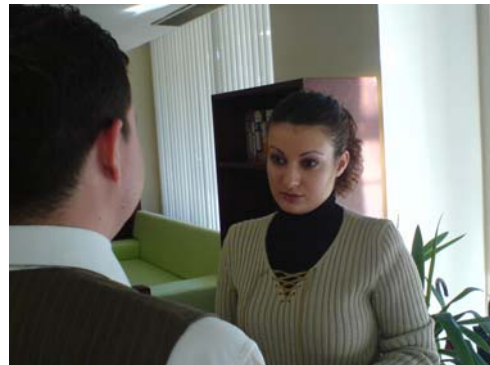
1. Change where you want to go. Here are some suggestions:
a food store, a bookstore, shopping mall.
2. Change the distance to the tube station. Here are some suggestions:
a five-minute walk away, 500 metres from the hotel, opposite the hotel.

3. Change how long it will take to get to the cinema. Here are some suggestions:
about an hour, 30 minutes, around two hours.

When you have done this, change roles with your partner so that you are now the doorman.

1.2.5. Mini Dialogues

- a) Doorman: Excuse me, madam, please take care of your bag. Because there are some pickpockets around the area.
Maria: That's terrible. Thank you for the warning.
Doorman: That's OK.
Maria: Thank you for your help.
- b) Maria: Could you help me with this map, please?
Doorman: Certainly, madam.
Maria: I can't find Basmane square.
Doorman: Basmane Square is not easy to find. And also it sn't very safe.



- c) Maria: I need to be at the airport in an hour. How long does the Havaş bus take to get there?
Doorman: At this time of day, it takes around an hour.
Maria: Do you think going by taxi is a good idea?
Doorman: Yes, of course.
- d) Maria: I would like to have traditional food before the cinema.
Doorman: There are a lot of döner and kebab restaurants around Kemeraltı
Maria: OK. Thank you. That's a good idea.



1.2.6. Solutions For The Problems

A hotel guest comes and asks for information about transportation. The doorman helps her.

Example:

Guest: My plane leaves at eight o'clock. When should I leave for the airport?

Doorman: It's rush hour at that time. You should leave the hotel at least three hours before.

Guest: Do you recommend me to go by taxi?

Doorman: It would be better. Because the shuttle leaves the hotel at seven o'clock. Probably you may not catch the train.

Or the doorman might say:

Doorman: You could go by tube. You must leave the hotel at five o'clock.

The guest may make two possible decisions:

Guest: Thanks, I'll go by taxi.

or

Guest: Thanks, I'll go by tube.

Role-play the conversation between the guest and the doorman. The guest must use the Guest Information, while the doorman is using the Transport Information. Change roles when you have finished.

Guest Information

Needs to be where	Time Table
1. İzmir Movies	9 p.m.
2. Agora Movies	9.15 p.m.
3. AFM Movies	10 p.m.
4. Cinebonus Movies	9.45 p.m.

Transport Information

The guests must be at the cinema ten minutes before the film starts.

- 1.If he goes to İzmir Movies it will take about fifteen minutes.
2. If he goes to Agora Movies it will take about thirty minutes.
3. If he goes to AFM Movies it will take about an hour.
4. If he goes to Cinebonus Movies it will take about twenty minutes.

EVALUATION -1

1. Read the dialogue and the fill in the blanks with a suitable word from the box.

Pay – serve – appetizer – maincourse – order

Guest: Hello, Room Service? This is room 256. We'd like to(1) dinner for tonight.

Receptionist: Yes, madam. What would you like?

Guest: We'd like to start with an(2) and then we'd like to have steak as a(3) and red wine.

Receptionist: We will be glad to(4) you. What time do you want to be served?

Guest: At about 8 o'clock. How do I pay for it?

Receptionist: You can either(5) directly at the restaurant or later pay by visacard.

Guest: Thank you very much for your help.

2. Answer the questions from the dialogue.

1. What does the guest want the receptionist do for them?
2. What kind of meal does she want?
3. What kind of drink does she want?
4. Can receptionist help her?
5. How can she pay the bill?

