



San Marcos

MIEMBRO DE LA RED  
ILUMINO

# HOTELS AND THEIR SERVICES



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## HOTELS AND THEIR SERVICES, PROBLEM SOLVING AND MAINTAINING A CONVERSATION

### HOTEL SERVICES

Hotel services are different from one place to another. However, there are some of these services that all hotels have in common. Therefore, we need to learn how to express ourselves in these occasions.

When we need to describe a hotel, these are some useful expressions to do it (retrieved from Babelnet website):

#### ***Location:***

- The hotel is located on the outskirts (= not in the city center) of ...
- It is only 20 minutes from ...
- We run a courtesy bus (= free of charge) from the airport to the hotel.
- It offers ideal location, close to all major business attractions.
- It has a unique location ...
- It is situated in ..... within easy reach of the stores, museums, etc.
- It is situated close to ..... with wonderful views over...
- It is easily accessible from...



### **About accommodation:**

- The hotel offers a total of 150 single, double and family bedrooms, each with its own private bathroom or shower, color TV, radio, telephone and mini-bar.
- All ... rooms have separate lounging, sleeping and dressing areas, bath, shower, color TV, in-room films, data port, Internet access, direct-dial telephone and complimentary breakfast.

<b>BUSINESS FACILITIES</b>	<b>HOTEL FACILITIES</b>	<b>ROOM FACILITIES</b>	<b>LEISURE FACILITIES</b>
<i>Secretarial service</i>	<i>Bar</i>	<i>Air-conditioning</i>	<i>Fitness</i>
<i>Restaurant</i>	<i>24-hour room service</i>	<i>Cable/satellite TV</i>	<i>Sauna</i>
	<i>Parking</i>	<i>Television</i>	<i>Swimming pool</i>
	<i>No smoking rooms</i>	<i>Telephone</i>	<i>Sports ground</i>
	<i>Children's club</i>	<i>Safe in room</i>	<i>Whirlpool</i>
	<i>Handicapped facilities</i>	<i>Minibar</i>	<i>Live entertainment</i>
	<i>Executive floors</i>	<i>Hairdryer</i>	<i>Sauna + jacuzzi</i>
	<i>Conference center</i>	<i>Tea/coffee - making facilities</i>	<i>Floodlit tennis court</i>
	<i>Lift</i>	<i>Laundry service</i>	<i>Disco</i>
	<i>Free garage space</i>	<i>Trouser press (irons</i>	<i>Gift shop</i>
	<i>Balcony</i>	<i>Your trousers)</i>	<i>Newspapers</i>
		<i>Beauty salon</i>	

Table 1. Source: Own,





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There are also other services provided by hotels for their customers. Watch the video: At a Hotel – Part II and listen to some other ways of asking for things you need. For example:



***A wake-up call***



***Scheduling a taxi***



***Getting your laundry done***



***Asking for the room to be cleaned***

## **PROBLEM SOLVING**

When you travel, or take vacations, not everything is good. There are times in which we experience problems that we need to solve as quickly as possible.

The website About Education, mentions the following in their article: "Making Complaints":

There are a number of formulas used when complaining in English. It's important to remember that a direct complaint or criticism in English can sound rude or aggressive. It's best to mention a problem in an indirect manner. Here are some of the most common:

- I'm sorry to have to say this but...
- I'm sorry to bother you, but...
- Maybe you forgot to...
- I think you might have forgotten to...
- Excuse me if I'm out of line, but...
- There may have been a misunderstanding about...
- Don't get me wrong, but I think we should...



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Now, if you are part of the employees who receive the complaint, there are some aspects you need to take into consideration:

- First, keep in mind that 9 out of 10 complaints are about the food, the restaurant, the hotel, etc. and not about you, so, do not take it personal.
- Your attitude is extremely important in the result of the complaint.
- Be positive. At least the customer took the time to complain. This is an opportunity to improve.

There is one thing we must keep in mind: **The customer is always right.** Even when this is not true all the times, we need to keep that in our minds, this will help us give them the best service we can.





Figure 1: Travel problems. Note: esflow.com. Retrieved from: <http://www.esflow.com/Travel-problems-pictures---vocabulary.html>

Think about the following sentences and match them to the previous pictures:

- The child is crying too much.
- The man lost his suitcase.
- A man is sleeping on another man's shoulder.
- A man is getting motion sickness.
- The taxi passenger is yelling.
- The big man is pushing the little man.
- A suitcase is damaged.
- Two men are fighting over their seats.

