



# UNIT 10

## Other Services in Housekeeping Department



### Unit Objectives

After studying this unit, you should be able to:

- explain baby-sitting service
- offer things at the guests' requests
- deal with emergencies



# Warming-up

**Task 1** Complete each sentence with the word or phrase in the box.

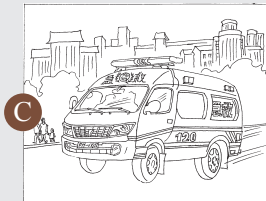
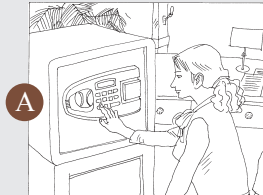
valuables      emergency      shining      lost and found

1. If the fire alarm rings, the room attendants should be able to deal with \_\_\_\_\_ effectively.
2. Guests can put their shoes outside their door for shoe \_\_\_\_\_ service.
3. Another part of the housekeeping job is handling \_\_\_\_\_ articles since guests occasionally leave their personal belongings behind.
4. The hotel can help guests deposit their \_\_\_\_\_ if they want them in a safe place.

**Task 2** Please write each service under its corresponding picture.

baby-sitting service  
depositing valuables  
handling lost and found articles

dealing with emergency  
shoe shining service



**Task 3** Work in pairs. Think of two more services provided in the Housekeeping Department apart from those in Task 1 and those in Units 8 and 9.



# Reading

**Task 1** Try to answer the following questions before you read the passage.

1. What qualities should a baby-sitter possess?
2. How does a hotel usually provide baby-sitting service?

## Chicago Nannies International

Welcome to Chicago Nannies International. We specialize in finding nannies and au pairs from around the world for families in Chicago and for families worldwide. Our service is unique—we do all the hard work for you. We thoroughly screen all au pairs and nannies. We don't just say we do these checks—we prove every single one. Records of these checks are available for families to read. All you need to do is choose the applicants you would like to meet online, meet them and make your decision! The process is quick and simple. We make finding a nanny/au pair as simple and as easy as possible to avoid the stress and worry it has become for many parents and families.

The services we provide are:

- Nannies (permanent and temporary)
- Au pairs
- Baby-sitters
- Hotel baby-sitters

Chicago Nannies International provides a hotel baby-sitting service of excellence to US top hotels. Some of our clients include the Crowne Plaza Chicago Metro Hotel, Chicago Marriot Midway Hotel and Hilton Hotels. Our hotel baby-sitting service is a quick and easy process, which saves you time and stress.

- **High quality babysitters:** All of our nannies are trained and qualified in childcare with years of childcare experience. —They are mature, responsible and professional.
- **Online booking system:** It's simple and easy to book a nanny with us—just fill in the form below and confirmation of a baby-sitter will be emailed to you.
- **An available baby-sitter guaranteed:** We have a large number of highly skilled baby-sitters available. They check the website on a daily basis to pick up any hotel bookings.

**Please Note:** All our bookings are now taken through our online service using our website (and the form below) rather than phoning through to us. We require a minimum of 24 hours notice in advance to ensure we can provide a baby-sitter for your guest.

Agency fees per day/evening	\$20—paid at the time of registration
Baby-sitter rate	\$18/hr till midnight, then \$20/hr after midnight

To book a baby-sitter, please click [Hotel Baby-sitting Booking Form](#).

**Task 2** Match each of the paragraphs with its corresponding main ideas.

Logo Design Guru

Paragraph 1 ●	● Fees for Baby-sitters
Paragraph 2 ●	● Services Provided
Paragraph 3 ●	● Hotel Baby-sitting Booking Form
Paragraph 4 ●	● About Us
Paragraph 5 ●	● Hotel Baby-sitting Service

**Task 3** Decide if the following statements are true (T) or false (F) according to the passage.

- ☐ 1. The passage might be part of an advertisement.
- ☐ 2. The company mainly provides nannies from Chicago.
- ☐ 3. Clients can hire a nanny or baby-sitter through their online system, over the phone or through a face-to-face interview in the company.
- ☐ 4. For guests staying at Hilton Hotels, they can find a baby-sitter through the online system any time they want.

**Task 4** Answer the questions about the words.

1. Is a *nanny* likely to be (a) a baby-sitter, or (b) a grandmother?
2. If you *screen* something to find out if it is correct or true, do you (a) protect it, or (b) check it?
3. If you try to avoid the *stress*, do you try to avoid the (a) pressure, or (b) importance?
4. Does *rate* mean (a) speed, or (b) price in the expression of baby-sitter rate?



# Listening

**Task 1** Listen to five short dialogs and decide what each dialog is about and mark (✓) where appropriate.



	Depositing valuables	Baby-sitting service	Shoe-shining service	Offering things on request	Dealing with emergency
Dialog 1					
Dialog 2					
Dialog 3					
Dialog 4					
Dialog 5					

**Task 2** Listen to a conversation between a guest and a clerk in the Guest Service Center. Answer the following questions according to what you hear.



