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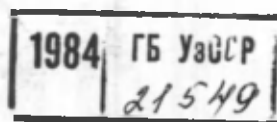
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HOTEL ENGLISH

*COMMUNICATING WITH THE
INTERNATIONAL TRAVELLER*

Philip Binham, Riitta Lampola,
James Murray



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INTRODUCTION

THIS material is designed for hotel personnel in work or training who deal with English-speaking guests of different nationalities and who already have a knowledge of English but need to familiarize themselves with the language and phraseology of the profession. More specifically it is for those who need to understand customers' questions and statements, to reply to them appropriately, to supply information from tabulated data and to produce statements and questions of their own.

The chapters are presented situationally and consist of authentic dialogues and information for reference and exploitation, offering maximum exposure to context rather than rigid sets of artificial language exercises. It is for this reason that the recorded material is so vital. Hotels and travel agencies in England and Finland have been chosen to provide a fairly flexible international setting.

Cassette One presents the principal dialogues and phrases of each chapter for listening and reproduction. These are marked in the book with the symbol . Space is not included on the tape for repetition.

Cassette Two consists of exercises which require manipulation of the items presented in the book and should be attempted once each chapter has been fully studied. The type of exercise varies according to the situation, having been chosen for usefulness or proximity to reality and not for structural features. In some cases guidelines are provided for correct production and in others the ability to interpret and respond to statements and questions covered in the chapter is tested. None of the exercises is self-correcting but a standard length of space is included in the recordings for the answers. Many of them are quite difficult and students will have to listen several times and make notes before attempting their replies.

The dialogues, phrases and exercises have been recorded at almost normal speed and with a variety of accents to accustom learners to the sort of language they have to encounter in their jobs.

The material can be used by students working on their own but is best utilised with a selective and resourceful teacher who can monitor performance and organize pair and group work.

Chapter 1

CHOOSING A HOTEL

Making reservations at a travel agency

The tourist season is in full swing. Here are two conversations in a travel agency.



- Agent* Good morning sir. Can I help you?
- Man* Ah yes, good morning. I'd like a hotel for a couple of nights.
- Agent* Yes sir. What sort of hotel were you thinking of?
- Man* Oh, something nice you know, and fairly central.
- Agent* I think the Hotel *Angleterre* would suit you then.
- Man* How far is that from the centre?
- Agent* About half a mile from the railway station.
- Man* And do they have a restaurant?
- Agent* Oh yes, a very good one—quiet and stylish.
- Man* That sounds the sort of place for me.
- Agent* They also have a nightclub and a steak-house.
- Man* How about a sauna?
- Agent* Yes, they have four saunas in fact, and a swimming pool.
- Man* Well, that sounds very pleasant. What sort of price?
- Agent* Eighty Finnish marks for a single room with shower, 140 for a twin with shower, and 155 for a twin with bath.
- Man* Oh, that sounds a bit expensive. Let's see, at eight marks to the pound that's close on £20.

Agent I'm afraid that's the sort of price you'll have to pay if you want a really good hotel.

Man What does the price include?

Agent It includes bed and continental breakfast.

Man I see. Well, would you book me a single room there for tomorrow and the next day please?

Agent That's the two nights July the fourth and fifth. Just a moment please, I'll just check that they have a room vacant. Yes, that'll be all right. What name is it please?

Man Darnley—Robert Darnley.

Agent Very good sir. That will be 160 Finnish marks altogether.

Man Do you take traveller's cheques?

Agent Yes, of course. Please pay at the cash desk over there. And I hope you enjoy your stay.

Man Thank you, I'm sure I shall.

Agent Good afternoon madam. Can I help you?

Woman Yes, my husband and I would like to stay somewhere outside Helsinki for a few days. Somewhere by the seaside if possible.

Agent I see. What about somewhere in this part, by the Gulf of Bothnia? The beaches are really lovely.

Woman What sort of hotels do they have?

Agent Well, the *Grasshopper* hotels are very nice. This one, the *Sea Hotel* is about 250 kilometres from Helsinki.

Woman How would we get there?

Agent You don't have a car madam?

Woman No, not on this holiday.

Agent Well, you can either take a train—it takes about five hours, or you can fly, that's just a few minutes' flight.

Woman What sort of amusements do they offer?

Agent Well, in the evening they have a nightclub. Then they have saunas, a swimming pool—

Woman What about the seaside?

Agent There's a Holiday Centre right nearby, with a tennis court and various other games, and a very long beach.

Woman Mm, that all sounds very nice, I must say. Look, I'll take this brochure if I may and show it to my husband, and



we'll come back and make a reservation tomorrow morning.

Agent Very good madam. We'll look forward to seeing you again. Goodbye.

Woman Goodbye.

Hotel types

MOTOR HOTEL A hotel with parking facilities and other services for motorists. Normally with a first class restaurant.

MOTEL With parking and other services for motorists. Normally situated on a highway. With a restaurant or cooking facilities.

COMMERCIAL HOTEL Normally situated in the town centre. Clientele mainly consist of travelling businessmen who stay for a couple of nights only.

RESORT HOTEL Normally situated at a tourist resort e.g. by the sea or in the mountains. Clientele mainly consist of people on holiday who stay for a longer period than a couple of nights only.

AIRPORT HOTEL Situated near an airport. Clientele mainly consist of airline staff and people travelling by air who only stay for one night.

CONGRESS HOTEL A hotel with meeting and exhibition facilities, audio-visual equipment and banquet rooms for large and small groups.

HEALTH SPA A hotel offering medical treatment, physical exercise and other recreational facilities.

SUMMER HOTEL In operation only during the summer months. Often used as a student dormitory during winter time.

HOLIDAY VILLAGE A number of small individual cottages or bungalows normally with cooking facilities.

HOSTEL Modest, moderately priced, normally with sleeping and breakfast facilities only.

Other types of moderately priced accommodation:

- an inn (Br.)
- a motor lodge
- a youth hostel

Practice on hotel types

Exercise I You are working at a travel agency. What type of hotel would you recommend to the following persons?

- 1 *Mr Brown:* I'd like to do business in your town and try to sell this new washing-machine.
- 2 *Mrs Jones:* I'm flying from Helsinki to London in the evening and would like to continue to Washington D.C. early in the morning.
- 3 *Peter:* I've been hitchhiking from Munich to Frankfurt. Are there any cheap places where I could stay overnight?
- 4 *Miss Roberts:* I'm arranging the Annual Conference of British Hoteliers.
- 5 *Mr, Mrs Smith and 3 children:* We are going by car to Rovaniemi and would like to stop somewhere for one night.
- 6 *Mrs Miller:* I have bad rheumatism and would like to get some treatment in pleasant surroundings.
- 7 *Mr and Mrs Elliot:* We'd like to spend a week's holiday at the seaside.

Exercise II Mention some examples in your neighbourhood of these different hotel types:

- a motel
- a resort hotel
- a summer hotel
- a congress hotel
- a health spa
- a hostel

Exercise III Interview each other in pairs:

Have you been working at a hotel?

Tell me what type of a hotel it was. (Sometimes a hotel can be a combination of several types.)

Hotel facilities



The Hotel Rooms

The bedrooms have a restful feeling of comfort with more than a hint of luxury. Of course, each room has its own private bathroom. The bedrooms are double-glazed for even temperatures and quiet undisturbed relaxation. Guests have independent control of the air-conditioning and a bedside console controls the colour television and radio and the room lighting.

There are penthouse suites comprising one or two bedrooms, bathrooms and living room. And there are two self-contained, beautifully styled, VIP suites. Each has two bedrooms and a double-sized living room. They are also ideal for use as private dining suites or for the small conference.

Wining and Dining

The Tower Hotel has three restaurants, all offering excellent fare and superb value for money. The Princes Room serves food and wines fit for a Prince and his Princess, and has its own cocktail lounge. The Carvery is a restaurant with a difference.

Here, for a fixed price, guests carve for themselves as much as they want from succulent roast joints.

The Coffee Shop completes the choice of restaurants, serving meals, snacks or just a quick refreshing cup of coffee throughout the day. The Thames Bar has its own terrace overlooking the ever-changing river scene.



Services

The Tower Hotel is ideally located for conferences up to 210 and banquets for up to 196. It is the place to choose when there is a need for a meeting place with charm and distinction, somewhere rather special, a rendezvous that makes the occasion a memorable event.

Practice on hotel facilities

Practise in pairs:

Exercise I
The Tower
Hotel

- 1 What facilities are there in the hotel rooms?
- 2 What are the VIP suites like?
- 3 How many restaurants are there? (Mention their names also.)
- 4 What is the Princes Room like?
- 5 Could you tell me something about the Carvery?
- 6 Is the Coffee Shop just the place for a quick cup of coffee?
- 7 Are there any conference facilities?

GROSVENOR HOUSE HOTEL

Park Lane, London W1A 3AA. Tel: 01-499 6363
Telex: 24871. Cables: Grovhows, London W1

Grosvenor House is an international hotel enjoying both the atmosphere of Hyde Park and proximity to London's shops and centres of business and commerce. 'La Fontaine' is the à la carte restaurant with a view of Hyde Park. Its French cuisine is matched with a distinguished cellar.

'La Piazza' Coffee Shop is an intimate restaurant in the heart of the hotel. It serves international dishes, and is open for a quick snack or full meal.

Famous London designers have redecorated all the suites and bedrooms.

The hotel's conference and banqueting complex offers unique facilities for international conferences and outstanding social functions.

The hotel has its own swimming-pool, sauna bath and gymnasium, flower shop, medical suite, barber, hairdressing and beauty salon (run by Steiners), men's and women's boutiques, and theatre agency.

Exercise II
Grosvenor
House Hotel

Practise in pairs:

- 1 Where is the *Grosvenor House* Hotel situated?
- 2 Could you tell me something about your restaurant facilities?
- 3 What are the guest rooms like?
- 4 What facilities are there to arrange a conference at the hotel?
- 5 Are there any recreational facilities?
- 6 Do you book theatre tickets for your guests?
- 7 Are there any other facilities?

HOTEL NEPTUNE

Location: 5 km from the nearest town on the shore of a beautiful lake.

Transportation: Airport 80 km, railway station 4 km.

Number of rooms: 233

3 suites, bath, balcony (2 suites with sauna)	23 single rooms, shower
4 smaller suites, bath	107 double rooms, bath
2 single rooms, bath	78 studio rooms, bath
	16 studio rooms

Number of beds: 441

Number of floors: 7

Elevators: 4

Check-out time: 2 p.m.

Laundry and valet service: 10 a.m. to 3 p.m.

Room service: 8 a.m. to 11 p.m.

Dining and Entertainment:

Fully licensed restaurant with Chaine des Rotisseurs cuisine and Finnish and international delicacies. Dancing, floor shows. Bar, Nightclub, roulette.

Special Features:

Several saunas, swimming pool, barber, hairdresser, massage. Car hire. Tennis, golf, riding, fishing, cross country skiing, boats for hire, sight-seeing, illuminated footpaths, slalom slope and ski-lift. Lake cruises, National Park, observation tower.

Facilities:

Main restaurant	for 350
Congress hall	150—200
Private rooms (9)	370
Nightclub	200
Group-work rooms (13)	8—15
Bar	50

Practise in pairs:

Exercise III **Hotel Neptune**

- 1 Where is the hotel situated?
- 2 How can you get there?
- 3 What kinds of rooms are there?
- 4 How long can you keep your room on the departure day?
- 5 When can you get room service?
- 6 What kinds of facilities are there?
- 7 What kind of restaurant have you got?
- 8 Are there any other special services?
- 9 Is there any opportunity for outdoor activities?
- 10 We are very keen on skiing. What can you offer us?

Hotel Anglia

Tel. 978-3411
telex 9184 angfinn sf

Distances: Helsinki 225 km, Tampere 138 km, Turku 160 km, Vaasa 195 km.

222 beds 110 double rooms 3 suites salon for 500

Nightclub for 210

Lobby bar for 70

Banquet facilities for 800

Terrace restaurant for 240

Various conference facilities for 10–250. Conference equipment.

Leisure:

4 saunas, swimming pool, illuminated jogging track, sign-posted jogging paths.

Holiday Centre:

40 cabins, service building, caravan site, camping ground, parking for 200 cars. Tennis court, curling pitch, volley ball court, skating rink, boats, children's playground, 5 km swimming beach.

Exercise IV **Hotel Anglia**

Practise in pairs:

- 1 Where is the hotel situated?
- 2 How many rooms are there?
- 3 What kind of restaurant facilities are there?
- 4 What kind of meeting facilities are there?
- 5 What kind of leisure-time activities can the hotel offer?
- 6 What is the holiday centre like?
- 7 What kind of outdoor activities are there?
- 8 Is there a nightclub and what is it like?
- 9 Where can I park my car?
- 10 What is the telephone number of the hotel?

HOTEL SCANDINAVIA

Location: 70 km from nearest city

How to get there: airport 80 km
bus to the city from the hotel

Rooms: 42

- 2 suites, with bath and toilet
- 12 double rooms, with bath and toilet
- 10 studio rooms, with shower and toilet
- 18 single rooms, with bath and toilet

Accommodation for 64 guests.

Extra beds if needed

3 floors

2 lifts

Rooms to be vacated by 3 p.m.

Room service: 11 a.m. to 0.30 a.m.

Restaurant and other facilities:

Restaurant for 250 guests

Private rooms for 100 guests

Bar for 70 guests

Cafeteria for 80 guests

TV lounge, sauna, swimming pool, ski-lift, lighted walks, play-room for children.

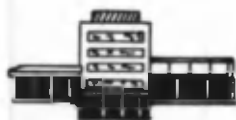
The hotel is fully licensed, with dancing nightly.

The restaurant has a fine view over the lake.





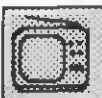









Exercise V **Hotel** **Scandinavia**

Practise in pairs:

- 1 Where is Hotel *Scandinavia* situated?
- 2 How can you get there?
- 3 What kind of rooms are there?
- 4 When do we have to vacate our rooms by?
- 5 I'd like to arrange a party for 100 persons. What facilities are there?
- 6 What kind of lounges do you have for hotel residents?
- 7 What kind of evening entertainment do you have?
- 8 What kind of outdoor activities can you offer?



Hotel Nordia

	2 single, 32 double, 2 suites		
			 Can be rented
	for 300		Nightly, afternoon dance on Sundays
	for 50		Pub for 57. Tel: 3751
	Sauna		Conference rooms for 100,50,40 (10 + 30)
 CREDIT CARD		10 km	
 SPECIAL	Car hire, guide service, ski rental		

Practise in pairs:

Exercise VI
Hotel Nordia

- 1 What conference facilities do you have?
- 2 Is there a sauna?
- 3 How far is the hotel from the airport?
- 4 Do the rooms have television?
- 5 Is there any dancing?
- 6 How many double rooms do you have?
- 7 Is it possible to hire skis?
- 8 Could you arrange a dinner for 150?
- 9 How large is the cocktail bar?
- 10 Can I pay by credit card?

Press interview

The Manager of the Hotel *Neptune* is being interviewed by a reporter from the travel supplement of the *Sunday Times*.

- Reporter** How big is your hotel, Mr Lehti?
Manager We have 233 rooms, with a total of 441 beds.
Reporter And what about other facilities?
Manager The chief ones are the main restaurant, for 350, and the Congress Hall, for up to 200 participants.
Reporter What sort of location does your hotel have?
Manager The hotel overlooks a fine lake, and it's set in a large park. It's very quiet and pleasant.
Reporter And what do you offer to interest the foreign visitor especially?
Manager First of all, the natural surroundings. Secondly, first-class service. And thirdly, a number of special features like riding, skiing and boating.
Reporter Not to mention the famous Finnish sauna.
Manager Yes, as a matter of fact we have several very good saunas.
Reporter Do you have very much going on in the evenings?
Manager Yes indeed. We offer dancing, floor shows, a nightclub and roulette.
Reporter I see. Well, I think that's all for the moment. And we shall certainly mention your hotel in our next article on Finland.
Manager I'm very pleased to hear that, and you can be sure we'll make our British guests very welcome.

Practice

Study this conversation carefully, especially what the Manager says. Then look at the brochure for Hotel *Anglia*. The reporter is going to ask you the same questions, and you answer as the Manager of the Hotel:

- 1 How big is your hotel?
- 2 And what about other facilities?
- 3 What sort of location does your hotel have?
- 4 And what do you offer to interest the foreign visitor especially?
- 5 And what about the famous Finnish sauna?
- 6 Do you have much going on in the evenings?

Useful phrases



Good morning sir. Can I help you?

What sort of hotel were you thinking of?

I think this one would suit you.

80 Finnish marks for a single room with shower.

140 } for a twin with { shower
155 } { bath

The price includes bed and continental breakfast.

I'll just check that they have a room vacant.

What name is it please?

That will be 160 Finnish marks altogether.

I hope you enjoy your stay.

The hotel { overlooks (the river)
faces (the sea)
has a fine view of (the park)
is beautifully situated.

What sort of price did you want to pay?

Chapter 2

HAVE YOU A ROOM?

Room reservations

Look at the *Lakeside* Hotel booking sheet on page 14, for the week starting Monday, 9th June. You will see that this hotel has single rooms with bath for 80 Finnmarks a night—these are numbers 101 to 105. The single rooms without bath, for 65 Finnmarks a night, are numbers 201 to 204. Then there are double rooms with bath at a price of 140 Finnmarks per night, and double rooms without bath at 115 Finnmarks per night. The double rooms are numbers 205 to 209, and 106 to 109.

Some of the rooms are already reserved. It's Saturday, 7th June, and the Reception Desk phone is ringing:

Reception Clerk *Lakeside* Hotel, good afternoon.



Man I'd like to book a double room for Wednesday next week.

Clerk Very good sir, a double room for Wednesday, June the 11th. With bath or without?

Man What's the price difference?

Clerk A double room with bath is 140 Finnmarks per night, without bath 115.

Man I think I'll take the one with bath then.

Clerk That'll be room number 208 sir. And how long will you be staying?

Man We'll be leaving Sunday morning.

Clerk That will be—four nights sir. Thank you very much sir, and we look forward to seeing you next Wednesday.

Man Good. That's all settled then? Goodbye.

Clerk Goodbye sir.

Hotel English

The girl at Reception made a mistake. She forgot to ask what the gentleman's name was, so she could only mark "Reserved" on the booking sheet for Room 208 from Wednesday until Saturday. Mark this down on your sheet and take the part of the reception clerk for the next calls in the practice which follows. Don't forget all the necessary details and mark the sheet accordingly.

LAKESIDE HOTEL		Prices: Single with bath Fmk 80 • Single without bath Fmk 65 Double with bath Fmk 140 • Double without bath Fmk 115						
Bookings		Monday June 9	Tuesday June 10	Wednesday June 11	Thursday June 12	Friday June 13	Saturday June 14	Sunday June 15
SINGLE ROOMS								
101	} WITH BATH	Marshall				de Freitas	de Freitas	de Freitas
102			Johnson			Solomon	Solomon	Solomon
103			de la Mare					
104						Munroe	Munroe	Munroe
105								
201	} WITHOUT BATH							
202								
203			Smith	Smith	Smith		Dupont	Dupont
204							Castle	Castle
DOUBLE ROOMS								
205	} WITH BATH	Carpenter	Carpenter	Carpenter	Carpenter			
206						Nieminen	Nieminen	Nieminen
207				Garcia	Garcia			
208								
209								
106	} WITHOUT BATH							
107								
108								
109								

Practice

Woman I want a single room next Tuesday.