## MAINTAINING A DISCUSSION

There are some common expressions that will help you maintain a discussion when talking to somebody else. This is important because it will give you tools that will allow you to speak and communicate with people in different situations.

The website [ELTBase.com](http://ELTBase.com) provides a chart with some basic questions and answers that will help you keep a conversation going:

### BEGINNING / ENDING CONVERSATIONS

### QUESTIONS / STATEMENTS AND RESPONSES

<i>How's it going?</i>	<i>Can't complain.</i>
<i>Right, I'm off.</i>	<i>Hang on. Where are you going?</i>
<i>What have you been up to?</i>	<i>Nothing much. This and that.</i>
<i>See you around.</i>	<i>Yeah. Give us a ring sometime.</i>
<i>It was nice talking to you.</i>	<i>Yes, it was. Take care now.</i>
<i>I guess I'd better be going.</i>	<i>Yeah, I'd better make a move too.</i>
<i>Talk to you later.</i>	<i>Right-O. See ya.</i>
<i>How are things?</i>	<i>Not so bad. Busy...</i>
<i>It was very nice meeting you.</i>	<i>Yes, indeed it was. We must stay in touch.</i>
<i>We must do this again sometime.</i>	<i>Yeah, definitely. I've really enjoyed it.</i>
<i>Haven't seen you for ages.</i>	<i>Well, I've been away since Christmas.</i>

Table 2. Source: Own,



The website English Tonight provides a list of common expressions that are also useful to talk to people. Other important expressions that are very common in the English language are:

Some of these expressions are:

| *“Really?”*

| *“Wow, I can’t believe that.”*

| *“No way!”*

| *“Tell me more.”*

| *“Uh huh”*

| *“Oh No!”*

| *“That must have been fun.”*

| *“Right”*

| *“True”*

| *“Incredible”*

| *“Unbelievable”*

| *“Cool!”*

| *“That’s so funny.”*

| *“That’s great.”*

| *“Sounds interesting”*



Other conversational questions (depending on the topic of the conversation) are:

| *“What did you do next?”*

| *“Why do you say that?”*

| *“How did that happen?”*

| *“When did that happen?”*

| *“What did you say?”*

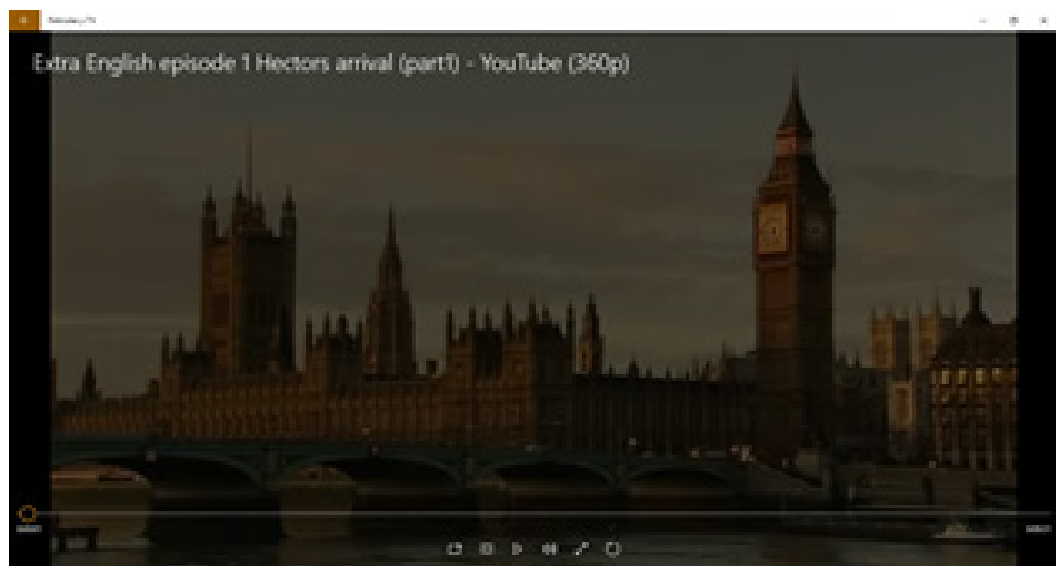
| *“Where did that happen?”*

| *“How did you react?”*

| *“Did you like it?”*

| *“Do you recommend it?”*

Now watch the video: “Extra English episode 1: Hector’s arrival (part1)” and listen to the conversations.





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