1. What types of deposit boxes does the hotel provide?  
\_\_\_\_\_
2. What item does Ms. Williams want to store?  
\_\_\_\_\_
3. Who will Ms. Williams contact in order to use the safe deposit box?  
\_\_\_\_\_

**Task 3** Listen to the conversation in Task 2 again and fill in the blanks with the words or expressions provided in the box.



available      briefcases      reservation      suitcases      return  
Room      In that case      pick it up      storing

Clerk (C): Good evening. Guest Service Center. Can I help you?

Ms. Williams (W): Yes. It's Ms. Williams here, from (1) \_\_\_\_\_. I wonder if you have a safety deposit box I can use?

C: Yes, madam. We have two sizes of safety deposit box (2) \_\_\_\_\_ for our guests. The bigger one is suitable for (3) \_\_\_\_\_, and the other is for small items such as (4) \_\_\_\_\_.

W: Good. I have a laptop computer that needs (5) \_\_\_\_\_. Could I store it in one of your safety deposit boxes and then (6) \_\_\_\_\_ when I come back next week?

C: Next week? May I ask if you are staying at our hotel when you (7) \_\_\_\_\_?

W: Oh, yes. I have a (8) \_\_\_\_\_ for next Sunday.

C: (9) \_\_\_\_\_, there's no problem. If you go to the Front Desk, I shall tell them what you want to do, madam.

W: Thank you very much.

C: You're welcome, madam.

**Task 4** A guest calls the Room Center for help. Listen to the conversation and decide if the following statements are true (T) or false (F).



- ☐ 1. The hotel can help the guest find good baby-sitters from some agencies.
- ☐ 2. The guest must hire a baby-sitter for 30 *yuan* an hour for at least four hours.
- ☐ 3. The guest thinks the charges are acceptable.
- ☐ 4. The guest doesn't have to pay the baby-sitting service in cash.

**Task 5** Complete the following sentences according to what you hear.



1. The guest calls from Room \_\_\_\_\_.
2. Baby-sitters should be \_\_\_\_\_ and \_\_\_\_\_.
3. To hire a baby-sitter the guest needs to sign \_\_\_\_\_.
4. Normally the hotel will add the charges for baby-sitting service to \_\_\_\_\_.

### New Words

valuables *n.* 贵重物品

shine *v.* 擦亮

store *v.* 保存

briefcase *n.* 公文包

professional *adj.* 专业的

minimum *n.* 最小量

normally *n.* 通常; 正常情况下

laptop computer 手提电脑



# Speaking

## Task 1 Read and practice the conversation in pairs.



**Mrs. Williams (Mrs.):** Excuse me, Miss. Can you help me?

**Room Attendant (A):** Yes. What can I do for you, Mrs. Williams?

**Mrs.:** My husband slipped in the bathroom just now. His nose is bleeding and he can't stand up.

**A:** I'm sorry to hear that. Don't worry, Mrs. Williams. Let me see to it. ... Mr. Williams, just lean on me. Let me help you to bed. I guess I'll give first aid to you. Mr. Williams, please pinch your nose to stop the bleeding.

**Mr. Williams (Mr.):** Oh, my goodness!

**A:** Mrs. Williams, bring a clean towel and wash Mr. Williams' face, please. Mr. Williams, keep tilting your head. Do you feel better in this position?

**Mr.:** Yes. But my right knee really hurts.

**A:** Everything will be OK. I'll call the doctor immediately. Just relax.

*(Soon the doctor comes. He gives Mr. Williams a quick check-up.)*

**Doctor:** Don't worry, Mr. Williams. Your leg isn't broken. It is just a bruise. Have a good rest, and you'll feel better soon.

**Mr.:** Thank you very much. Luckily I didn't break my leg; otherwise I'll not be able to climb the Great Wall.

**Mrs.:** Thank you, doctor and thank you Miss. You are most helpful.

**A:** My pleasure.

## Task 2 The following sentences are used in the procedure of dealing with emergency. Put them in the correct order.



- A. What's the matter, sir/madam?
- B. I'll call the doctor/get an ambulance immediately.
- C. I'm sorry to hear that.
- D. Let me give first aid to you.
- E. Don't worry. I'll see to it.

Correct order: \_\_\_\_\_

## Task 3 Mrs. Perry doesn't feel well today. She asks the floor attendant for help. Role-play the situation according to the instructions below, using the expressions in Task 2.




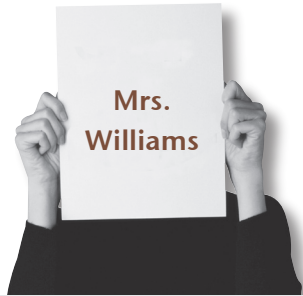
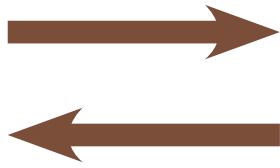

### Mrs. Perry

- Tell the floor attendant that she has had a headache and feel dizzy.
- Ask about the clinic in the hotel.
- Express thanks to the attendant.