Clerk

Woman With a bath of course.

Clerk

Woman The name is Jones—Jennifer Jones.

Clerk

Woman Is that all clear then? I'll be staying for a couple of nights only by the way.

Clerk

You should have marked this against one of the vacant single rooms with bath for Tuesday 10 and Wednesday 11. Here is another:

Man This is *Spearhead Trips*. How are things going?

Clerk

Man We've got another plane-load coming in next Wednesday. Got any room?

Clerk

Man Could you manage 4 doubles and 6 singles—for a week that would be.

Clerk

Man Only 2 singles? Well, we'll have to put them up somewhere else. All right then, you give us the 4 doubles and 2 singles, and if we can't get anywhere else, you could put extra beds in so they could all get a night's sleep the first night, couldn't you?

Clerk

Man By the way, there was a bit of a slip-up last time with

you—don't know whose fault it was, but anyway—be a bit careful will you—it's me that gets the blame this end. All right?

Clerk

Man Got it marked down for *Spearhead* all right? Thanks a lot. Oh yes, we'll be coming in around 10.30 in the evening. We could have a drink afterwards if you've got time. All right?

Clerk

Man Cheerio, and keep smiling.

Well, your rooms are getting pretty filled up now, aren't they? Let's deal with one more customer though. It's Tuesday morning, June 10th, and a lady comes up to the desk where you are on duty.

Lady Excuse me.

Clerk

Lady I'd like to have a room.

Clerk

Lady A single room for one night—tonight actually.

Clerk

Lady What price would that be?

Clerk

Lady Without bath then. I—I suppose you have some sort of washing facilities?

Clerk

Lady The name is Seaton—Mrs Charles Seaton—and—what time will the room be free?

Clerk

Lady I'd like to leave these bags somewhere.

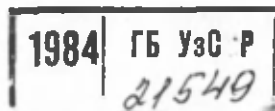
Clerk

Lady Thank you very much.

Invent further bookings until the booking sheet is full.

Room types

- SINGLE ROOM** A room occupied by one person.
- DOUBLE ROOM** A room with one large bed for two persons.
- TWIN ROOM** A room with two single beds for two persons.
- STUDIO ROOM** A room with one bed and a convertible sofa. Can be used as a single or as a twin.
- SUITE** A sitting room connected to one or more bedrooms.
- JUNIOR SUITE** A large room with a partition separating the bedroom furnishings from the sitting area.
- PARLOR** A sitting room not used as a bedroom (Sometimes called a salon).
- DUPLEX** A two-story suite connected by a stairway.
- HOSPITALITY ROOM/FUNCTION ROOM** A room used for entertaining (cocktail parties etc.).
- EXHIBITION ROOM/DISPLAY ROOM** A room used for showing merchandise.
- CONNECTING ROOMS** Two or more rooms with private, connecting doors. You can move from one room to another without going to the corridor.
- ADJOINING ROOMS** Two or more rooms side by side with a connecting door between them.



Food plans

**FULL AMERICAN
PLAN (AP)**

The rate includes three full meals and the room. Full board or full pension.

**MODIFIED
AMERICAN
PLAN (MAP)**

The rate includes breakfast, dinner and room.

DEMI PENSION

The rate includes breakfast and lunch or dinner and room. Half board.

**EUROPEAN PLAN
(EP)**

No meals included in the room rate.

**CONTINENTAL
PLAN (CP)**

The rate includes breakfast and room. "Bed and Breakfast."

Practice

Exercise I

Explain what is meant by the following terms:

twin room	EP
junior suite	AP
display room	CP
MAP	

Exercise II

What type of customers would usually book:

a twin room?
a suite?
a function room?
an exhibition room?

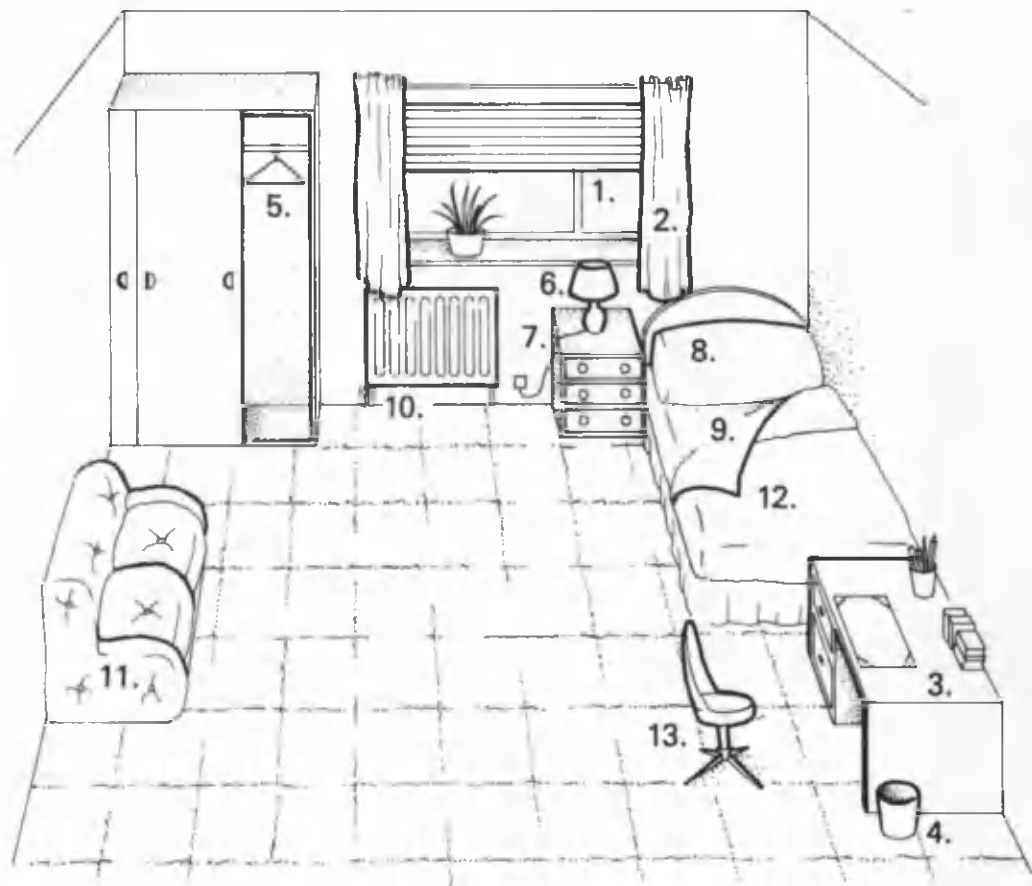
Exercise III

Book suitable rooms for the persons mentioned.
Example:

Mr and Mrs Brown—I'd like to book a double room for
Mr and Mrs Brown
for Mr Jones
for Miss Gray and Mrs Bridges
for Mr Jones, Mrs Jones and their nine-year-old son
for Mr Carson's cocktail party
for Mr Davies' product exhibition

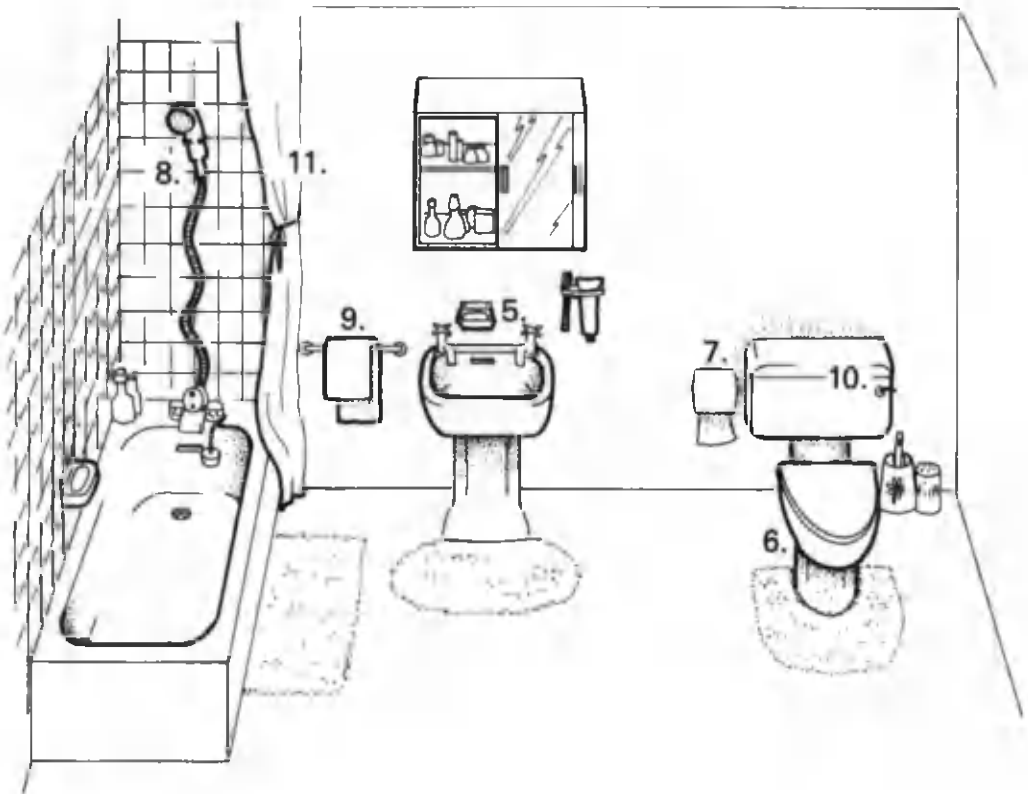
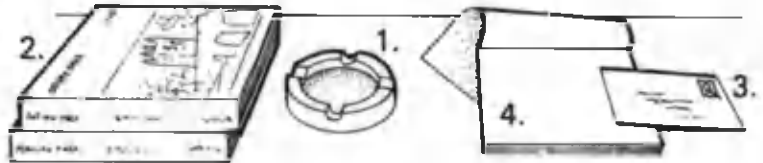
Room equipment

1. venetian blind
2. curtains
3. desk
4. waste paper basket
5. coat hanger
6. reading lamp
7. bedside table
8. pillow case
9. sheet
10. radiator
11. easy chair
12. blanket
13. chair



Hotel English

1. ash tray
2. telephone directories
3. letter
4. writing-paper
5. faucet (Am.)
tap (Br.)
6. toilet
7. toilet paper
8. shower
9. towel
10. toilet flush
11. shower curtain



Room rates

HOTEL NEPTUNE

RATE LIST

Single rooms with shower	Fmk 80
Twin rooms with shower	Fmk 125
Double rooms with bath	Fmk 130
Studio rooms (1 pers.)	Fmk 75
(2 pers.)	Fmk 120
Suite	
with sitting room, bedroom, private bath and balcony	Fmk 300
Extra beds	Fmk 40 per day
Children under 12 years	50% reduction
Rates include breakfast.	

All rates subject to variation.

Groups:

One night's deposit required 4 weeks prior to the date of arrival.

With a minimum group of 20 paying passengers, one person will be granted free accommodation.

Practice on Hotel Neptune

- 1 What does the price of a room include?
- 2 Is there a reduction for children?
- 3 What special terms are there for groups?
- 4 Is there a charge for extra beds?
- 5 Do you require a deposit to confirm a reservation?
- 6 Is there a discount for company bookings?
- 7 How much is the best room in the hotel?
- 8 What's the price difference between a double room and a twin room?



TARIFF



Queen's Hotel, Southsea

TELEPHONE - PORTSMOUTH (STD 0705) - 22466

ACCOMMODATION	ROOM CHARGE ONLY		
	1st & 2nd Floors	3rd Floor	4th Floor
SEA VIEW BEDROOMS			
Single	-	£4.50	£4.00
Single with Bath or Shower	£6.00	£5.75	£5.00
Single with Bath or Shower and Toilet	£6.50	£6.25	-
Twin or Double	£8.00	£7.50	£6.50
Twin or Double with Bath or Shower	£9.00	-	-
Twin or Double with Bath or Shower and Toilet	£9.75	£9.50	-
REAR VIEW BEDROOMS			
Single	-	£3.00	-
Single with Bath or Shower	£4.50	-	-
Single with Bath or Shower and Toilet	£5.00	-	-
Twin or Double	£6.25	£6.00	-
Twin or Double with Bath or Shower	-	-	-
Twin or Double with Bath or Shower and Toilet	£8.25	£8.00	-
PRIVATE SUITES			
One Single or one Double with Private Bath and Toilet, Sitting Room and Balcony	£20.50	-	-
One Twin and Double with Private Bath and Toilet, Sitting Room and Balcony	£27.50	-	-

Double or Twin Bedded Rooms let as Singles - Single Rate plus 90p

Private Suite let for Single Occupancy - £18.00

RESTAURANT - A LA CARTE AVAILABLE

Continental Breakfast	65p
Full English Breakfast (resident)	90p
Full English Breakfast (non-resident)	£1.25
Lunch (3 Course)	£1.75
Dinner (4 Course)	£2.40
Afternoon Tea	65p
Room Service - per person	30p
Early Morning Tea - Single	20p
Early Morning Tea - Double	30p

NO DOGS (unless arranged with Manager)

Please vacate room by 12 noon on day of departure

Practice on Queen's Hotel

In pairs, ask and answer the following questions based on the tariff list given. Answer with complete sentences.

- 1 How much do you charge for:
a twin room with bath?
a double room with shower?
a single room with sea view, bath and toilet?
the cheapest possible twin room?
the cheapest possible double room with bath and toilet?
- 2 When are the rates effective?
- 3 What are your private suites like and how much do they cost?
- 4 Can I have a twin as a single and how much do you charge for that?
- 5 Is breakfast included in the room rates?
- 6 Is room service included in the room rates?
- 7 How much do you charge for:
Continental breakfast?
English breakfast for hotel guests?
3-course lunch?
- 8 Can I take my dog with me to the room?

Useful phrases



How long will you be staying?

I'm afraid we are $\left\{ \begin{array}{l} \text{fully booked.} \\ \text{only have a double room available.} \end{array} \right.$

We have 233 rooms in all.

We are heavily booked for that week.

Service is not included in the room rate.

The rate includes three full meals.

We have a double room available with a rear view.

It has twin beds.

Are you with a company?

Chapter 3

CHECKING IN

Registering at the hotel

The Hotel *Mermaid* is a first-class motor hotel situated just outside Helsinki. It has 120 rooms, 70 of them doubles. The facilities offered include a restaurant, night-club and casino, sauna and swimming pool. Congress facilities are also available.

Mr James Russell is arriving at the hotel. He goes to the Reception Desk, where he is greeted by the Reception Clerk.



- James* Good morning.
- Clerk* Good morning sir. Can I help you?
- James* I've booked a room here.
- Clerk* Yes sir. What name was it please?
- James* Russell. James Russell.
- Clerk* Thank you sir. That was a single room, wasn't it?
- James* Yes, that's right.
- Clerk* Would you fill in this registration form please?
- James* I don't seem to have a—
- Clerk* Here's a pen sir.
- James* Ah yes, thank you. Now let me see—surname—Russell—
Christian names—James Benjamin Francis—
occupation—dentist—citizenship—what exactly do they
want there?
- Clerk* You put your nationality there sir.
- James* Oh yes. British. Date and place of birth—19 July 1924
Cardiff—Address in home country—11, Shady Lane,
Reading—Date and place of present entry into—Finland.

Well, actually I flew in this morning so it's today's date let me see—

Clerk It's the 19th of June today sir.

James 19 June 1978. Passport number—when and where issued. Now where's that in my passport—ah yes—and signature. There. Anything else?

Clerk Could you just fill in when and from where you have just arrived sir?

James Shall I just put UK?

Clerk Yes, that'll be fine.

James Duration of stay. Well, actually I haven't quite made up my mind.

Clerk You can leave that blank sir. And we'll fill in the rest—. Thank you sir. Now, if you'd like to go to your room. It's number 402. The porter here will take your luggage and show you the way. Here's your key—and I hope you will enjoy your stay at our hotel sir.

James Thank you.

REGISTRATION FORM

Please use block letters

ANNOUNCEMENT OF ARRIVAL for police authorities

Surname	Where to?
First names	Date and place of birth.
Address in native country	Citizenship
.....	Passport No.
Date and place of arrival in country	Where and when issued
.....	Duration of stay
Occupation	Name and address of hotel.
Date of arrival at hotel.
Where from?
Date of departure	Room No.
	Signature

Practice on the registration form

Practise in pairs a similar conversation between the Receptionist and a guest, using the registration form to help you.

Read the cards aloud when you have finished.

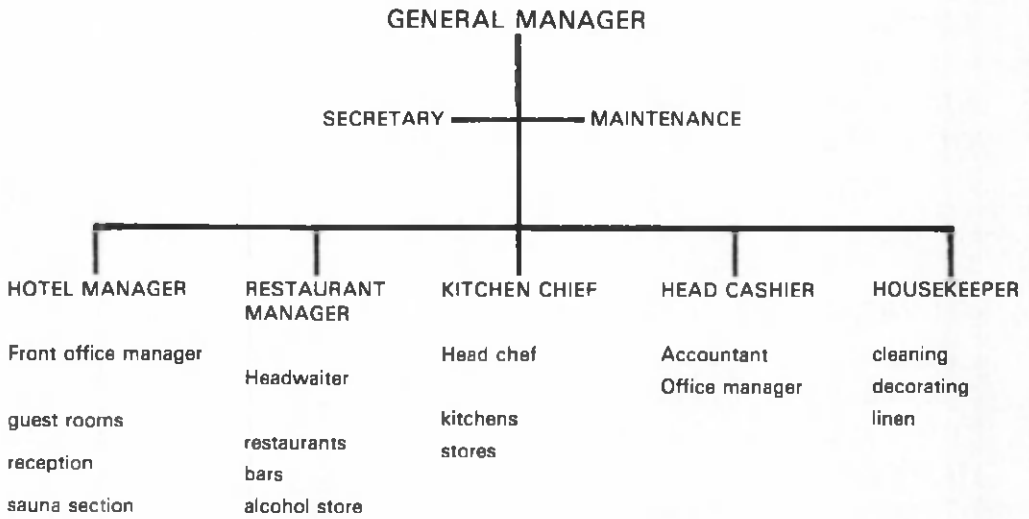
Practice

Fill in the missing words:

- 1 Please _____ at the reception desk over there.
- 2 Please _____ this form.
- 3 Where was your passport _____ madam?
- 4 Do you have British _____?
- 5 _____ is my surname.
- 6 My first name is _____.
- 7 What is your _____ in your home country?
- 8 When were you _____?
- 9 The _____ will take your _____ to your room.
- 10 Please _____ the date of your arrival.