3. Read the dialogue and the fill in the blanks whit a suitable word from the box.

Tower – not at all – map – underground – historical – tell – you're welcome – Buckingham
Trafalgar – order

George is a tourist has just arrived in London and wants information on places to visit and get a taxi.

Receptionist: Can I help you?

George: Yes, have you got a(1) of London and of the(2) system?

Receptionist: Do you mean the tube ?

George: Yes.

Receptionist: Here you are.

George:(3) I'd also like to visit some(4) places of London.

Receptionist. Well, there's(5) Palace the(6) of London,(7) Square, The Houses of Parliament, Westminster Abbey, St. Paul's Cathedral. I'll mark them on the map.

George: Thank you very much. Could you also(8) me where I can find a taxi?

Receptionist: I can(9) one for you.

George: Thanks again for your help.

Receptionist:(10) Enjoy your stay.

4. Answer the questions from the dialogue.

1. What does George first ask for?
2. What is another name given for the underground?
3. Name five historical sites in London.
4. How will the receptionist help George for finding a taxi?
5. What does the receptionist give George?

EVALUATION

- Match the answers with the questions given at the end of the module.
- Try to examine the things that you have learned in this module..
- After checking the answers from the key try to find out your mistakes.
 - Try to use more resources and other books from tourism.
 - Search from the internet and national or local libraries.
 - You can get help from your teacher.

LEARNING FACILITY-2

AIM

If suitable conditions are provided you are going to understand the dialogues between the guests while they are checking out at the hotel and paying the account.

COMMENTARY

- You are going to listen to a dialogue in some accommodation establishments about checking out and paying the account. Later you are going to act out the dialogues in the lesson.

2.THE PROCEDURE OF CHECK-OUT

2.1.Check Out

2.1.1. Learning New Words

These are the new words that you need to know to understand the dialogues. Listen to your teacher and check the words as you hear them. Later repeat the words after your teacher.

- Check Out (V)
- Spell (V)
- Last Name (N)
- Bill (N)
- Sign (V)
- Receipt (N)
- Stay (N)
- Mistake (N)
- Phone Call (N)
- Over Limit (N)

2.1.2. Listening To A Dialogue

Listen to your teacher carefully and repeat after him/her. Maria is checking out of a hotel.

Maria: Hello, I'm leaving the hotel so I'd like to check out now.
Receptionist: Can I have your name please?
Maria: Yes, of course, Maria White.
Receptionist: Would you please spell your last name?
Maria: It's W-H-I-T-E.
Receptionist: You stayed in our hotel for a week, didn't you?
Maria: Yes, for a week.
Receptionist: Thank you. I'll get your bill. Here it is, Miss White. How will you be paying?
Maria: By credit card. Do you take Visacard?
Receptionist: Certainly madam. Thank you ... Would you please sign here? Thank you ...
That's your receipt.
Maria: Thank you for all your help.
Receptionist: I hope you had a good time in our hotel.
Maria: Yes, indeed.
Receptionist: We hope to see you in our hotel again.
Maria: Goodbye.



2.1.3. Comprehension Questions

Give short answers to these questions.

- What does Maria want to do?
- What does the receptionist ask her to do?
- In what room did Maria stay?
- How many nights did she stay at the hotel?
- How does she want to pay her bill?
- What kind of credit card does she have?
- What does the receptionist give Maria?
- Did Maria enjoy her stay at the hotel?

2.1.4. Producing New Dialogues By The New Words Given

You are a guest checking out of a hotel. Your partner is the receptionist. Have three conversations similar to the Dialogue. Each time, change only one piece of information.

1. Change your name. Here are some suggestions:
Uma Thurman, Tom Cruise, Charlise Theron
2. Change your room number. Here are some suggestions:
room 406, room 112, room 243.
3. Change the method of payment. Here are some suggestions:
in cash, by credit card, by cheque.

When you have done this, change roles with your partner so that you are now the receptionist.