Hotel personnel

Hotel Organization Chart



FRONT OFFICE MANAGER	is in charge of the reception area.
RECEPTION CLERK/ RECEPTIONIST	takes care of registration, in some hotels also receives room reservations and keeps them up to date.
ROOM CLERK/ KEY CLERK	hands out the keys and gives information to the guests about various hotel services.
CONCIERGE	arranges tickets for sight-seeing, theatre, cinemas and other events. Assists with table reservations and other hotel services.
FRONT OFFICE CASHIER	is responsible for the accounts and billing. Sometimes also exchanges foreign currency.
NIGHT CLERK/ NIGHT PORTER	takes care of the reception area during the night shift.
BELLBOY	shows customers to their rooms, delivers messages and mail and carries luggage.
PORTER	carries customers' luggage.
DOORMAN	receives guests, opens the door, orders taxi-cabs etc.
CLOAKROOM ATTENDANT	takes care of customers' coats, hats etc.
TELEPHONE SWITCHBOARD OPERATOR	connects the outgoing and incoming calls.
ELEVATOR OPERATOR/ LIFT BOY	is responsible for the elevators/lifts.
HOUSEKEEPER	is in charge of linen, decorations and general cleanliness of the hotel.
FLOOR ATTENDANT	is responsible for the cleanliness and often also room service of a special floor.
CHAMBERMAID/ ROOM MAID	cleans the guest rooms.
SAUNA ATTENDANT	is in charge of the sauna section.
STOREKEEPER	is in charge of the stores.
MAINTENANCE MAN	takes care of the technical equipment in a hotel.

Note: The above names for various positions may vary in different hotels.

Practice on the organization chart

Exercise I Explain the hotel organization chart.

What people work under the leadership of the General Manager?

What people are supervised by:

the hotel manager?

the restaurant manager?

the kitchen chief?

the housekeeper?

the head cashier?

Exercise II Fill in the missing words.

- 1 _____ work during the night shift.
- 2 A _____ shows guests to their rooms.
- 3 A _____ counts the bills and changes currency.
4. _____ are responsible for registration.
- 5 _____ take care of keys.
- 6 A _____ carries suitcases and bags.
- 7 A _____ orders taxi-cabs.
- 8 _____ take care of flowers, linen etc.
- 9 _____ clean guest rooms.
- 10 A _____ is responsible for the guests' coats.

Exercise III Practise in pairs asking and answering these questions:

Have you been working in a hotel?

In what position?

What were your duties?

Applying for a post

Here are some advertisements for hotel job vacancies:

Assistant Manager

The Inn on the Lake is a privately owned 80 Bedroom Hotel with a considerable Banqueting and Conference trade.

The hotel maintains high standards throughout with special emphasis on restaurant and banqueting operations.

Due to promotion we now require an Assistant Manager with outstanding qualities.

The successful applicant will have a thorough background in all departments.

A high level of business acumen, flair in dealing with customers, and will be keen to take real responsibility.

Much job satisfaction can be achieved as the position offers considerable personal development.

A competitive salary and accommodation are offered.

Please write, enclosing career details to:

R. J. Ringer, B.Sc., M.H.C.I.M.A., Manager

The Inn on the Lake

Shorne, Gravesend, Kent

Tel. Shorne (047 482) 3333

13751 A

Join the Ramada Management Team of

GENERAL MANAGERS

FOOD & BEVERAGE MANAGERS

DISTRICT MANAGERS (Multi Unit Responsibility)

FOOD & BEVERAGE SUPERVISORS (Multi Unit Responsibility)

Super opportunities now exist for experienced management people to take charge of various operations throughout the country. We're offering excellent salary with definite advancement, bonus and incentive plans, top benefits, in-service management development programs and personal growth you'd expect from an industry leader. If you can handle success, tell us by sending your resume and salary history in confidence to:

Director of Management Recruiting

Ramada Inns Inc.

P.O. Box 590 JE

Phoenix, Arizona 85001

An Equal Opportunity Employer



We're building a reputation, not resting on one.

PENTA AIRLINE HOTELS

IBIZA PENTA CLUB SAN ANTONIO / SPAIN

THE IBIZA PENTA CLUB is a 500 bedroom holiday complex, located on the beautiful island of Ibiza / Spain.

Our guests come mostly from European countries to spend their holiday with us, enjoying the three swimming-pools, self-service restaurant, bars, discotheque, sport facilities, grill-restaurant, etc.

To assist the management in assuring the best of service, applications are requested for the following important functions:

The successful candidates should have experience in large hotels or holiday complexes in Spain or abroad and knowledge of the Spanish language.

- FRONT OFFICE MANAGER
- FOOD & BEVERAGE MANAGER
- EXECUTIVE HOUSEKEEPER
- CHEF DE CUISINE
- RESTAURANT MANAGER
- BAR SUPERVISOR
- ENTERTAINER

Applications — with c.v. and photograph to be sent to

Mr A. H. Paulus, General Manager
Apartado 149, San Antonio
Ibiza, Spain

Telex: 88803. Phone: 340800

HOTEL MANAGERS

200-room luxury hotel southeast. Applicant must be capable of running a high quality food & beverage operation and be profit oriented.

South Florida Golf resort. Applicant must be expert in golf course maintenance and have experience in resort marketing.

Motels 150 rooms. 3.5 years experience. Applicant must be hard working and resourceful.

Send resume stating experience and salary requirements. Apply Box 6F, HOTEL & MOTEL MANAGEMENT, 845 Chicago Ave., Evanston, Ill. 60202.

EXECUTIVE HOUSEKEEPERS. Properties from 300-1000+ rooms. Current position must be at property with minimum of 300 rooms. Responsible for laundry, banquet facilities, public and outside areas. Hire, fire, train and schedule employees. Familiar with establishing and maintaining inventory control and security. FREEMAN STAFFING, PO Box F, Edmonds, Wash. 98020.

Conference and Banqueting Manager

HAWKSTONE PARK HOTEL

The formulation of my management team, involves the appointment of a mature, professional to this key position, at this 50 bedroomed hotel and leisure complex, featuring extensive conference and function outlets and 2 fine 18 hole golf courses.

Formally, qualified applicants must possess a sound track record in line management, be a good administrator with the flair, personality and skills required to control future sales development.

An excellent living in salary together with exciting career prospects will be offered.

Written applications with c.v. to: **J. W. Freeman, FHCIMA, Managing Director, HAWKSTONE PARK HOTEL, WESTON, SHREWSBURY SY4 5UY.**

(351) A

This is a letter of application for the job of Assistant Manager at the *Inn on the Lake*:-

Mr. R. Roger
Manager
The Inn on the Lake
Shorne, Gravesend
Kent
England

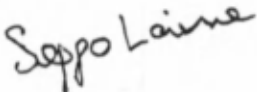
Hotel Arctic
Pohjoiskatu 12
94600 Kemi 60
FINLAND

28 March 1979

Dear Sir

I am writing in reply to your advertisement concerning the post of Assistant Manager. I enclose my curriculum vitae, together with a recommendation from my present employer.

Yours faithfully



Seppo Laine

Enclosures: 2

Hotel English

CURRICULUM VITAE

Name	Seppo Laine
Date and place of birth	1 February 1956, Järvenpää
Marital status	Single
Nationality	Finnish
Education	Kouvola Comprehensive School 1963 - 1972 Hotel and Restaurant School, Helsinki 1976 - 1977
Practical experience	Bus boy, Hotel Arctic 1973 - 1974 Receptionist, Hotel Arctic 1975 - 1976 Assistant Manager, Hotel Arctic 1976 - 1979
Qualifications	Able to handle the NCR machine Typing
Languages	Swedish (fluent), English (satisfactory) German (satisfactory)

Interview for a job

Seppo Laine is being interviewed for the job of Assistant Manager at The *Inn on the Lake* by Mr Rogers. Here is part of the interview.



Rogers Good morning Mr Laine. Please sit down.

Laine Thank you.

Rogers Now, I see from your curriculum vitae that you've only worked in Finland so far. Why do you want to come to England?

Seppo Well, I feel I'd like to see something of the world, and get some international experience.

Rogers I see. Now, our restaurant and banqueting is very important. What experience do you have in that line?

Seppo The Hotel *Arctic* is known as one of the biggest and best restaurants in Kemi, so I've had quite a lot to do with that side of things.

Rogers I'm glad to see you speak some German, as we have quite a few guests from Germany. Sind Sie in Deutschland gewesen?

Seppo Ja, ich bin da zweimal gewesen.

Rogers Gut, gut. That sounds all right. Now tell me, what would you say are the main things for an Assistant Manager of a hotel to keep in mind?

Seppo I would say that attention to detail is very important. Making sure that every customer is treated politely and goes away satisfied. But also looking after the staff well, getting on well with them, seeing that they are happy too.

Rogers Quite. And in our hotel we have staff from several different nationalities, which sometimes makes things a bit tricky. Now, is there anything you would like to ask about the job?

Seppo What kind of accommodation do you offer?

Rogers Ah yes. There's a small house about a mile from the hotel, or a large room actually on the premises. I expect, as you're not married I see. . .

Seppo Yes, I think the room would be more suitable. Then there's the question of salary.

Rogers Yes of course. Well, we are offering a starting salary of

£3500 a year—plus meals and accommodation that is. But if we get on well we could reconsider that figure I think after a suitable period.

Seppo I see.

Rogers Well now, I expect you'd like to have a look round. Oh yes, one thing, when could you start?

Seppo Any time after May the first this year.

Project work

Look at the job advertisement for the *Ibiza Penta Club*, choose whether you want to be an applicant or an employer and prepare for the interview. Applicants should prepare their letter and curriculum vitae and interviewers should prepare their questions.

Then act out each interview in turn using the appraisal sheets to assess the Candidates. While watching each group, also use the Interviewers' Appraisal Sheets to assess the interviewers. Compare and discuss your opinions afterwards.

CANDIDATES' APPRAISAL SHEET	
Award points from 4–0. 4 = Excellent, 3 = Good, 2 = Fair, 1 = Poor, 0 = Hopeless	
Name: _____	Points
1. Did the candidate seem confident or nervous?	<input type="checkbox"/>
2. Was he polite or impolite?	<input type="checkbox"/>
3. Did he give a good general impression?	<input type="checkbox"/>
4. Did he appear to know his job?	<input type="checkbox"/>
5. Did he ask sensible questions?	<input type="checkbox"/>
Total (out of 20):	<input type="checkbox"/>

INTERVIEWERS' APPRAISAL SHEET	
Points as above	
Names: _____	Points
1. Did the interviewers take notes?	<input type="checkbox"/>
2. Was the interview structured (logical)?	<input type="checkbox"/>
3. Did the interviewers get what they wanted?	<input type="checkbox"/>
4. Did they describe the hotel and the job?	<input type="checkbox"/>
5. Did they give candidates a chance to ask questions?	<input type="checkbox"/>
6. Was the general atmosphere of the interview pleasant?	<input type="checkbox"/>
Total (out of 24):	<input type="checkbox"/>

Practice

- Exercise I** Interview each other:
- 1 When were you born?
 - 2 What is your marital status?
 - 3 What is your nationality?
 - 4 What languages do you speak?
 - 5 Where did you go to school?
 - 6 Do you have any schooling in the hotel and restaurant field?
 - 7 Where have you been working?
- Exercise II** Read the other job advertisements carefully on page 30 and list the qualities and experience that are needed for each.
- Exercise III** Write a letter of application for one of the jobs advertised.

Countries and nationalities

COUNTRY	CITIZEN	NATIONALITY	LANGUAGE	ADJECTIVE
Singular with the ending -man, -woman				
England	an Englishman	the English	English	English
Great Britain	a Briton	the British		British
Holland/ the Netherlands	a Dutchman	the Dutch	Dutch	Dutch
France	a Frenchman	the French	French	French
Plural with the ending -s				
Finland	a Finn	the Finns	Finnish	Finnish
Denmark	a Dane	the Danes	Danish	Danish
Poland	a Pole	the Poles	Polish	Polish
Spain	a Spaniard	the Spaniards	Spanish	Spanish
Sweden	a Swede	the Swedes	Swedish	Swedish
Nationality, language and adjective with the ending -an				
USA	an American	the Americans		American
Australia	an Australian	the Australians		Australian
Canada	a Canadian	the Canadians		Canadian
the Federal Republic of Germany (West Germany)	} a German	the Germans	German	German
the German Democratic Republic (East Germany)				
Italy	an Italian	the Italians	Italian	Italian
Norway	a Norwegian	the Norwegians	Norwegian	Norwegian
USSR	a Russian	the Russians	Russian	Russian/ Soviet
With the ending -ese				
China	a Chinese a Chinaman	the Chinese	Chinese	Chinese
Japan	a Japanese	the Japanese	Japanese	Japanese
Vietnam	a Vietnamese	the Vietnamese	Vietnamese	Vietnamese
Greece	a Greek	the Greeks	Greek	Greek
Switzerland	a Swiss	the Swiss		Swiss

Practice on countries and nationalities

Exercise I Fill in the missing words.

Example: **Finns** live in **Finland** and speak **Finnish**.

_____ Sweden _____ Swedish.
 _____ the Netherlands _____
 _____ Spanish.
 _____ Greek.
 Germans _____
 Norwegians _____
 _____ Great Britain _____
 _____ the USSR _____
 _____ Polish.

Exercise II Fill in:

	The capital of		The people speak
1	_____ is Vienna.	_____	_____ .
2	_____ is Oslo.	_____	_____ .
3	_____ is Stockholm.	_____	_____ .
4	_____ is Rome.	_____	_____ .
5	_____ is Moscow.	_____	_____ .
6	_____ is London.	_____	_____ .
7	_____ is Madrid.	_____	_____ .
8	_____ is Copenhagen.	_____	_____ .
9	_____ is Budapest.	_____	_____ .
10	_____ is Athens.	_____	_____ .
11	_____ is Paris.	_____	_____ .
12	_____ is The Hague.	_____	_____ .

Exercise III Fill in the nationalities.

- 1 Pekka Lehtonen and Matti Virtanen from Helsinki are _____ .
- 2 Björn Borg is _____ .
- 3 Mr Bell is _____ .
- 4 Monsieur Dupont is _____ .
- 5 Don José from Madrid is _____ .
- 6 Hans Müller is _____ .
- 7 Knud from Copenhagen is _____ .
- 8 People who live in Switzerland are _____ .
- 9 People who live in Ireland are _____ .

Useful phrases



Would you please register at the registration counter

Would you please fill in this registration form

What's your occupation?

Do you have British nationality?

Where was your passport issued madam?

Would you put your signature here?

How long do you intend to stay?

And your Christian names?

When were you born?

And where were you born?

What's your occupation?

And your citizenship?

What's your address in your native country?

The porter will show you the way

Here's your key

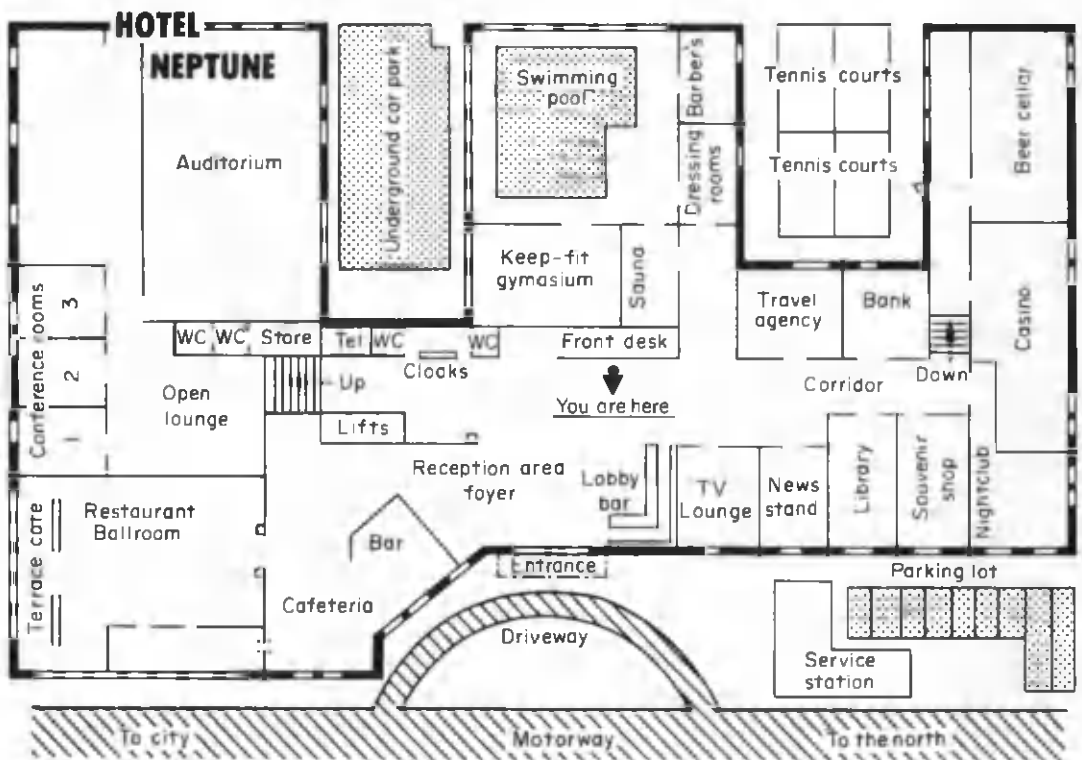
The porter will take your bags

Chapter 4

YOU ARE STANDING HERE

Giving directions within the hotel

Here is a layout plan of the Hotel *Neptune* followed by some enquiries and answers about moving around in the hotel:





{ Can you tell me the way to the auditorium please?
| The Hall Porter will show you the way.

{ Could you direct us to the beer cellar?
| Yes, I'll show you the way myself.

{ We're looking for the TV lounge.
| It's just over there behind you madam.

{ Where's the *Terrace Café* please?
| Go straight through the cafeteria and restaurant and you'll find it just in front of you.

{ I wonder if you could tell me where the health club is?
| We have a keep-fit gymnasium sir. It's round here to the left. Follow the sign marked 'sauna' and it's just next door to that.

{ Which way is the phone box please?
| Along there to your left madam. It's just past the cloak-room and the ladies' room, opposite the lifts.

{ Is this the right way for the souvenir shop?
| Yes it is. Along the corridor, past the newsstand and the library. It'll be open in a few minutes.

{ Is the lobby bar somewhere hereabouts?
| It's right behind you sir, but I'm afraid they're not open till 11.

{ Am I going the right way for the tennis courts?
| Along the corridor to your right. Turn left, go down the stairs, along a bit further and out into the yard.

{ I'm looking for conference room number 2.
| They're all facing the open lounge. Along to your right, past the elevators and up the stairs.

- { I seem to have lost my way. I was looking for a deer skin and they directed me to the beer cellar.
- { I'm sure it's the souvenir shop you want madam. I'll show you the way myself and you won't get lost.

Giving information at the Front Desk

If you are on duty at the Front Desk you are expected to be a mine of information. Here are some examples of the questions that hotel guests ask.

- { Can I get a copy of the *New York Times* here?
- { The newsstand has a wide selection of foreign newspapers and magazines.

- { What is the basic tariff for taxis here?
- { It's about 5 marks, but there is a surcharge after 11 at night and on Sundays.

- { Can I get a car wash here?
- { If you leave the keys with the Hall Porter, he'll see to it.

- { Can I get some hot sandwiches at this hour of night?
- { Yes—over there in the Steak Room. It closes at midnight.

- { Do you have a TV here?
- { There is a colour TV in the TV lounge. Here is a programme schedule for this week. There's an American western or a BBC documentary.

- { I'd like some tickets for *Rigoletto* tonight.
- { The travel agency in the hotel takes all kinds of bookings.

I have to phone someone in Rovaniemi, but I don't remember the number. Can you help me?
Yes, of course. I'll get you the area telephone directory.

When do the shops close around here?
Around 5 on most days, but there is late night shopping till 8 on Fridays.

Do you have a lost and found? My handbag is missing—I must have left it somewhere. It's got my name inside.
Is it brown crocodile? The bellboy brought it in this morning. He found it in the lobby bar.

Do you have any details about the floor show this evening?
Yes, over there on the bulletin board, you'll see a poster under the list of daily functions.

Practice

Exercise I Fill in the gaps using one of the following. Each expression should only be used once:
ahead, along, behind you, follow the sign, in front of you, near, on the right hand side, on your left, opposite, past, right, right by, straight ahead, through, turn left, up the stairs.

- 1 The auditorium is over there _____
- 2 Go _____ and you'll find the bar right _____
- 3 Go _____ the cafeteria and _____
- 4 The keep fit gymnasium is _____ the dressing rooms.

You Are Standing Here

- 5 Go _____ the corridor _____ the travel agency.
- 6 Walk straight _____ and the conference room is _____.
- 7 The phone box is _____ the elevators.
- 8 Go _____ and turn _____ and you'll find the TV there.
- 9 Go _____ and you'll find the night club _____ of the corridor.
- 10 _____ and you'll find the newsstand _____ to the souvenir shop.

Exercise II Look at the plan of Hotel *Neptune* and answer the following questions.

- 1 Where can I keep my car?
- 2 Where can I play tennis?
- 3 Are there any other facilities for sport at this hotel?
- 4 What kind of meeting facilities do you have?
- 5 What entertainment do you offer this evening?
- 6 I'd like to go on a sight-seeing tour, where can I get the tickets?
- 7 Can I buy some newspapers here?
- 8 Where can I change foreign currency?

Exercise III Fit appropriate questions to the following responses. Refer to the plan of the Hotel *Neptune*.

Example: It's behind you, next to the newsstand.
Question: Can you tell me where the TV lounge is?

- 1 It's just round the side of the Reception Desk.
- 2 Yes. Next to the service station.
- 3 Yes. Actually we have four.
- 4 The bank will be able to help you out I think.
- 5 Go straight down the corridor and turn left down the stairs.
- 6 Next to the sauna.
- 7 Over to your left.
- 8 Straight through the restaurant.
- 9 Around 5 o'clock.
- 10 I'll ask the bellboy for you.



Useful phrases

You'll find the phone box just *opposite* the lifts.

The TV lounge is over there *behind you*.

The cloakroom is *next to* the reception desk.

Turn (to the) left and you'll find the gymnasium on *the right hand side of* the corridor.

Pass the newsstand and *turn right*.

Go down the stairs and you'll find the beer cellar in the basement.

Go up the stairs.

Follow the sign and you'll find the auditorium on the first floor.

Carry straight on. You can't miss it.

I'm afraid you will have to go into town for (that).

Chapter 5

RECREATION FACILITIES

Some like it hot

Now we're going to learn more about the facilities that the Hotel *Neptune* has to offer.

Here is a conversation about keep-fit facilities between a hotel resident and the Reception Clerk.



Guest My doctor has told me I must keep in good physical condition. I hear that your hotel is one of the best ones in the country for that kind of thing. Could you tell me what facilities you have here?

Clerk Well, we have a well-equipped keep-fit gymnasium with all the latest recreational sports apparatus—exercise bicycle, weights, wall bars—that sort of thing.

Guest That sounds very interesting.

Clerk Then we have two excellent saunas including a smoke sauna. By the way there's a free supply of towels and Finnish sauna soap.

Guest Very good and what about a swim?

Clerk Yes, you can have a dip in our heated swimming pool which contains a special salt in the water to stimulate the skin. You can also borrow swimming trunks free of charge.

Guest Oh good. I've left mine at home.

Clerk And afterwards you can relax with beer or soft drinks

and sausages in the after-sauna room where there's a large open fireplace with birch logs.

Guest How about outdoor activities?

Clerk We have a nine-hole golf course or if you prefer you can water-ski on the lake or hire a rowing boat if you feel energetic.

Guest Do you have any tennis courts?

Clerk Oh yes and you can also play badminton. Racquets and balls are available at a small charge. And if that's not enough there is always croquet on the lawn.

Practice

Exercise I Express the following in a different way using the word(s) in brackets:

- 1 Many keep-fit activities are possible in the hotel. (facilities)
- 2 The gymnasium is very modern. (well-equipped/sports apparatus)
- 3 We do not charge for the use of the towels and soap. (free supply)
- 4 Water skis and rowing boats are lent. (hire)
- 5 We also provide racquets and balls for tennis. (available)
- 6 They do not cost very much. (small charge)

Exercise II Take the part of the hotel clerk and answer these enquiries:

- 1 What's so special about the swimming pool?
- 2 What sort of equipment is there in the gymnasium?
- 3 I'm feeling energetic. What do you suggest?
- 4 How do I go about using the sauna?

Here is a conversation about the sauna

- Jane* Yesterday we were invited by some Finns to have a bath with them.
- Peter* That's a bit strange, isn't it?
- Jane* Well, first we went into the changing room and took off all our clothes.
- Peter* Yes.
- Jane* And then put them on coathangers with our towels. Then we went into the washroom without a stitch on.
- Peter* You mean stark naked?
- Jane* Yes, and then we picked up a little wooden sauna pail and filled it with warm water and armed ourselves with two birch switches.
- Peter* What are they for?
- Jane* Well, they're made from soft birch twigs and you're supposed to dip them in the warm water and briskly whisk them over your skin.
- Peter* That sounds nice. Do you get to beat other people as well?
- Jane* Yes. Anyway we all troop into the sauna proper—which is the hot room. And it is hot—the heat knocked me back when I stepped in.
- Peter* What temperature is it then?
- Jane* About 100° (degrees) centigrade—higher on the higher levels.
- Peter* Sounds like real torture. Where does the heat come from?
- Jane* There's a stove in the sauna, fired with wood, and on top of the stove a pile of stones which keep the heat. Sometimes the stove works on electricity, but then the sauna is often too hot. Then the idea is to throw some water on the stones and “löyly” or dry steam is given off.
- Peter* What does that do?
- Jane* The effect is to step up the blood circulation and produce vigorous perspiration.
- Peter* You mean you sweat. Sounds like the madman who was

banging his head against the wall until someone came up and asked him why.

Jane And what did he say?

Peter "It's so nice when I stop."

Jane Yes, sauna is a bit like that. After 10 minutes or so it's time to cool off under a shower or go for a quick swim. It's really marvellous to take a dip in the cool water of the lake and in winter they even cut a hole in the ice for you to plunge into.

Peter Sounds crazy to me!

Jane Actually it's great fun. We went back into the sauna three times.

Peter You're certainly a glutton for punishment. What happens then?

Jane Then it's time to wash yourself, or rather to be washed. A large washer-woman comes in to scrub every part of you.

Peter Even your hair?

Jane Yes. Finally it's time to wrap yourself up in your sauna robe and take a sauna snack—that usually consists of grilled sauna sausage and a glass of cool Finnish beer. You can't imagine what a wonderful feeling of relaxation you have—with your skin all glowing—you really feel content and at peace with the world. It's one of the great pleasures of life.

Peter I'm sure it is, especially if you happen to be a Finn.

Practice

Exercise I Fill in the gaps with suitable words or phrases

- 1 First go to the _____ and take your clothes _____ .
- 2 Then take a birch _____ and go to the sauna.
- 3 Throw some warm water on the stones of the _____ .
- 4 Relax in the heat until you start to _____ .
- 5 Then you can beat yourself with the birch _____
to make your blood _____ .
- 6 Cool _____ under a cold _____ or go
for a quick swim.
- 7 Go to the _____ and wash yourself.

Exercise II A foreigner comes up to you and asks:
What exactly is a "sauna"?
Tell him in your own words.

The nightclub

Swinging

NIGHTCLUB OPEN 8 P.M. TILL 3 A.M.

Dancing every night DISCO — all the latest pop records
Every evening — GAMBRINI at the piano in the Restaurant

Thursday evening is JAZZ evening

Friday evening is ROCK night

Saturday evening is GUEST STAR evening

this week

Friday THE NITWITS
— leading Finnish
rock, pop and folk band

Saturday from Hollywood the fabulous
Miss STELLA CARR
(cover charge 30 Fmk)



CASINO with ROULETTE table OPEN from 9 p.m. to midnight

BEER CELLAR

TWICE NIGHTLY 'GERMAN DRINKING SONGS'

Practice

A guest telephones you at the hotel to ask about the nightclub. How would you describe its attractions?

Some like it cold

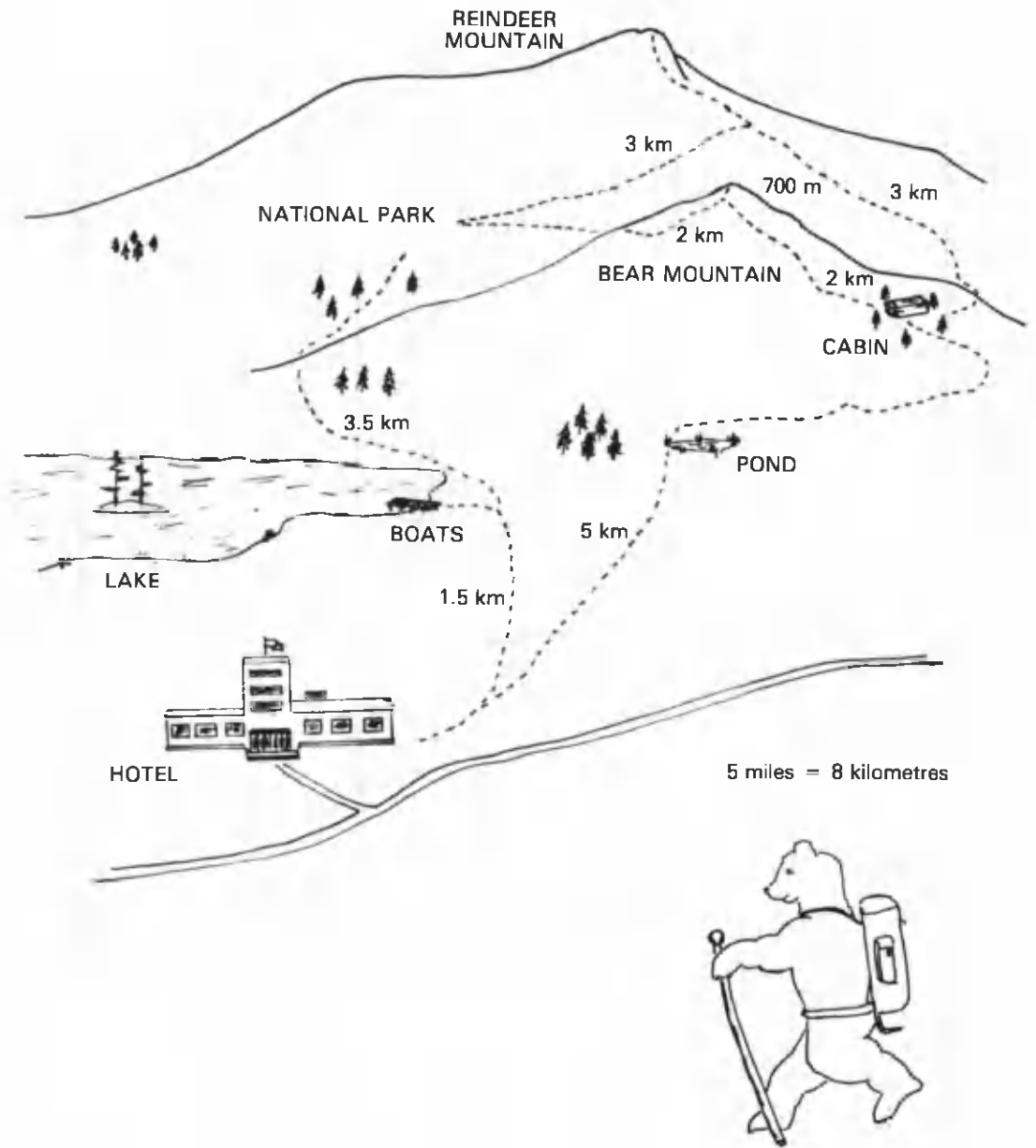
On the western peak of the 700 metres (2,200 ft) high Bear Mountain in the heart of fell Lapland stands Hotel *Karhu*, just below the treeline. Bear Mountain is of ancient geological origin, and the Ice Age has left its traces throughout the area. The grey-green granite of the district is becoming increasingly sought-after for decorative building purposes. For centuries Bear Mountain has been a holy place for the Lapps. Set in a National Park stretching north-eastwards for 50 miles, the Hotel *Karhu* is a modern recreation centre with all the facilities for outdoor activities. The hotel is located halfway up the mountain with a splendid panorama view. Excursions to Lapp villages and reindeer farms are regularly arranged. Outdoor activities include hiking, rowing and fishing during the long summer days. But it is for its winter sports that the Hotel is best known. Bear Mountain has the longest downhill ski slope in the country, and the numerous marked trails offer excellent cross-country skiing in exciting scenery in winter, and equally fine walks when the snow has melted away.

Practice

Express the following in a different way using the word(s) in brackets:

- 1 You can see the effect of the Ice Age everywhere. (traces/-left)
- 2 Many people like the granite for building with. (increasingly sought after)
- 3 A lot of outdoor recreation is possible at the Hotel *Karhu*. (facilities)
- 4 There is a good view from the hotel because it is on the mountainside. (located/halfway)
- 5 Most people go to the hotel for winter sports. (best known)

Hiking



Leila is at the Reception Desk of the Hotel *Karhu* in summertime. A number of guests come and ask her questions. She gives them advice with the help of the map.



- 1st guest* I'd like to take a boat out today. How do I get down to the lake?
- Leila* Drive down to the main road and then turn left—it's about half a mile from the road junction.
- 1st guest* But couldn't I walk?
- Leila* Oh yes. If you take the trail it's about half a mile. The trail is marked blue. And there will be a man there looking after the boats.
- 1st guest* I see. Thank you very much.
- Leila* You're welcome.—Yes sir?
- 2nd guest* My wife and I would like a good long hike today. What would you recommend?
- Leila* Well, if you haven't been walking here before, I'd suggest you go past Bear Pond and on to the cabin—you can make coffee there if you like. Then come back through the gully—it's very pretty and not too steep. You'll get to the top of the fell that way—the view should be wonderful on a clear day like this—then down the other side, and back to the hotel.
- 2nd guest* How far would that be?
- Leila* Let me see—5 plus 2, that's 7, and 2, 9, and 3½, twelve and a half kilometres—nearly 8 miles.
- 2nd guest* That sounds fine. Thank you.
- Leila* Thank you sir.
- 3rd guest* Excuse me. . .
- Leila* Can I help you sir?
- 3rd guest* I'd like to do some fishing.
- Leila* Do you have a licence?
- 3rd guest* No, as a matter of fact I don't.
- Leila* Then would you please fill in this form? The charge is 20 marks for each day's fishing.
- 3rd guest* I see. Thank you. And where would I do best to go?
- Leila* There are pike, perch and whitefish in the lake. Then there are trout in the pond, but I'm told the fishing hasn't been too good there lately.
- 3rd guest* I see. Perhaps I'd better try my luck down at the lake first.

Practice

Exercise 1 Now you are at the Reception Desk, and a number of guests come and ask you for advice. Using the map, help them as much as you can.

- 1 I'd like to go for a fairly short walk. Could you recommend one?
- 2 We'd like to go to Reindeer Fell. How far is it?
- 3 Can I do some fishing here?
- 4 I'd like to go through one of your famous canyons. Do you have one here?
- 5 Where can I get a boat?

Skiing



- | | | |
|----------------|-------------------|--------------------|
| 1. Hotel | 7. Bear Run | 4. Bar lift |
| 2. Ski shop | 8. Big Boys' Run | 5. Chair lift |
| 3. Parking lot | 9. Sunshine Slope | 6. Ski-school lift |

SKI WITH THE BEAR

Ski School

1 week course 140 Fmk per person
 1 day course 50 Fmk per person
 Private lesson 40 Fmk per hour

Rent-a-Ski (Prices per day)

Slalom skis	20 Fmk	Cross-country skis	10 Fmk
Slalom boots	15 Fmk	Cross-country boots	8 Fmk
Slalom ski sticks	5 Fmk	Cross-country ski sticks	5 Fmk

Ski Lifts

Bar lift 30 Fmk for 20 trips
 Chair lift 40 Fmk for 20 trips
 Ski-school lift 20 Fmk for 20 trips
 One day 50 Fmk
 One week 220 Fmk
 Whole season 500 Fmk
 For second family member 400 Fmk
 For third family member 300 Fmk



Practice

Exercise I You are again at the Desk of the Hotel *Karhu*. A number of guests ask you questions about the downhill ski slopes and prices for renting equipment. Answer them as well as you can, using the information in the diagram and the *Ski with the bear* brochure.

- 1 How many lifts do you have and what kind are they?
- 2 Are the slopes far from the hotel?
- 3 Which is the sunniest slope would you say?
- 4 Do you have any easy runs?
- 5 Can I get instruction?
- 6 How much does instruction cost per day?
- 7 I need to rent downhill ski equipment. What will it cost me?
- 8 My ski-bindings have come loose. Can I get them fixed anywhere here?
- 9 What do the lifts cost here?

Exercise II Break up into pairs and ask each other questions about skiing at Hotel *Karhu*.



Useful phrases

A well-equipped keep-fit gymnasium. . .

. . . with all the latest apparatus

A free supply (of towels)

Free of charge

Available at a small charge

With a splendid view

Excursions are arranged regularly

Best known for its (winter sports)

Chapter 6

SERVICE WITH A SMILE

Room services

Here are some examples of room services a hotel may offer, arranged alphabetically.

BREAKFAST Breakfast is served in your room from 7 a.m. till 10 a.m. If you wish to have breakfast in your room, ask for **Room Service** on the phone.

CLEANING If you want to have your room cleaned extra quickly, please hang the **Cleaning** sign on the door.

DRY-CLEANING Items handed in for dry-cleaning before 9 a.m. will be returned in the course of the same day. Please call **Room Service**.

EARLY CALL The panel at the head of your bed contains an automatic waking device.

ELECTRICITY There is a 220 volt and 110 volt shaving plug in the bathroom of your room.

IRONING Please call **Room Service**.

LAUNDRY Special laundry bags with lists are placed in your wardrobe. Washing handed in by 9.30 a.m. will be returned to you after 5.30 p.m. on the same day.

QUIET If you wish to remain undisturbed, please hang the **Do Not Disturb** sign on your door.

RADIO There is a radio in the panel at the head of your bed. You have a choice of three programmes.

RECEPTION For all enquiries just lift your telephone receiver and you will get **Reception**.

ROOM SERVICE If you require such assistance, just lift the telephone receiver and ask for **Room Service**.

TELEPHONE Direct calls can be dialled straight from your room. Dial 9 for a line. You will be charged according to the call-meter in the cashier's office. Other calls may be ordered through the switchboard operator.

TV A TV set can be installed in all rooms. You can rent a TV through **Room Service**.

Here is a series of conversations between a Receptionist and a number of hotel guests.