2.1.5. Mini Dialogues

1. Receptionist: Would you please give me your room number?
Maria: Yes, room 344.
Receptionist: I'm afraid, I couldn't understand. Would you please tell it again?
Maria: Yes, I'm in room 344.
Receptionist: You stayed in our hotel for a week, didn't you?
Maria: Yes, for a week.
2. Receptionist: Here is your bill
Maria: I'm afraid there is a mistake. I paid for the doctor but there is an extra here.
Receptionist: OK, I'll check it again .. You're right. There has been a mistake so I'll reduce 100\$ from your bill.
Maria: Thank you.

Receptionist: Excuse me . How will you be paying now?

3. Receptionist: Here is your bill. How will you be paying?

Maria: I would like to pay by Visacard.

Receptionist: Of course you may. May I take your credit card ?

Maria: Here it is.

Receptionist: Sorry, madam ... There is over limit for your paying.

Maria: OK. I can give you my Mastercard.

Receptionist: Please sign in here. Thanks, here is your receipt.

4. Receptionist: Here is your bill, Miss White. How would you like to pay?

Maria: If it's possible, I'd like to pay by cheque

Receptionist: I'm sorry, we don't accept cheque, madam.

Maria: OK. I'll pay in cash.

Receptionist: Thank you ... Please sign in here. Here's your receipt.



2.1.6. Solutions For The Problems

A woman is at Reception. She is going to pay her bill and check out. But she can't do it because of a mistake. The receptionist tries to find a solution.

Example:

Receptionist: What is the problem, madam?

Guest: I think there is a mistake in my bill. Because I didn't make any international calls.

Receptionist: I am very sorry, madam. I will check it for you.

The guest might respond :

Guest: Thanks a lot. I would be grateful.

or

Guest: You shouldn't make such a mistake. You should be more careful next time.

if the hotel has a rule about checking hotel records, the receptionist might respond in this way:

Receptionist: I'm very sorry for the inconvenience, but I have to check the records. It'll only take a short time.

The guest might respond:

Guest: OK, I'll wait

or

Guest: It's impossible. My plane is leaving.

Role-play the conversation between the receptionist and the hotel guest. In each case, the guest has a problem with the account. The receptionist has to choose between accepting the guest's word or checking the hotel records. The guest should use the Guest Information, while the receptionist is using the Information about Hotel Rules. Change roles when you have finished.

Information about Hotel Rules

1. The phone calls works according to the Telekom documentary. Doesn't accept the guest's word.
2. All queries regarding snack bar charges must be checked according to the hotel records.
3. All queries regarding fax charges to be checked according to the hotel records.
4. Deposits on SPA equipment accept the guest's word.

Guest Information

1. All phone calls are charged to account	Didn't make an international call.
2. The snack bar items are charged to account.	No sandwiches were eaten.
3. There is a charge for a fax that was sent	The fax was received not sent
4. There is charge for two messages	No messages were made.

EVALUATION -2

1. Read the dialogue and answers the questions.

A guest is leaving the Crown Plaza and paying the account.

Mr. Bond: Good morning, I'd like to check out. My name is Samuel Bond from room 202.

Receptionist: Just a moment Mr. Bond. I will prepare your bill. Here you are. That's total amount at the bottom.

Mr. Bond: I can't believe it. There must be a mistake. That's too much. Could you check through it with me?

Receptionist: Yes, of course. If there is a mistake we can find it. The first price is the basic room rate. You've been here since Friday. That makes three nights. The other charges are for meals and drinks that you signed for.

Mr. Bond: Yes, they look alright. I ate in the restaurant three times and had a few drinks with them. But what's this T-E-L? It's too much.

Receptionist: That stands for Telephone Calls (Dialling). That is for long distance calls.

Mr. Bond: But I've only been here for a short time and I've only spent a little time on the phone.

Receptionist: Have you made any international calls? As you know, they are very expensive.

Mr. Bond: Well, um.....yes. I phoned Paris twice and Rome three times. But they were all short calls.

Receptionist: So, there's no mistake.

Mr. Bond: I didn't know it was too expensive to make calls from here. I was ready to pay the bill in cash but I haven't got enough on me. Will Mastercard be OK?

Receptionist: Yes, of course.

1. Where on the bill is the amount that Mr. Bond must pay?
2. What services did Mr. Bond sign for?
3. How long has Mr. Bond been at the hotel?
4. What is the abbreviation for long distance calls?
5. How many international calls did Mr. Bond make?