- a.* Can I get breakfast in my room?
- b.* Certainly sir. It's served in your room from 8 until 10.
- a.* How do I order it?
- b.* Just ask for **Room Service** on the phone, or I can make a note of it if you like sir.
- a.* Yes, I'd like it at 8.30 tomorrow morning—that's the continental breakfast.
- b.* Very good sir.
-
- a.* I've just spilled some soup on my best dress, and we're leaving first thing the day after tomorrow. How on earth can I get it cleaned?
- b.* If you hand it in for dry cleaning before 9 tomorrow morning, it'll be returned to you the same day. I can get you **Room Service** and arrange it now if you like madam.
- a.* Oh, could you really? That would be wonderful.
-

- a.* I'll be needing an early call tomorrow—can you fix that for me?
- b.* There's an automatic waking device in the panel at the head of your bed. You just set it to the time you want.
-

- a.* I thought you had TV in all your rooms here.
- b.* I'm afraid not sir, but we can install one in your room.
- a.* Will that be extra?
- b.* Yes sir. Our charge for a colour TV is four Finnish marks per day.
- a.* Well, I'll have to ask my wife what she thinks.
- b.* Very good sir, and if you decide to rent one, would you please call Room Service?
-

- a.* (Sarcastically) Are you free to answer my question at last?
- b.* Yes, of course madam—as you see, we've been rather busy today.
- a.* So it seems. I tried to find a maid this morning, but there wasn't anyone there.
- b.* When you want Room Service madam, just lift the phone in your room and ask for Room Service.
- a.* Oh, that's how you do it—and how was I supposed to know?
-

Other services

- COLD DRINKS** On each floor there are automatic drink and ice dispensers. See corridor signs.
- CONFERENCE FACILITIES** **Information** will be pleased to supply you with full details. (See Chapter 9)
- CREDIT CARDS** The hotel accepts Eurocard as well as American Express.
- DEPARTURE** The rooms are at your disposal until 12 noon on the day of your departure. Should you require your room after that hour, kindly notify **Reception** before 10 a.m.
- DEPOSITS** The hotel assumes no responsibility for money or valuables left in any of the rooms. A safe-deposit box is available free of charge. Please contact **Reception**.
- GARAGE** Located in the basement. Please contact **Information** if you wish us to take care of your car.
- ICE** See **Cold Drinks**.
- INFORMATION** The hotel performs numerous services for its guests. For instance, you can obtain travel, sight-seeing, theatre and cinema tickets through **Information**. Just lift your phone and ask for **Information**.
- RESTAURANT** (Brasserie) On the ground floor. Open weekdays: 12 noon—1 a.m. Sundays 1 p.m.—1 a.m. Set meals for guests are: **Breakfast:** 7 a.m.—10.30 a.m. **Lunch:** 12 noon—2 p.m. **Dinner:** 6.30 p.m.—8.30 p.m.
- SHOESHINE SERVICE** There is a free shining machine on every floor. See corridor signs.
- SOUVENIRS** The articles exhibited in the show cases may be purchased through **Reception**.
- TELEX** Telexes are dealt with by **Information**.

Let's return to the Reception Desk. Here are some more requests for information.



- a.* Can I help you madam?
- b.* Is there a bank at this hotel?
- a.* Yes madam, the International Bank has an office on the ground floor of the hotel.
- b.* Is it open yet?
- a.* Yes madam, the bank is open from Monday to Friday from 9.30 a.m. till 3.00 p.m.
- b.* Thank you.
-
- a.* Can I still get breakfast in the brasserie?
- b.* Yes sir, if you hurry you can just make it—breakfast is served until 10.30.
-
- a.* Can I help you?
- b.* Do you accept credit cards here?
- a.* Certainly sir. We accept both Eurocards and American Express credit cards.
-
- a.* How soon do I have to leave my room?
- b.* Normally it's by 12 noon on the day of your departure.
- a.* Well, you see, my plane doesn't go till half past five tomorrow afternoon.
- b.* I see. Which room is it madam?
- a.* Room 577—the name is Browning.
- b.* Ah yes Mrs Browning. You may keep the room till 3 p.m. if you wish.
- a.* Oh, that's nice. Thank you very much.
-

Practice

Exercise I Answer the following questions:

- 1 Can I have my laundry washed at this hotel?
- 2 Can I get it back during the same day?
- 3 How can I contact the Room Service?
- 4 How can I dial direct?
- 5 How do you charge me for calls?
- 6 I'd like to make a phone call to New York City. What should I do?

Exercise II Fill in:

- 1 Washing handed in by 9 a.m. will be _____ to you after 5 p.m.
- 2 Please hang the Cleaning _____ on the door.
- 3 There is a 220 V _____ plug in the bathroom.
- 4 The panel at the head of your bed contains an automatic _____ .
- 5 If you want to call Reception just lift your telephone _____ .
- 6 When you want to make a phone call _____ 9 for a line.

Exercise III Answer the following questions using the list of services:

- 1 Where can I change some money?
- 2 Where can I have breakfast?
- 3 Where can I get cigarettes at this hour?
- 4 Can I pay my bill with my Diners' club card?
- 5 I've got some important papers and I wouldn't like to leave them in my room. What should I do?
- 6 How long can I keep my room on my departure day?
- 7 Where can I leave my car?
- 8 Where can I get some ice?
- 9 I'd like to go on a sight-seeing tour. Is that possible?
- 10 When is the restaurant open?
- 11 Can I get my laundry done here?
- 12 Where can I buy souvenirs?

Exercise IV Fill in the gaps.

- 1 We serve some light _____ such as hamburgers and sandwiches in the brasserie.
- 2 You can leave your coat at the _____ in the hotel lobby.
- 3 We do not _____ any credit cards.
- 4 Jewels, cameras and money are _____.
- 5 The rooms are _____ your _____ until 3 p.m.
- 6 For further information, please _____ the room service.
- 7 The reception is responsible _____ questions regarding your reservation.
- 8 The operator _____ calls to your room.
- 9 A TV set can be _____ in all rooms.
- 10 Souvenirs are _____ sale _____ the shop on the ground floor.

Breakfast in the hotel room

HOTEL NEPTUNE

BREAKFAST MENU

Served in your room from 7 a.m. until 10 a.m. (service included)

CONTINENTAL BREAKFAST Fmk 7.00

Fruit Juice	Marmalade or jam
Toast, roll or sweet roll	Tea, coffee or hot chocolate
Butter	Eggs, cheese, ham or sausage at request.

ENGLISH BREAKFAST Fmk 12.00 (service included)

Hot or cold cereal	Toast and butter
Bacon, sausage and egg	Marmalade
	Tea, coffee or hot chocolate

Yvonne Deraine is staying at the Hotel *Neptune*. She goes to the Reception Desk and asks:



- Yvonne* Can I have breakfast in my room?
Clerk Certainly madam. Breakfast is served in your room from 7 o'clock until 10. Here is the menu.
Yvonne Thank you. (looks at the menu) I'd like to have the Continental Breakfast.
Clerk Yes madam. And at what time would you like it?
Yvonne About half-past eight I think.
Clerk 8.30. Very good madam. And what kind of fruit juice would you like? We have pineapple, orange, grapefruit. . .
Yvonne I think I'd like pineapple please.
Clerk Pineapple juice. And would you prefer tea or coffee?
Yvonne Coffee please.
Clerk Thank you very much. Goodnight.

At 8.30 the next morning, there is a light tap at Yvonne's door.

- Yvonne* Y-es. . . Come in.
Maid I've brought you your breakfast madam.
Yvonne Oh yes. Thank you. Could you put it on the desk over over there please?
Maid Shall I pour you a cup of coffee straight away madam?
Yvonne No thanks, I'll pour it myself in a minute.
Maid Is there anything else madam?
Yvonne No—no, I don't think so, thank you.

Practice

In the Hotel *Neptune*, guests can use the breakfast card to order what they want. Practise explaining the items on the card on page 65 in pairs and mark on it what is ordered.



Useful phrases

Breakfast can be served in your room

We can install a TV in your room

Please hang the card on your door

Just lift the telephone receiver to get Reception

Direct calls can be dialled from your room

I'll arrange for that to be done right away

There are automatic drinks dispensers in the corridors

Will there be anything else?

Chapter 7

ON THE PHONE

Telephone conversations



Hotel

Operator Neptune Hotel. Good afternoon.

Man I'd like to order a room for next Thursday.

Operator Yes sir. I'll put you through to Reception. . . you're through.

Reception

Clerk Hotel Reception—can I help you?

Man Yes, I'd like a single room with bath for next Thursday.

Clerk What name is it please?

Man Remington—Charles Remington.

Clerk And how long would you be staying Mr Remington?

Man Three—possibly four days.

Clerk Very good Mr Remington. I've booked you a single room with bath for three nights from Thursday, October 14th.

Man Fine.

Clerk And we look forward to seeing you then sir.

Operator Neptune Hotel. Good morning.

Woman Could I speak to Jimmy Slater?

Operator What name was that please?

Woman Slater: S-L-A-T-E-R.

Operator Thank you. I'll put you through to Mr Slater's room straight away.

- Operator** Neptune Hotel. Good evening.
Man Good evening. Can you put me through to the Manager please?
Operator Yes sir. Trying to connect you.
Man Thank you
Operator You're through caller. Go ahead.
Secretary Manager's office. Can I help you?
Man I'd like to speak to the Manager please.
Secretary Who's calling please?
Man Tell him it's Mr Selby.
Secretary I'm sorry, I didn't quite catch that. Did you say Felby?
Man SELBY. 'S' for sugar.
Secretary Hold the line please..... I'm sorry, he's busy at the moment. Can I take a message?
Man No, it's all right. I'll try again later.

Spelling on the phone

You must also be prepared to spell things in English on the phone.

When spelling the same letter twice, British people usually say "double B", "double E", as in RUBBER: R—U—double B—E—R, or FEED: F—double E—D, but Americans don't.

Telephone numbers:

O is pronounced ou (Br.), zero (Am.). The British say "double 7" in a number like 6774, but Americans say six-seven-seven-four.

This is the British system:

A for Andrew	J for Jack	S for Sugar
B Benjamin	K King	T Tommy
C Charlie	L Lucy	U Uncle
D David	M Mary	V Victory
E Edward	N Nellie	W William
F Frederick	O Oliver	X Xmas
G George	P Peter	Y Yellow
H Harry	Q Queenie	Z Zebra
I Isaac	R Robert	

My name is Philip Binham. Philip: P for Peter, H for Harry, I for Isaac, L for Lucy, I for Isaac, P for Peter. Binham: B for Benjamin, I for Isaac, N for Nellie, H for Harry, A for Andrew, M for Mary.

Practice

Exercise I Practise the following situations as telephone conversations:

- 1 The operator at the Hotel *Neptune* answers the phone. The caller wants to book a double room. The operator transfers the call to Reception. The caller wants the room from February 1 to February 3 and asks for details about the room, facilities, charges etc.
- 2 The caller wants to speak to the Manager but his secretary says he's busy so takes the message that the Manager should call 55 88 22 when he returns.
- 3 The caller wants to leave a message for a guest at the hotel and is put through to Reception. The line is very bad, however, so the Receptionist takes the caller's number, calls back and takes the message.

Exercise II Fill in:

A: Hotel *Neptune*, good morning.

B: This is Mr Jones, good morning. _____
Mrs Miller please.

A: _____ I'll check if Mrs Miller is in.

A: _____ she isn't in just now. Can I leave
her a _____

B: Certainly. Tell her that I'll _____ at
3 o'clock.

Exercise III Change the following sentences as in the example:

Tell him I shall be in the cafeteria.

He left a message to say that he would be in the cafeteria.

- 1 She will contact the travel agency.
- 2 I have left the car at the service station.
- 3 They will be attending the conference in the afternoon.
- 4 He will come to the Lobby Bar at 8 p.m.

- 5 They have planned to spend the evening at home.
- 6 The maid has found his passport in the wardrobe.
- 7 The porter has taken the suitcases to the wrong room.
- 8 He will return the road and rail timetable tomorrow.
- 9 She forgot to endorse the cheque.
- 10 I shall not require breakfast on Sunday morning.

Exercise IV Express the following in a different way using the word(s) in brackets:

- 1 The line is busy. Please wait. (engaged/hold on)
- 2 I am connecting you. (put through)
- 3 Mr Jones is not here. Shall I ask him to telephone you? (call back)
- 4 I am sorry it is taking a long time. (keep/waiting)
- 5 What is your name (who/calling?)
- 6 The line went dead while we were talking. (cut off)
- 7 Say that again please. (mind/repeat)
- 8 I will tell him what you said. (pass/message)

Useful phrases

Who's calling please?

Hold the line please

One moment please. I'll put you through

Trying to connect you

I'm sorry, the number's engaged. Will you hold?

You're through now

I'm sorry to keep you waiting

Can I take a message?

I'm sorry but I didn't quite catch that

Would you mind repeating that please?

Can you spell that for me?



It's a bad line. I can't hear you clearly

I think we were cut off

Thank you for calling

I'm sorry, he's busy at the moment. Can you call back?

He's {	on the phone	He'll be back {	in a minute
{	gone out to lunch	{	after lunch
}	at a meeting	}	next week

On the phone has two meanings:

- 1 Are you on the phone?—This means, do you have a telephone, and if so, what's your number?
- 2 If you went into an office and asked to speak to Mr Jones, his secretary might say "He's on the phone at the moment. Could you wait a minute please?"—meaning: He is speaking on the telephone.

Some words you need when making a phone call abroad:

a long distance call

a trunk call

I want to make a **long distance call** to Paris.

I want to make a **person to person call** to Mr Smith.

I want to make a **station to station call** to Sheraton, Stockholm.

I want to make a **reverse charge call** (Br.)/a **collect call** (Am.) to my parents.

The number is 5245, area code/routing number 90.

I want to cancel my call to Paris.

Chapter 8

HOW TO GET THERE

Asking the way

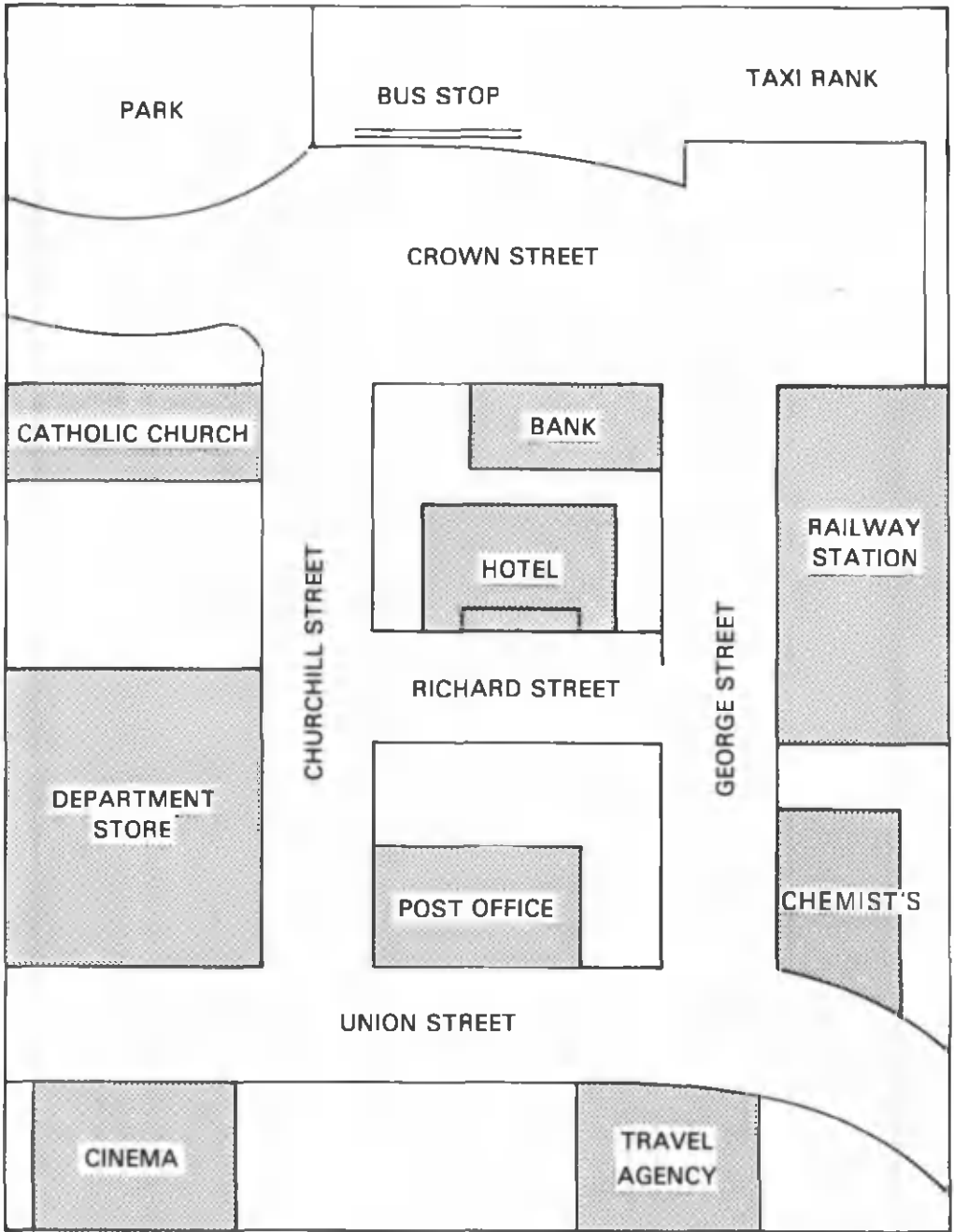
One of the services that a good hotel staff will offer is to help guests to find various places and services outside the hotel itself.

Now look at the map on page 74. A member of the hotel staff is standing on the steps outside the hotel and giving directions. Follow the answers with the help of your map.



- a.* Excuse me, could you tell me the way to the railway station please?
b. Yes, go straight down this street here, turn left and then take the first on your right.
-
- a.* I'm looking for the Catholic Church, can you help me?
b. You go along this street here, turn sharp right and it's about 200 yards along on the other side of the road. You can't miss it.
-
- a.* Can you tell me where the nearest travel agency is please?
b. Yes, go straight down this street here, turn right into George Street, go straight along until you come to Union Street and it's straight in front of you, opposite the chemist's on the corner.
-
- a.* I would like to send a telex. Is that possible?
b. Well, you could try the Post Office. Go up this street, turn left into Churchill Street and go straight along until you come to Union Street and you'll find it on the corner. It's a big yellow building.
-

- a.* I would like to change some traveller's cheques. Can you tell me where the nearest bank or currency exchange office is please?
- b.* Well, there's a bank on the corner opposite the railway station. First left, then left again. The entrance is in Crown Street.
- a.* Where do they sell tin-openers and corkscrews?
- b.* Your best bet is Beal's department store on the corner opposite the Post Office. First left, cross the road and it's right in front of you.
- a.* Is there an all-night chemist's in the centre of town?
- b.* Well, there is a chemist's on the corner of Union Street and George Street, but I don't know if it's open after 5.30.



Practice

Here are some questions to answer. You are standing outside the railway station.

- 1 Can you tell me the way to the bus stop?
- 2 Can you direct me to the cinema please?
- 3 I'm looking for the post office. Can you help me please?

Now practise some more questions and answers in pairs.

Complete the questions in list A and the answers in list B to make dialogues of your own:

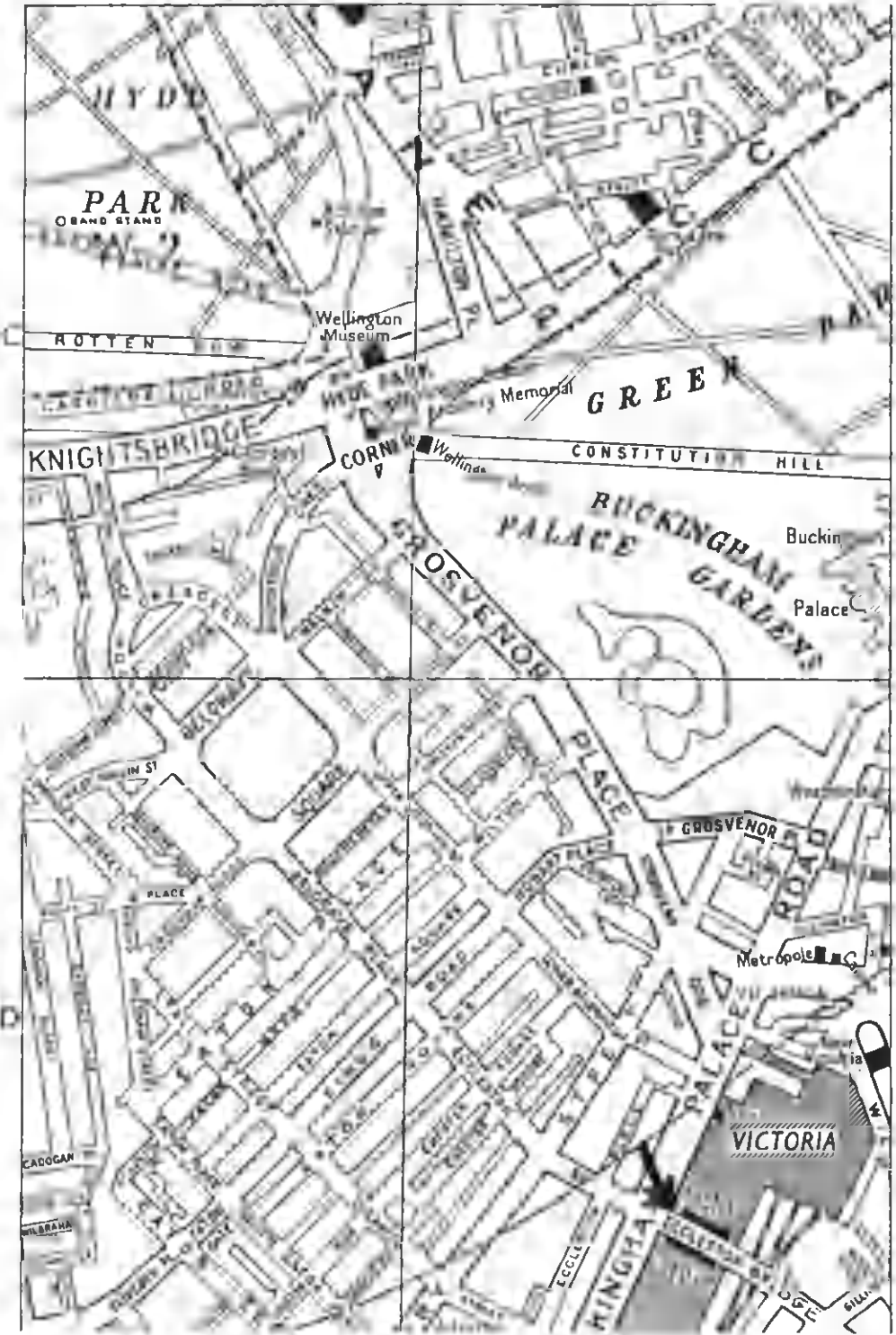
- a. Could you tell me where is?
the way to ?
Where can I find a ?
How far is the nearest ?
Is there a nearby?
You'll find { on your left.
on your right.
right opposite.
on the corner.
- b. It's about a minute's walk.
Your best bet is to
Carry straight on until you see and
then

Look at the map of part of central London and answer the following questions. Imagine you are standing at the Victoria Green Line Coach station on the corner of Buckingham Palace Road and Eccleston Bridge (marked with an arrow).

Excuse me, can you tell me the way to:

- 1 Buckingham Palace?
- 2 The Hyde Park bandstand? (1C)
- 3 Park Lane hotel? (2C)
- 4 Victoria Square? (2D)
- 5 Wilton Row? (1C)

Practise some more questions and answers in pairs.



Travelling by sea



FINNJET

The fastest, newest and largest ferry on the Baltic to
TRAVEMUNDE (West Germany)
in 22 hours

Comfortable cabin berths for everybody
Every cabin has outside windows, 2 sofa-beds, 2 extra fold-away upper
bunks. Toilet and shower, radio, telephone and refrigerator
Adjustable thermostat-controlled air-conditioning

Schedule

Helsinki (Katajanokka Passenger Terminal)	depart at 19.00 hours	day one
Travemunde	arrive at 16.00	day two
Travemunde	depart at 18.00	day one
Helsinki	arrive at 17.00	day two

Pensioner and Student discount of 25 %
50 % discount for children between the ages of 6 and 17
Off-peak season from 1 May to 15 June and from 1 October to 15 December
Car costs 200 FIM single
A de-luxe return booking for a family of four with two children under 17
costs under 2 000 FIM off-season
Meals are not included in the price of the tickets
Phone your local travel agent for more details

Practice

Answer the following enquiries using the Finnjet brochure:

- 1 Are there any direct sailings from Finland to Germany?
- 2 When does the boat leave?
- 3 Where does it leave from?
- 4 How much would it be for a car return?
- 5 Are there any reductions for students?
- 6 Are meals included in the price of tickets?
- 7 What are the cabins like?
- 8 When does the off-peak season run?

Travelling by air

Look at the Helsinki—Budapest schedule, then at this enquiry.



- a.* Could you tell me about flights to Budapest please?
- b.* Certainly sir. There's a Finnair flight that leaves Helsinki at 9.20 via Copenhagen arriving in Budapest at 12.20.
- a.* Does that go every day?
- b.* No, only on Mondays and Fridays.
- a.* I would like to go in the middle of the week. Is there anything else? A non-stop flight, for instance?
- b.* Yes, on Thursdays and Sundays there is a Malév flight non-stop to Budapest leaving at 18.00 and arriving 19.35 local time.
- a.* What on earth is Malév?
- b.* The Hungarian Airlines.
- a.* And what planes do they use?
- b.* They fly Soviet planes, the Tupolev 134.
- a.* Is that first class?
- b.* No, I'm afraid not, only economy class. But after the 5 March there is a later flight leaving Helsinki at 20.30 arriving at 21.55.
- a.* Fine. Well, I think that would suit me. How can I reserve a seat on that flight?
- b.* Just a minute sir, I'll get the number for you. Yes, here we are. Finnair reservations 473311. It's ringing now sir.

Now look at the instructions on how to use the timetable and prepare to answer the following enquiries:

- Could you tell me about flights to Athens please?
- I would like to fly to East Berlin, can you help me?
- Can I fly to Boston on Sunday?
- What time does the 2 p.m. flight get into Brussels?
- Are the flights to Amsterdam non-stop?
- How many flights are there to Bangkok?

HOW TO USE THIS TIMETABLE

Airport name
 Only given when a city has more than one airport

HELSINKI - PARIS (Only)

28Sep -	1 2 3 4 5 6 7	0850 1200	AY 073 D9S FY	vm BRU	
- 25Sep	1 2 3 4 5 6 7	0850 1200	AY 073 D9S FY	vm BRU	
26Sep -	1 2 3 4 5 6 7	1400 1805	AYLH 023 CVS FY	1535 FRA 1655	LH 114 A38 + FY
- 25Sep	1 2 3 4 5 6 7	1400 1805	AYLH 023 CVS FY	1535 FRA 1655	LH 114 A38 + FY

Validity of flights or connections:
 If blank, the flights will operate throughout the season

Days of operation

Times of departure and arrival

Flight information
 - Airline codes
 - Flight number
 - Aircraft type
 - Class of service

Transfer point and timings
 - Arrival time to transfer point
 - City/airport code
 - Departure time from transfer point

Connecting flight information
 - Airline codes
 - Flight number
 - Aircraft type
 - Class of service

EXPLANATION OF SIGNS AND SYMBOLS

AA	American Airlines
AC	Air Canada
AF	Air France
AY	Finnair
AZ	Alitalia
BE	British Airways
BR	British Caledonian Airways
BU	Braathens S.A.F.E.
DL	Delta Air Lines
EA	Eastern Air Lines
EI	Aer Lingus
FI	Icelandair
HM	NLM - Dutch Airlines
IB	Iberia
IF	Interflug
IT	Air Inter
JL	Japan Air Lines
JU	Jugoslavenski Aerotransport
KL	KLM Royal Dutch Airlines
KR	Kar-Air
LG	Luxair
LH	Lufthansa German Airlines
LO	LOT - Polish Airlines
LZ	Balkan
MA	Malev
NA	National Airlines
NW	Northwest Orient Airlines
OA	Olympic Airways
OK	Czechoslovakia Airlines
OS	Austrian Airlines
PA	Pan American Airways
RQ	Tarom
SK	Scandinavian Airlines
SN	Sabena
SR	Swissair
SU	Aeroflot - Soviet Airlines
TK	THY Turkish Airlines
TP	Transportes Aereos Portugueses
TW	Trans World Airlines
UA	United Airlines

AGP	Melaga
AMS	Amsterdam
ARN	Arlanda (Stockholm)
BCN	Barcelona
BKK	Bangkok
BRU	Brussels
BUD	Budapest
CPH	Copenhagen
DUS	Dusseldorf
EWB	Newark (New York)
FCO	Fiumicino (Rome)
FRA	Frankfurt
GOT	Gothenburg
HAM	Hamburg
HEL	Helsinki
JFK	J. F. Kennedy (New York)
LEJ	Leipzig
LGA	La Guardia (New York)
LHR	Heathrow (London)
LIN	Linna (Milan)
LUX	Luxembourg
MAN	Manchester
MHQ	Maribahn
ORY	Orly (Paris)
OSL	Oslo
POR	Paris
PRG	Prague
SVO	Sheremetyevo (Moscow)
SXT	Schonfeld (Berlin)
TAS	Tashkent
TKU	Turku
UME	Umea
VAA	Vaasa
VIE	Vienna
WAW	Warsaw
YMX	Mirabel (Montreal)
YUL	Dorval (Montreal)
ZRH	Zurich

707	Boeing 707
727	Boeing 727
737	Boeing 737
747	Boeing 747
A83	A300B Airbus
B11	BAC One Eleven
CV4	Convair Metropolitan
CRJ	Sugar Caravelle
CRV	Caravelle
D6B	Douglas DC 6B
D8S	Douglas DC-8-62/83
D9F	Douglas DC-9 Freighter
D9S	Douglas DC-9 30/40/50
D10	Douglas DC-10
DC8	Douglas DC-8
DC9	Douglas DC-9
DAM	DeSmutt Mercure
DHT	De Havilland Twin Otter
FKF	Fokker F-27 Friendship
IL6	Ilyushin IL-82
IL8	Ilyushin IL-18
L10	Lockheed 1011 TriStar
TU3	Tupolev TU-134
TU5	Tupolev TU-154
TRO	Trident

1	Monday
2	Tuesday
3	Wednesday
4	Thursday
5	Friday
6	Saturday
7	Sunday
•	Next day

F	First class
Y	Economy class
U	Air Shuttle
CG	Cargo

INTERNATIONAL SERVICES

Validity						Transfer information									
From	To	Days	Dep	Arr	Flight	A/C	Class	Arr	City	Dep	Flight	A/C	Class		
HELSINKI - AARHUS															
	1	5	0820	1205	AY 753	CRB	Y	1000	CPH	1135	SK 235	DSS	Y		
	1 2 3 4 5 6 7		1225	1625	AY 813	CRB	FY	1345	CPH	1555	SK 238	DSS	Y		
	1 2 3 4 5 6 7		1820	2040	AY 863	DSS	FY	1900	CPH	2010	SK 243	DSS	Y		
HELSINKI - AMSTERDAM															
	1 2 3 4 5 6 7		0900	1010	AY 893	CRB	FY	via HAM							
	1 2 2 4	0	0920	1140	AY 841	CRB	FY	via GDT							
		0	0925	1140	AY 841	CRB	Y	via GDT							
		4	1030	1310	AY 101	D10	FY	via CPH							
	- 28Nov	1	0	1100	1310	AY 103	D10	FY	NONSTOP						
	12Dec	1	0	1100	1310	AY 103	D10	FY	NONSTOP						
	18Dec only	1	0	1100	1310	AY 103	D10	FY	NONSTOP						
	20Dec - 30Dec	0	0	1100	1310	AY 103	DSS	Y	NONSTOP						
HELSINKI - ATHENS															
	1 2 3 4 5 6 7		0710	1325	AY 821	DSS	FY	0845	FRA	0935	LH 310	727	FY		
		4	0730	1405	AYAZ 865	CRB	Y	1030	FCO	1120	DA 234	727	FY		
	- 10Dec	2	0	0825	1450	AY 761	CRB	Y	1105	VIE	1135	OS 871	DSS	FY	
	4Mar	2	0	0825	1450	AY 761	CRB	Y	1105	VIE	1135	OS 871	DSS	FY	
	17Dec - 25Feb	0	0	0825	1450	AY 761	CRB	Y	1105	VIE	1135	OS 871	DSS	FY	
HELSINKI - BANGKOK															
	1		1430	0705	AY 802	DSS	Y	via TAS							
HELSINKI - BARCELONA															
	0		1000	1410	AY 893	DSS	Y	via LUX							
	1 2 3 4 5 6 7		0710	1215	AY 821	DSS	FY	0845	FRA	1015	LH 170	737	FY		
	1 2 3 4 5 6 7		0850	1335	AY 873	DSS	FY	1030	BRU	1140	SN 691	737	Y		
		5	0945	1420	AYAZ 867	CRB	Y	1200	LIN	1250	AZ 358	DSS	FY		
HELSINKI - BASEL															
	1 2 3 4 5	7	1820	2250	AY 863	DSS	FY	2110	ZRH	2220	SR 437	DSS	FY		
		6	1820	2250	AY 863	DSS	FY	2110	ZRH	2220	SR 970	DSS	FY		
HELSINKI - BELGRADE															
	1 2 3	5	0710	1200	AY 821	DSS	FY	0845	FRA	1005	LH 360	737	FY		
		2	0825	1535	AY 761	CRB	Y	1105	VIE	1425	OS 821	DSS	FY		
	- 5Mar	4	0	0920	1420	AY 771	DCB	Y	1035	SXF	1140	JU 381	DSS	Y	
	19Mar	4	0	0920	1420	AY 771	DCB	Y	1035	SXF	1140	JU 381	DSS	Y	
		1	0	1025	1620	AY 763	CRB	Y	1120	WAW	1450	JU 341	DSS	Y	
		1	4	1400	2050	AYLH 823	DSS	FY	1535	FRA	1815	JU 357	DSS	Y	
		2 3	0 0 7	1400	2050	AYLH 823	DSS	FY	1535	FRA	1815	JU 353	DSS	Y	
HELSINKI - BERGEN															
	1 2 3 4 5 6 7		0805	1110	AY 791	DSS	Y	0925	OSL	1025	SK 307	DSS	Y		
	1 2 3 4 5 7		1900	2145	AY 797	CRB	FY	1925	OSL	2100	SK 317	DSS	Y		
HELSINKI - BERLIN (Schönefeld)															
	- 0Mar	4	0820	1035	AY 771	DCB	Y	NONSTOP							
	23Mar	4	0820	1035	AY 771	DCB	Y	NONSTOP							
	- 0Mar	7	0820	1035	AY 771	CRB	Y	NONSTOP							
	18Mar	7	0820	1035	AY 771	CRB	Y	NONSTOP							
		2	0	1425	1535	IF 701	TUS	Y	NONSTOP						
		3	5	7	1225	1550	AY 813	CRB	FY	1345	CPH	1455	SK 737	DCB	Y
HELSINKI - BERLIN WEST (Tegel)															
	1 2 3 4 5 6 7		0800	1025	AY 853	CRB	FY	0855	HAM	0945	PA 602	727	Y		
		0	1330	2015	LH 027	727	FY	1830	HAM	1935	PA 616	727	Y		
	1 2 3 4 5 6 7		1730	2135	LH 027	727	FY	1830	HAM	2055	PA 618	727	Y		
HELSINKI - BOSTON															
		4	1035	2123	AY 101	D10	FY	1605	JFK	2015	TW 042	L10	FY		
		1	0	1155	2123	AY 103	D10	FY	1605	JFK	2015	TW 042	L10	FY	
	28Dec only	3	0	1400	2123	AY 105	DSS	Y	1605	JFK	2015	TW 042	L10	FY	
	21 Dec only	3	0	1430	2193	AY 111	DSS	Y	1740	JFK	2015	TW 042	L10	FY	
		0	0	1430	2123	AY 111	D10	FY	1740	JFK	2015	TW 042	L10	FY	
HELSINKI - BRUSSELS															
	1 2 3 4 5 6 7		0800	1030	AY 873	DSS	FY	NONSTOP							
	1 2 3 4 5 6 7		1400	1750	AYLH 823	DSS	FY	1535	FRA	1650	LH 104	737	FY		
HELSINKI - BUCHAREST (Otopeni)															
	1	4	0 7	0710	1635	AY 821	DSS	FY	0845	FRA	1210	RO 216	811	Y	
		2 3	5	0710	1725	AY 821	DSS	FY	0845	FRA	1245	LH 370	737	FY	
			0	0825	1440	AY 761	CRB	Y	1105	VIE	1205	OS 841	090	FY	
			5	0920	1705	AY 753	CRB	Y	1220	BUD	1505	RO 226	811	Y	
HELSINKI - BUDAPEST															
		1	0	0920	1220	AY 763	CRB	Y	via CPH						
	- 28Feb	4	7	1800	1935	MA 743	TUS	Y	NONSTOP						
	2Mar	4	7	1800	1935	MA 743	TUS	Y	NONSTOP						
	4Mar	7	2030	2165	MA 743	TUS	FY	NONSTOP							

Time on your hands

Asking the Time

Replies:

What's the time?	It's
What time is it please?	It's just coming up to
What time do you make it?
	I make it
	It's just gone

Note the different ways of saying certain times:

- 6.00: six o'clock/six a.m.
- 6.05: five (minutes) past six/six oh five
- 6.15: a quarter past six/six fifteen
- 6.25: twenty five (minutes) past six/six twenty five
- 6.30: half past six/six thirty
- 6.40: twenty (minutes) to seven/six forty
- 6.45: a quarter to seven/six forty five
- 6.56: four minutes to seven/six fifty six

In the USA "after" is used instead of "past" and "of" instead of "to"

The twenty-four hour clock is commonly used in travel timetables where times are read as follows:

- 06.00 oh six hundred hours
- 10.30 ten thirty
- 12.00 twelve hundred hours/midday/noon
- 14.45 fourteen forty-five
- 19.00 nineteen hundred hours
- 23.05 twenty-three oh five
- 24.00 twenty-four hundred hours/midnight

Practice with the following times first using the normal system and secondly the twenty-four hour clock:

- 05.17 11.30 13.20 14.05 15.37 15.45 17.40
- 18.15 19.19 20.00 21.55 23.59 24.00 00.35

Chapter 9

CONGRESS FACILITIES

Congress facilities offered by a hotel



Here is a conversation at the Front Desk:

- a.* Good morning, sir. Can I help you?
- b.* I'd like some information on the prices for renting equipment and personnel for our congress.
- a.* Certainly sir. I have the list right here.
- b.* Well, we shall need an overhead projector for three days, a slide projector only on the Monday and then it would be handy to have a tape recorder for a couple of days.
- a.* The overhead is 35 marks a day, so that is 105 marks, the slide projector 25, that makes 130, and the tape recorder is 30 marks a day, so that would make a total of 190 marks altogether sir.
- b.* What is that in dollars?
- a.* Approximately 50 dollars sir.
- b.* That's a bit steep. Say, do you have any of this closed circuit TV business—how much does that work out at?
- a.* We have some brand-new Japanese equipment which costs around 45 dollars for 3 hours. But of course you have the advantage of both picture and sound.
- b.* Yeah, that sounds great. Sign me up for that and thanks for the suggestion.
- a.* Not at all. Glad to be of assistance.