2. Make questions by the words given.

1. When / he / leaving / for London/ is
2. How long / Mr. White / want / to stay / does
3. When / Mrs. Stone / check out / did
4. When / she / is / leaving / the hotel
5. Which room / The Browns / are / staying in

3. Choose the correct word from those in the brackets.

1. The receptionist should give a bill/receipt/confirmation to a guest when valuables are deposited.
2. Dial 9 for an extension/external/outer line.
3. Payment may be made in any major Traveller's cheque/money/currency
4. Guests should fill in in/up/of a registration form.
5. Room 122 is vacant/empty/not used between 20th and 24th February.

4. Choose the correct choice.

1. The main purpose of the keycard is to show

- A) That a guest has confirmed his reservation
- B) That a guest has paid a deposit
- C) to the head waiter for a table reservation
- D) services, facilities and room number

2. The most suitable way for registering a large group is

- A) a special room list
- B) a registration book
- C) individual forms
- D) the number of people expected

3. If a guest wants to cash a personal cheque, the receptionist should

- A) always change it
- B) check with the duty manager
- C) refuse it
- D) ask the guest to sign it on the back

4. A credit card is used primarily to

- A) obtain money when banks are closed
- B) purchase goods and services
- C) identify the writer of the cheque
- D) show the facilities in a hotel.

5. After greeting a new guest the receptionist's first action should be to

- A) call the bellboy
- B) ask the guest to register
- C) check the guest's reservation
- D) ask the guest the length of his stay

EVALUATION

- Match the answers with the questions given at the end of the module.
- Try to examine the things that you have learned in this module..
- After checking the answers from the key, try to find out your mistakes.
 - Try to use more resources and other books from tourism.
 - Search from the internet and national or local libraries.
 - You can get help from your teacher.

THE EVALUATION ADEQUACY OF THE MODULE

You are going to make up dialogue for making a registration on the telephone.

CONTROL LIST

EVALUATION CRITERION	YES	NO
Did you find out the words that you don't know?		
Did you look up the Turkish meanings of the words from the dictionary?		
Did you make necessary sentences for the dialogue?		
Do you know all of the words that you speak about?		
Do you pronounce them correctly?		
Do you use the suitable tenses in your sentences?		
Can you understand the guests that you speak?		
Can you give the right answers to the questions?		
Could you make the registration of the guest at the end of the dialogue?		

EVALUATION:

Check yourself by the evaluation table during practising.

If you say YES to all of the questions, you are successful in your module. If they are NO, please check them again.

THE ANSWERS TO THE KEY

EVALUATION -1

1. (1) order
(2) appetizer
(3) maincourse
(4) serve
(5) pay
2. 1. They want to order dinner to their room.
2. She wants an appetizer first, then has maincourse she wants.
3. She wants red wine
4. Yes, he will order their meal
5. She pays either by visacard or in cash.
3. (1) map
(2) underground
(3) You're welcome
(4) historical
(5) Buckingham
(6) Tower
(7) Trafalgar
(8) tell
(9) order
(10) Not at all.
4. 1. He asks for information
2. Tube is another name for underground.
3. Buckingham Palace, Trafalgar Square, The House of Parliament, Westminster Abbey, St. Paul's Cathedral.
4. He will order a taxi for him.
5. He gives a map of London.

EVALUATION -2

1. 1. It is at the bottom of the bill.
2. He signed for meals, drinks and the basic room rate.
3. For three nights.
4. It is T-E-L
5. He made five calls.

2. 1. When is he leaving for London?
2. How long does Mr. White want to stay?
3. When did Mrs. Stone check out?
4. When is she leaving the hotel?
5. Which room are the Browns staying in?

3. 1. receipt
2. external
3. currency
4. in
5. vacant

4. 1) d
2) a
3) b
4) b
5) c

KAYNAKÇA

- Oya İzmirliđiođlu, İngilizce öđretmeni, kendi ders kaynakları
- Özlem Özkök, Turizm otelcilik grubu öđretmeni, kendi ders kaynakları
- Ruth Wajnryb, Travel and Tourism
- Michael Duckworth, High Season