Besides its normal hotel services, the Hotel Neptune also offers congress facilities. Here is what they offer:

HOTEL NEPTUNE INTERNATIONAL CONGRESS CENTRE	
Price list for equipment and services	
	Valid from 01.06.1976
overhead projector	35 Fmk/day
slide projector	25 Fmk/day
epidiascope	50 Fmk/day
8 mm film projector (optical)	30 Fmk/day
16 mm film projector (magnetic)	60 Fmk/hour
tape-recorder	30 Fmk/day
record-player	15 Fmk/day
closed circuit TV equipment	175 Fmk/3 hours
Projectionist	35 Fmk/hour
Guides (in Finnish)	25 Fmk/hour
Guides (in foreign languages)	65 Fmk/hour
Interpreters (consecutive)	approximately 100 DM/day
Interpreters (simultaneous)	approximately 150 DM/day + travelling expenses
Messenger boys	10—15 Fmk/hour

Practice

Look at the price list and answer the following enquiries:

- 1 Could you tell me the cost of hiring guides who speak foreign languages please?
- 2 What kind of film projectors do you rent out?
- 3 What do messenger boys cost these days?
- 4 Could you tell me the approximate cost in £s of hiring 3 simultaneous interpreters for a two-day seminar we are arranging?
- 5 If I hire a film projector from you, does that include the cost of the projectionist?
- 6 Do you have such a thing as an epidiascope?

Here is a conversation about congress facilities:



- Bamforth** The name is Bamforth—Congress Consultants Ltd. Here is my card. I'm here to check the equipment we ordered for the International Conference of Journalists to be held at your hotel tomorrow.
- Manager** Certainly sir. Come right this way. I'll take you to the auditorium and we can both check the equipment on the spot. It's just along the corridor here. Lovely weather for the time of year, don't you think.
- Bamforth** Yes, indeed. I do love the spring. Your hotel's quite new I understand.
- Manager** Yes, it is. Completed last year as a matter of fact. Ah. Here we are. After you sir. The overhead project is on this table here.
- Bamforth** I see. Do you have some extra cloth pens in different colours? Our speakers are very particular about that.
- Manager** Certainly. I'll order a complete range.
- Bamforth** By the way, this slide projector doesn't seem to be working. I think it needs a new bulb.
- Manager** I'll attend to that right away. No, just a minute. It's not necessary. It wasn't plugged in properly.
- Bamforth** Now let me see—the tape recorder has an empty spool, but the film projector doesn't seem to have an empty reel.
- Manager** No, that's in my office. The Deputy Manager borrowed it. I'll make a note of it.
- Bamforth** And do you have an extra magazine for the slide projector?
- Manager** Yes, there are two available in this drawer here.
- Bamforth** You have a couple of electric typewriters on the desk over there, but is there an adequate supply of typing and carbon paper I wonder.
- Manager** My secretary will be up in a minute with all the stationery, including the pencils, note-pads, folders, name boards and last but not least the all-important gavel.
- Bamforth** We shall also need a notice board in addition to the normal bulletin board in the foyer.

- Manager** There is a small one over here with a spare box of drawing pins on this shelf where we keep the chalk and the pointer.
- Bamforth** Well, I think that is everything. You have been most efficient. Is there anything we have forgotten, do you think?
- Manager** We could perhaps just test out the microphone and the amplifier, just in case. There's nothing more annoying than beginning the conference with a high-pitched whistle.
- Bamforth** You're quite right. That reminds me. Is there a light on the lectern and how do we turn the lights down when we're showing the slides?
- Manager** There is a dimmer switch over here by the door and I can have an extra light fitted to the lectern for you.
- Bamforth** Excellent. Thank you very much indeed. You have been most helpful.

Practice

What things did Mr Bamforth check? Run through the check-list on page 86. Did he *forget* anything?

Imagine you are the Manager of the hotel. Tell him what things he should still check.

Technical equipment checklist

checklist.

- | | | | |
|--|---|--|---|
| <input type="checkbox"/> blackboard | <input type="checkbox"/> chalk | <input type="checkbox"/> pointer | <input type="checkbox"/> duster |
| <input type="checkbox"/> flip-chart | <input type="checkbox"/> cloth pens | | |
| <input type="checkbox"/> overhead/
projector | <input type="checkbox"/> transparencies | <input type="checkbox"/> spare bulb | |
| <input type="checkbox"/> slide projector | <input type="checkbox"/> extra cartridge/
for slides | <input type="checkbox"/> remote control/
system | |
| <input type="checkbox"/> projection/
screen | <input type="checkbox"/> epidiascope | | |
| <input type="checkbox"/> film projector/
8/16 mm | <input type="checkbox"/> optical or/
magnetic sound | <input type="checkbox"/> empty reel | |
| <input type="checkbox"/> tape-recorder | <input type="checkbox"/> spare spool | <input type="checkbox"/> microphone | <input type="checkbox"/> tape |
| <input type="checkbox"/> PA-system | <input type="checkbox"/> amplifier | <input type="checkbox"/> microphone | <input type="checkbox"/> loud-speakers |
| <input type="checkbox"/> simultaneous/
interpreting/
equipment | <input type="checkbox"/> earphone sets | <input type="checkbox"/> 4 channels | |
| <input type="checkbox"/> lighting | <input type="checkbox"/> dimmer | <input type="checkbox"/> lectern light | <input type="checkbox"/> spotlights |
| <input type="checkbox"/> acoustics | <input type="checkbox"/> ventilation | | |
| <input type="checkbox"/> air-conditioning | | | |
| <input type="checkbox"/> number of/
chairs | | | |
| <input type="checkbox"/> closed circuit/
TV | <input type="checkbox"/> videotape/
recorder | <input type="checkbox"/> mixer | <input type="checkbox"/> monitor <input type="checkbox"/> camera |
| <input type="checkbox"/> photocopying | <input type="checkbox"/> duplicating | | |
| <input type="checkbox"/> typewriter | <input type="checkbox"/> typing paper | <input type="checkbox"/> carbon paper | <input type="checkbox"/> eraser |
| <input type="checkbox"/> notice board | <input type="checkbox"/> drawing pins | <input type="checkbox"/> paper clips | <input type="checkbox"/> stapler |
| <input type="checkbox"/> pencils | <input type="checkbox"/> gavel | <input type="checkbox"/> note-pads | <input type="checkbox"/> name boards <input type="checkbox"/> folders |

Exercise I Fill in the gaps using some of the words below:

tape recorder, technician, interpreter, screen, air-conditioning, photocopy, transparencies, microphone, acoustics.

- 1 I need some _____ for the overhead projector.
- 2 We have got a film projector but we haven't got a _____ who could show the film.
- 3 It's very hot in this room, I don't think the _____ is working.
- 4 I want to listen to his speech later on, have you got a _____ ?
- 5 I can't operate these machines myself, I think we need a _____ .
- 6 This room has excellent _____, you can hear everything even at the back of the room.
- 7 We have three British lecturers so we need an _____ to translate what they say.
- 8 Could you please take a _____ of this text?
- 9 Please test the _____ before the lecture starts.

Exercise II Fill in the prepositions when necessary:

- 1 I want some information _____ your room rates.
- 2 I need this projector _____ 4 days.
- 3 This epidiascope costs 50 Fmk _____ day.
- 4 The conference will take place _____ the Hotel *Neptune*.
- 5 We'll contact you again _____ next week.
- 6 Do you have cloth pens _____ different colours?
- 7 I think we'll ge them _____ Thursday morning.
- 8 How do you turn the lights _____ when showing the slides?
- 9 I bought those tapes _____ two years ago.

Exercise III Study the conference facilities at the Hotel *Arctic* and answer the following questions in pairs:

HOTEL ARCTIC

Accommodation

Rooms 79

Beds 200

Rooms with all amenities

Congress Facilities

	guests
The Old Casino Restaurant	350
Gymnasium	150
Conference Room	60
Sunshine Room	40
Bar	30
Library	20
Several group work rooms of various sizes	

Technical Facilities

Recording equipment • Overhead projectors
16 mm film projector • Slide projectors
Copying service • Typing service • Telex
Flip-charts • Blackboards
No charge for use of congress equipment
Videotape equipment can be ordered

Services

Restaurant seats 230 • Night club
Leisure rooms • Sauna
Swimming pool • Gymnasium
Tennis court • Sports equipment can be hired

- 1 How many people can you accommodate?
- 2 Have all the rooms a private bathroom?
- 3 What kind of meeting facilities are there?
- 4 Can I show 16 mm films and slides there?
- 5 What other meeting equipment have you got?
- 6 Do you have closed circuit TV equipment?
- 7 How about restaurant facilities?
- 8 What recreational facilities do you have?
- 9 Could I have the full postal address of the hotel please?

Types of meeting

- SEMINAR** Usually a group sharing experiences in a particular field with an expert discussion leader. Attendance generally 30 persons or less.
- WORKSHOP** Usually a general session with groups of participants assisting each other to gain new knowledge. Attendance generally no more than 30—35 participants.
- CLINIC** Usually small groups, but may have general sessions where experts provide most of the tuition in one particular subject.
- CONFERENCE** Usually general sessions and face-to-face groups planning, fact-finding and problem-solving.
- FORUM** A panel discussion or presentation by experts in a given field with an opportunity for audience participation.
- SYMPOSIUM** Usually a panel discussion or presentation by experts in a given field before a large audience. Some audience participation, less than a forum.
- PANEL** Two or more speakers each stating their viewpoints. The discussion is led by a chairman.
- LECTURE** A formal presentation by an expert, sometimes followed by audience participation.
- COLLOQUIUM** A programme where the participants determine the matter to be discussed. Leaders then construct the programme around the problems that come up most frequently.
- CONGRESS** A large meeting or series of meetings of experts in a given field. Often with international participation.

Practice

You are the Hotel Manager. Look at the rates for congress facilities, and answer the following questions:

- 1 How much do you charge for the use of your auditorium for a) the whole day, b) the afternoon only?
- 2 How much do you charge for conference equipment in the auditorium?
- 3 Is it possible to get photocopies?
- 4 I'd like to hire some rooms for group work. What are your prices?
- 5 Do you charge anything for the equipment we need for group work?
- 6 We need a conference room for a couple of hours. How much do you charge for that?
- 7 Have you facilities for using closed circuit TV?
- 8 Can you arrange interpreters for our conference and is that included in the price?
- 9 Is it possible to hire your nightclub for private use?

Rates for Congress Facilities

Premises	Hire if at least 1/3 of group lives in hotel		Other customers		Free Services	Chargeable services
	under 4 hours	all day	under 4 hours	all day		
Auditorium	\$500	\$800	\$700	\$950	conference equipment fixed AV equipment conference secretary conference organizers	closed circuit TV interpreting equipment copying service extra AV equipment
Conference rooms	\$100	\$175	\$175	\$250	fixed AV equipment conference secretary conference organizers	closed circuit TV interpreting equipment copying service extra AV equipment
Group work rooms	\$20 per hour (max. \$100 per day)	\$100	\$30 per hour (max. \$150 per day)	\$150	conference secretary conference organizers normal group work requirements	closed circuit TV copying service extra AV equipment
Big conference hall	\$250	\$350	\$350	\$500	fixed AV equipment conference secretary conference organizers	closed circuit TV interpreting equipment copying service extra AV equipment
Night club	\$150	\$300	\$250	\$500	conference secretary conference organizers	fixed sound and video equipment other equipment needed

We reserve the right to make changes in prices
All service fees are included in prices

A conference questionnaire

Here is an example of a questionnaire that a hotel might send as part of a survey to conference organizers.

NAME _____
TITLE _____
COMPANY/ASSOCIATION _____
ADDRESS _____
TELEPHONE _____

1 How many hotel rooms does your major conference require?
under 50 50—99 100—199 200—499 500 plus

2 How many days does your major conference last?
1 day 1—3 days 3—5 days over 5 days

3 Do you encourage pre- and post-conference trips for your delegates?
yes no

4 In what month of the year is your conference held?

5 Where would you consider holding your next conference?
UK EEC Countries Mediterranean Scandinavia
North America Caribbean Latin America Asia
Africa Australia New Zealand

6 What kind of venue would you consider?
Conference centres Hotels Universities

7 Preferred city/country _____
Novelty venue _____

8 Do you require specialized help for your conference?
audio-visual aids display equipment
multi-language interpretation exhibition hall
resort facilities airport hotel location

9 Do you request group airline and hotel rates for your delegates?

10 How many minor conferences do you plan a year? _____
What is the average number of delegates at these minor
conferences? _____

THANK YOU FOR YOUR HELP

Arranging a conference on board ship

Are You Planning an Important Conference or Congress?

*Remember that the in-convention is unconventional
Why not hold your conferences and meetings at sea?*

Whatever you call it, a conference, a convention, a symposium, meeting, debate, product launch, sales talk, AGM or seminar, we can cope with it. Our multi-purpose conference centre has seating for 400. It can be used either as one big conference hall or as several smaller rooms divided up by sound-proof folding partitions. Each seat in the main conference hall is equipped with a writing table, and an intercom device consisting of a loud-speaker and microphone for use during debates.

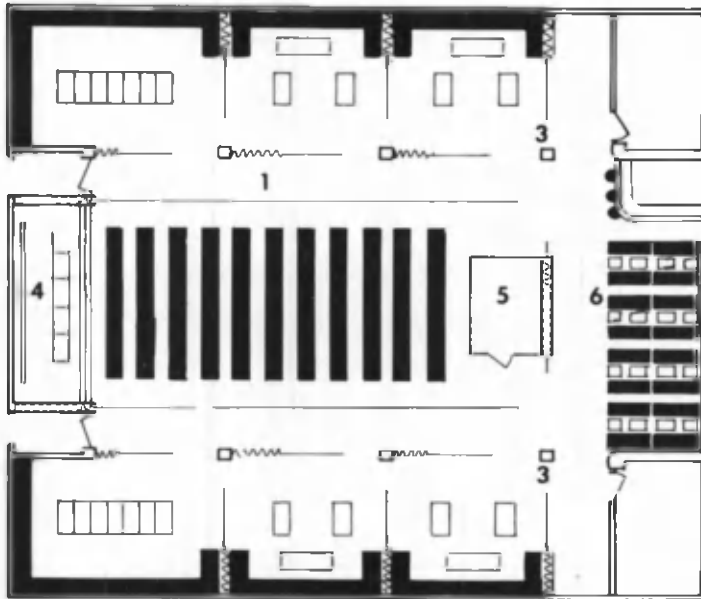
We have the most modern conference equipment available on the high seas. This includes full projection equipment—16 and 35 mm projectors, closed circuit TV and simultaneous interpretation facilities for up to eight languages.

Telex and radio keep you in touch with your company whatever it is. We also offer secretarial assistance from our specially-trained, multi-lingual staff.

Best of all: There is no charge for the hire of our Conference Centre.

Many well-known companies have already made their advance bookings. Get in touch with us and we'll be only too pleased to help you with your next conference.

Plan of facilities



**1. MULTI-PURPOSE
CONFERENCE
CENTRE**

Our conference premises include a multi-purpose centre with seating for 377. Additional rooms can be reserved also. If necessary the multi-purpose centre can be divided by soundproof folding partitions. Space at the sides is equipped with large glass screens for various types of exhibition.

**2. MAIN
CONFERENCE
AUDITORIUM**

The centre of the multi-purpose hall is the main conference auditorium seating 124. If desired this can be used as a cinema.

**3. AUXILIARY
ROOMS**

On either side of the main conference hall is seating space for 110. This space can be divided by folding partitions into 6 smaller rooms, the smallest of which seats 26.

**4. CHAIRMAN'S
PLATFORM**

On the chairman's platform there is a panel discussion table for 5 speakers. Behind it is a projection screen.

**5. FILM
PROJECTION
ROOM**

There are 3 film projectors in all, two of them 35mm and one 16 mm. There are 2 slide projectors—one of them with sound synchronization. The sound reproduction is

through 4-channel stereo equipment with special amplifiers.

BAR The multi-purpose conference centre has a bar seating 33.

**CONFERENCE
EQUIPMENT**

Every seat in the main conference auditorium has a writing table and an intercommunication device with amplifier and microphone for use during debates.

The rooms at the sides have their own conference equipment which can be used either together with that in the main auditorium or separately.

The conference centre is equipped with a videotape recorder, camera and 7 monitor TV sets for videotaping presentations and viewing them again. Speakers' own videotapes can also be shown.

The film projection room has both film and slide projectors.

Both 8 and 16 mm colour films and slides can be viewed through the TV monitor sets. All normal conference equipment is available, including overhead projectors for transparencies, a photocopier, flip charts, typewriters, etc.

Movable equipment

2 8mm film projectors	3 projection screens
8 overhead projectors	2 tape recorders
1 epidiascope	9 flip-charts
2 cassette recorders	6 slide projectors

Fix equipment

2 35 mm film projectors
2 16 mm film projectors
1 transistorized amplifier
equipment for simultaneous interpreting

Project work

With the aid of the advertisement "Are you planning . . ." and the layout plan of the conference facilities on board plus the list of equipment, try to arrange an answer to the following problems:

- 1 A Dutch firm Discogram, Rotterdam, wish to arrange their Annual Conference. A new series of popular records for the season ahead is to be presented. They are, therefore, extremely interested in the nature of your technical equipment.
They will have a total of 120 sales representatives from all over Europe and there will be three official languages. They are arranging to bring along a leading pop band to entertain the conference during their off-duty hours. Don't forget to mention the other facilities on board, including nightclub, discos, roulette and bar facilities and the saunas.
- 2 JHK, a leading Japanese manufacturer of tractors, would like to hold a retail conference on ship. You will have to organize the whole thing. It might be a nice gesture to arrange for every member of the party to receive a complimentary gift. There will be in excess of 150 delegates.
- 3 Uhem, Germany, want to arrange a Sales Meeting cum Seminar for 46 sales representatives to discuss their new communication system. They will be extremely interested in high-quality, reliable and up-to-date technical equipment. Try to arrange something to satisfy them.

Useful phrases



I can give you some information on the prices.
Our new Japanese video equipment costs \$45 for three hours.
The overhead projector is 35 Fmk a day.
I'm glad to be of assistance.
We could test out the microphones.
The acoustics are very good.
It accommodates about 500 people.

Chapter 10

CAN I SEE THE MANAGER?

Politely dealing with complaints

All members of a hotel staff must be ready to deal with complaints—some of them genuine, some silly—politely but firmly. Here are some examples:



- 1
 - a. Is that the Manager?
 - b. Speaking. Can I be of any assistance?
 - a. Could you speed up your switchboard a bit please? I booked a call to Brussels a good twenty minutes ago and I haven't had a reply yet.
 - b. Well, perhaps they are rather busy at this time of the day. After all, we are an hour ahead of Belgium.
 - a. I know that, but I could have dialled myself direct in no time at all.
 - b. We do like to route the calls through the operator and then there can be no misunderstanding about the charges, I'm sure you understand.
 - a. No, I suppose it would be difficult to check the cost of directly-dialled calls, but nevertheless I do have to put through an important call to Brussels.
 - b. I'll get on to them myself and see what the delay is, then call you back as soon as I know anything.

- 2 *a.* And what seems to be the trouble sir?
b. They don't want to let me into the nightclub.
a. Well, I'm afraid there is an entrance charge sir.
b. But damn it all—I am a resident. It's ridiculous.
a. I'm very sorry sir, but you see it is something of a special evening. Our guest star this evening is Sammy Davis Junior and I'm afraid that the tickets do cost 250 marks each. I could see if there are any left if you would like one. We generally try to keep a few back for the residents.
b. Good Lord. That's nearly £35. No, on second thoughts, I don't think I'll bother. Could you have them send up a bottle of scotch to my room. I'll entertain myself instead.
a. Very good sir. That is room 634, isn't it?
-
- 3 *a.* Good evening sir. I'm the Assistant Manager.
b. How nice.
a. Yes, I'm afraid we've had a complaint about the noise from your neighbour across the corridor. He's trying to get some sleep as he has an early start tomorrow. I'm sure you understand.
b. Oh, I see.
a. Do you think it might be possible to ask your friends to be a little quieter? We do like to give our guests a chance of getting a good night's sleep. It is well after 11.
b. Oh, I'm so sorry. I do apologize. I suppose we were talking rather loudly. It's just that we've signed a very important contract. We were having a bit of a celebration.
a. I'm pleased to hear it. Shall I ask Room Service to bring you some coffee?
b. No, that won't be necessary. We were just about to pack up anyway.
a. Thank you sir and good night to you.
-
- 4 *a.* Could I see the Manager please? I have a complaint.
b. Can I help you madam?
a. Yes. Did you have this room checked before we moved in? There's not a scrap of lavatory paper and the toilet doesn't flush properly, the water doesn't run away in the

shower and I would like an extra pillow. What have you to say to that?

- b.* I'm extremely sorry to hear that. I'll attend to it right away. The housekeeper usually checks every room before new guests move in. We have been extremely busy with a large conference.
- a.* That's no way to run a hotel. One doesn't expect this sort of thing in a well-run hotel.
- b.* No madam. I do apologize. It's unusual. We do try to check the rooms as thoroughly as possible. Just the one pillow was it? Is there anything else?
- a.* Well, your thermostatically-controlled air-conditioning doesn't seem to be working too well. It's as hot as hell up there.
- b.* I'll just adjust the regulator for you and I think you'll find it a little cooler in a short time. I'll also send someone along right away to look at the toilet and shower.

-
- 5 a.* What in heaven's name happened to my baggage?
 - b.* Are you with Mr Grey's party?
 - a.* Yeah, and my suitcases have disappeared. What are you going to do about it?
 - b.* You did put your cases outside the door by 8, did you sir?
 - a.* Yeah. Well, maybe it was a bit later, say about 9.30. We didn't get to bed till well after 3 a.m.
 - b.* I see. Well, the bellboys would have picked up the group's luggage just after eight and brought it down to the main entrance. You do remember putting the cases outside the door?
 - a.* Yeah, sure we did. Do you think we're nuts or something?
 - b.* I'll just check with the bellboy and see if he remembers collecting any baggage from outside room 369.
 - a.* Yeah. Two soft pig-skin suitcases with blue and white stickers on them. One of them had my movie equipment in it.
 - b.* The bellboy says there was nothing outside 369 except a pair of brown shoes which he had cleaned and returned about 9.20.

- a. Yeah. I put the cases out when I took my shoes in.
- b. Oh, I see. In that case it looks as if they might have been stolen. I'm afraid this will have to be reported to the police. I'm extremely sorry that this has happened, but you realize that we cannot keep tabs on everyone in the hotel. I'll deal with this personally and see what can be done. Perhaps you would be good enough to give a list of the contents and a complete description. It is rare for things to disappear but it does happen sometimes.

Practice

Exercise 1 Use the following cue-words, which summarize the five conversations above, to reproduce the dialogues as far as possible in your own words.

- 1 Booked call to Brussels 20 mins. ago. Still haven't been connected.
Busy. Time difference.
Could have dialled direct.
Need to go through operator to get correct charges.
Urgent.
Check with switchboard.
- 2 Refused admission to nightclub.
Entrance charge.
Resident.
Special show. 250 marks for ticket. See if there's any left.
Too expensive. Bottle of scotch in room instead.
- 3 Complaint from neighbour about noise in room.
Sorry.
Reduce noise.
Reasons for noise. Apology.
- 4 Room not checked. No paper. Toilet doesn't work.
Shower blocked.
Most unusual. Sorry. Very busy.
Not good enough.
Check room. Attend to problems immediately. Anything else?
Air conditioning not right.
Will get it adjusted.

- 5 Suitcases gone.
Put out by 8?
Perhaps a bit later.
Bellboys would have collected all luggage by 8.
2 pig-skin cases.
Took shoes in when cases put out.
Must have been stolen. Report to police. Apology. List of contents needed.

Exercise II Look at the Useful phrases on page 102 to help you take the part of the Manager in dealing with the complaints that follow.

- 1 I didn't get my breakfast in my room this morning though I ordered it last night.
- 2 The towels in my room have not been changed.
- 3 My neighbours are very noisy. Could you tell them to be quite?
- 4 There is a mistake in my bill.
- 5 My shower doesn't work.
- 6 I booked a double room with shower and you have given me a single room.
- 7 There is a large spider in my bath.
- 8 I want a complete refund.

Exercise III What would you say to the person in question when dealing with the following situations?

- 1 A person arrives at the nightclub wearing only a tee-shirt and jeans.
- 2 A famous pop star is disturbing other guests by having a noisy party in his room.
- 3 A guest insists on taking a lady friend, who is not registered at the hotel, into his room.
- 4 A businessman from the Far East wants his bill sent to his firm in Indonesia for settlement.
- 5 A guest is complaining about the slow service behind the bar.



Useful phrases

Can I help you sir?

Can I be of any assistance madam?

Excuse me, but could you tell me what the trouble is?

We'll attend to it right away.

I'll call you back as soon as I can.

We had a complaint about the noise.

There seems to be some misunderstanding.

I'm afraid that is not possible madam.

That's rather difficult I'm afraid sir.

Chapter 11

CHECKING OUT

At the Cashier's Office



- Cashier* Good morning sir. Can I help you?
James I'd like to settle my bill.
Cashier Certainly sir. It's Mr Arkwright isn't it?
James That's right. I'm leaving today, so I'd like to have my bill.
Cashier Just a moment sir . . . Here we are. Four nights at 93 marks, and here are the meals that you had at the hotel. That makes a total of 665 marks.
James Um—what's this amount here?
Cashier That's the twelve and a half per cent service charge.
James Ah, so service is included. Don't you go in for tipping then in Finland?
Cashier Not very much sir.
James Right. Now, can I pay by Eurocard?
Cashier Certainly sir. May I have the card please?
James Here you are.
Cashier Would you sign here please?
-
- Cashier* Good morning madam.
Lady I'd like to change a traveller's cheque.
Cashier Yes madam. And for how much?
Lady Twenty-five pounds.

- Cashier** Would you sign here please?
Lady What rate are you giving?
Cashier Seven point nine Finnmarks to the pound.
Lady I see, so that'll be—um—er—.
Cashier That makes 197 marks 50 pennies madam. Here you are.
Lady Thank you. But could I have some more change?
Cashier Shall I split this 50 mark note into fives and tens?
Lady Let me see—ten is a bit more than a pound, and five—. Yes, that will be all right.
Cashier Thank you madam.

Practice

You are the cashier at a hotel in England. Some guests want to change foreign currency and ask for the rates of exchange. Refer to the rates given and answer the questions.

RATES OF EXCHANGE (UK sterling)

Austria SCH	34.30	Netherlands G	5.21
Belgium FR	77.25	Norway KR	12.53
Canada \$	2.86	Portugal ESC	129.53
Denmark KR	14.72	Spain PTA	189.00
France FR	11.07	Sweden KR	10.74
Greece DR	131.00	Switzerland FR	4.37
Italy LIT	2255	USA \$	2.387
Japan YN	512.00	Yugoslavia DR	79.50

- 1 I'd like to change 100 Swedish crowns. What rate are you giving?
- 2 Can I pay in dollars? What's the rate today?
- 3 How much would I get for 2000 French francs?
- 4 I'd like to change some German marks. What's the rate of exchange?
- 5 What would you give me for my Italian lira please?

Paying the bill

Here is the conversation in which the Receptionist explains Mr Colyer's bill:



- Guest* Could I have my bill please?
- Receptionist* Certainly sir. What name is it?
- Guest* Colyer, Robert Colyer from room 222.
- Receptionist* Here we are sir. That comes to 258 marks and 76 pennies altogether.
- Guest* But I've only been here one night. Do you think you could go through it item by item and explain it all?
- Receptionist* That first number is your room number 222.
- Guest* Oh I see. I thought it might have been the charge for my telex to Athens, but that does seem a bit cheap all the way to Greece.
- Receptionist* No, that is the third item—20 marks for your telex. The second entry here is the restaurant—main lunch yesterday—a total of 53 marks. Item six is 15 marks for the garage.
- Guest* I had dinner in the steak house, is that this 107 marks here?
- Receptionist* No sir. The steak house was 34 marks 76 pennies. Item 9 is a mistake.
- Guest* Thank goodness for that. I was beginning to think that Finland really is an expensive country.
- Receptionist* Item 10 is the 140 marks for your room and item 13 is the mistake corrected.
- Guest* Oh, that's not so bad. Did you remember that I had breakfast?
- Receptionist* Yes sir. That appears here. Item 17, 12 marks and I believe you also bought some newspapers, that's the 4 marks here making a grand total of 258 marks and 76 pennies. I'll just check it again for you. yes, I'm afraid I can't make it any less for you.
- Guest* Not at all. You've been most helpful. I just wanted to make sure that's all.
- Receptionist* Only too pleased to be of assistance. And we hope to see you again some day.
- Guest* Thank you and goodbye.

Hotel English

NAME ROBERT COLYER				BILL		
HOME TOWN EDINBURGH						
ROOM NUMBER 222		NO. OF PERSONS 1				
PRICE 140,-		DATE 26.6.				
1		78 555526	N°	0002.22	: :	ROOM NUMBER
2		2	A	0033.00	: RAV	RESTAURANT
3		3	A 7	0020.00	: PUN	STEAK HOUSE
4		78 555526	US	0053.00	: :	TELEPHONE
5		5	B	0053.00	DEB :	
6		6	B	0015.00	: PRT	GARAGE
7		7	B 9	0034.76	: RAV	RESTAURANT
8		78 559526	US	0102.76	: :	MAIN LUNCH
9		9	B	0107.26	DEB :	A MISTAKE
10		10	B	0140.00	: HUOM	ROOM RATE
11		78 562526	US	0247.26	: :	
12		12	B	0247.26	DEB :	
13		13	B	0107.26	KRED :	MISTAKE
14		14	B	0102.76	DEB :	CORRECTED
15		78 565526	US	0242.76	: :	
16		16	A	0242.76	DEB :	CORRECTED
17		17	A 5	0012.00	: RAV	TOTAL
18		18	A	0004.00	: PORT	BREAKFAST
19	N° 004774	78 568527	US	0258.76	: :	RECEPTION
20		20				PAPERS
21		21				TOTAL

Practice

Using Mr. Colyer's bill as an example, explain this bill for Mr. Legros

NAME Mr Bernard LEGROS		BILL	
HOME TOWN Paris, France			
ROOM 356	NO. OF PERSONS 1		
PRICE 135:-	DATE 3.4.-78		
1	78 9892-3	Nº	0003.56 : :
2	2	B	0012.40 : PUN
3	3	B ²	0020.00 : HOT PALV
4	78 9892-3	US	0032.40 : :
5	5	B	0034.20 DEB : :
6	6	B	0135.00 : HUON
7	78 9902-3	US	0169.20 : :
8	8	B	0169.20 DEB : :
9	9	B	0034.20 KRED : :
10	10	B	0032.40 DEB : :
11	78 9912-3	US	0167.40 : :
12	12	B	0167.40 DEB : :
13	13	B	0012.40 KORJ : :
14	14	B	0012.40 : RAV
15	78 9922-3	US	0167.40 : :
16	16	A	0167.40 DEB : :
17	17	A	0015.00 : RAV
18	78 9942-4	US	0182.40 : :
19	Nº 004841	19	
20	20		
21	21		



Useful phrases

Would you please settle your bill at the Cashier's desk?

That makes a total of (700) marks
will be (700) marks in all

Service is included

We accept cheques with a banker's card

How are you paying?

I'll just take down the particulars if I may

Don't forget to leave your key at Reception

Do you have a credit card?

Item (4) refers to (your telephone calls)

To pay in cash

by travellers cheque

in foreign currency

by voucher

by signing the bill

by credit card

by cheque

Chapter 12

POLITE PHRASES

(A selection of the phrases in this unit is recorded on the cassette)

Greeting

Meeting friends

How are you?
How's life with you?
How're things?
How's it going then?

Replies

Fine thanks, and you?
Oh, not too bad, and you?
Can't complain, and you?
All right thanks, and you?

If you haven't seen the person for a long time, you can say:

Haven't seen you for ages!
or Fancy meeting you!

Introducing people

This is (Mr Jackson)—This is (Miss Wilson)
May I introduce you to (Mr Jackson)?
I'd like you to meet (Mr Jackson)

The people who are introduced say to each other:

How d'you do?
Pleased to meet you (Mr Jackson)

The next time you meet, if you don't know the person very well, you can say:

Good morning (until 12 noon)
Good afternoon (until about 5pm)
Good evening (after about 5pm)

The reply is the same

Greeting guests in a hotel

Good (afternoon) (Mr Jackson). Welcome to the (Hotel Neptune)
I trust you had a good journey.
I hope you'll enjoy your stay here
I hope your stay will be a pleasant one
If there's anything you need, just ring Reception

Conversation



- Christine** Look, George. There's somebody waving. I think he's waving to you.
- George** Good gracious, that's Michael Jones. I haven't seen him for years. We were in Greece together.
- Christine** Well, he's coming over.
- George** Hello Michael. How are you?
- Michael** Fine thanks. I haven't seen you for ages.
- George** I'd like you to meet my girlfriend Christine. Christine, this is Michael Jones.
- Mary** How do you do? George has often talked about being in Greece with you.
- Michael** How do you do, Christine. I'm very pleased to meet you.
- George** Are you in a hurry, Michael?
- Michael** Not really, why?
- George** Let's go and have a drink somewhere and catch up on old times.

Leaving

If you don't know the person very well, you can say:
Goodbye. It was so nice meeting you.

If you know the person well, you can say:
Cheerio/Bye bye/Bye/See you

If it's late, you can say:
Goodnight

General phrases for departure

Well, I really must be off now/on my way
If you'll excuse me I really ought to be going (formal)
Look at the time! I must dash (informal)
Well, all the best
See you later (for a meeting later the same day)



Conversation

- Michael* Well, it's been lovely seeing you but I really must be off.
George Yes, we must be on our way too. It was nice seeing you again.
Michael It was nice meeting you, Christine.
Mary I enjoyed meeting you too. Goodbye Michael.
Michael Goodbye. Cheerio George

Practice

What would you say if:

- you met an old friend called John?
- you wanted to introduce Mr. Matthews to your friend Tony Wilson?
- you had to leave a group of friends?
- you had just been introduced to Miss Johnson?
- you were going to meet your friend later on in the evening?
- you had to leave someone you had just been introduced to?

Please and thank you

'Please' is seldom used on its own. It is normally used in a phrase when you want something. Notice that English people use 'please' and 'thank you' quite a lot.

Would you mind (opening the window) please?—Not at all.

Would you (pass the salt) please?—Of course.

Could you (hand me that book please)?—Here you are.

'Please' is not used alone when you give something:

Would you like some coffee?

Here's your coffee.

Formal thanks

Thank you for (inviting me)

Thank you for (a lovely weekend)

Thank you for (your help)

It was so kind of you (to help out)

Replies

Not at all

You're welcome

It's a pleasure

Don't mention it

Less formal thanks

Thanks ever so much

Thanks a lot

Reply to both:

That's all right

If you are offered something, you say:

Yes please (if you want it)

or No thank you (if you don't want it)

Practice

What would you say if:

you wanted someone to close the door?

someone asked you to pass him the ashtray?

someone invited you for a drink?

someone thanked you for a gift you gave them?

you handed someone his coat?

Apologizing

If you don't hear or understand what the other person says you can say:

Pardon? I beg your pardon? I'm sorry? What did you say?

If you have made a mistake or done something that you didn't mean to you say:

Sorry./I'm so sorry./I'm very sorry./I'm terribly sorry./I do apologize

The answer to that might be:

That's all right./Not at all./Never mind./No harm done

If you have to interrupt someone for something you can say:

I'm sorry to ^{disturb}you. — That's all right.
 bother Please go ahead
 Not at all.

Excuse me. - Yes?

May I interrupt you for a moment?—Of course.

I'm afraid I'll have to interrupt you.—That's all right.

Formal apologies

I'm so sorry (I'm late)

I do apologize for (being late)

Please forgive me (for being late)

Practice

What would you say if:

you arrived late for a formal meeting?

you trod on someone's toes?

you had to wake someone up late at night?

you had to interrupt a conversation?

someone apologized for pushing into you?

someone apologized for disturbing you?

Other useful phrases

Formal regards:

Give my regards to (your family)—Thank you I will.

Give my best regards to (Janet)—Thank you I will.

Less formal:

Give my love to (Mary)—Thanks, I will.

Remember me to (your parents)—Of course, and me to (yours)

When someone is ill:

I hope you get better soon.

I hope you soon get well again.

When someone has a birthday:

Happy Birthday / Many Happy Returns — Thank you.

When someone is going somewhere:

Have a good time—Thanks.

Have a good trip—Thanks, I'm sure I shall.

Have a nice weekend—Thanks, the same to you.

Something good has happened:

Congratulations—Thanks.

Asking for permission:

Do you mind if I smoke?

May I be excused for a moment?

Practice

What would you say if:

your friend was going on holiday?

your friend was getting married?

you wished to smoke?

someone was going off to a party?

you wanted your friend to pass on your good wishes to her husband?

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