### Floor Attendant

- Show sympathy to the guest.
- Ask about the problem.
- Suggest the hotel clinic.
- Show the guest to the clinic.

**Task 4**  Mrs. Williams has invited some friends over to her room. She asks the room attendant to bring something for her. Work in pairs. Role-play the following situation, using the expressions in the box.

 <p><b>Mrs. Williams</b></p>		 <p><b>Room Attendant</b></p>
<p>Have invited four friends over this evening</p> <p>Need two more chairs</p> <p>Need a mobile phone charger</p> <p>Want the attendant to buy her a bunch of flowers and some fruit</p>		<p>Tell the guest to fill in a form to borrow the mobile phone charger</p> <p>Promise to bring two more chairs</p> <p>Tell the guest that room attendants are not allowed to buy things for guests</p> <p>Suggest that the guest ask the concierge to buy the flowers and fruit</p> <p>Help the guest find the concierge to buy things for her</p>



Can you do me a favor?

Can you bring me two more chairs?

Can you possibly buy... for me?



I'll have someone bring the chairs right away.

According to the hotel's policy, you need to fill in the Articles Rent Form.

I'm afraid I can't do that.

It's against the hotel regulations.

We room attendants are not allowed to buy things for guests.

The concierge is responsible for that.

I'll tell him to...



# Writing

**Task 1** Jean Williams has lost her purse. She is now writing a notice, hoping to give it to the Front Office tomorrow. Please read her notice.

## Lost

Oct. 7, 2009

I have lost my purse. It is a red, leather one. Inside the purse there is about 800 US dollars, two credit cards (one is American Express, the other Visa), three tickets to a Peking Opera show on Oct. 8 and a photo of my family. The last time I saw it was on the morning of Oct. 6 when I was taking a walk in the garden. Anyone who found it please return it to Jean Williams in Room 512 at 13923120066. Thank you very much.

Jean Williams

**Task 2** Before Jean Williams gives her notice to the Front Office, she reads a notice of Lost and Found downstairs. She is happy to find that her purse has been found and turned in to the Housekeeping Department. Please complete the following notice with the words or phrases in the box. Change the form where necessary.

claim

find

other things

open

owner

## Found

Oct. 6, 2009

A purse was (1) \_\_\_\_\_ in the garden this morning. Inside the purse there is some money, some credit cards and some (2) \_\_\_\_\_. Will the (3) \_\_\_\_\_ please come to the Lost and Found Office to (4) \_\_\_\_\_ it? The office (5) \_\_\_\_\_ from 8 am to 5 pm, and its number is 85331245.

Lost and Found Office



# Project

## Project Guidelines

This project aims to go through the process of other services provided in the Housekeeping Department. The whole task is divided into three steps. Step One calls for a research of the other services provided in the Housekeeping Department in a local four- or five-star hotel. Step Two is about a presentation about these services. Step Three is a complete role-play of one of these services.

Please follow the Task Description to complete the project.

## Task Description

### 1 Step One

- Organize small groups of 3 or 4 students in your class.
- Choose a local four- or five-star hotel.
- Look up information on the services provided in the Housekeeping Department apart from the services covered in Units 7 and 8, e.g. shoe-shining service, handling lost and found articles.
- Focus on one of these services that is relatively special, e.g. baby-sitting service.

### 2 Step Two

- Work in the same group.
- Choose one student in each group to give a presentation of the service that you worked on in Step One; trying to use multimedia aid, e.g. pictures, music, etc.
- Focus on how the service you choose is done in this hotel.

### 3 Step Three

- Work still in the same group.
- Prepare a role-play of the service in the Housekeeping Department that you worked on in Steps One and Two.
- One or two students play the role of guest(s), the other the clerk or attendant in the Housekeeping Department.
- The guest(s) ask(s) about one service and the staff offers it.



# Self-evaluation

Rate your progress in this unit.	D	M	P	F*
I can explain baby-sitting service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can offer things at the guests' requests.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can deal with emergency at hotels.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can explain shoe-shining service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can help guests find their lost articles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can help guests store their valuables.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can help guests find a baby-sitter through an ad.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can help guests deal with common illnesses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can write a Lost and Found notice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can look up information of services provided in the Housekeeping Department.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*\*Note: Distinction, Merit, Pass, Fail*



# New Words and Expressions

## Reading

### New Words

agency /'eidʒənsɪ/ *n.* 部; 处

applicant /'æplɪkənt/ *n.* 申请者

au pair /əu'peə(r)/ *n.* 做换工的女留学生

avoid /ə'vɔɪd/ *v.* 避免

excellence /'eksələns/ *n.* 优秀

mature /mə'tjʊə(r)/ *adj.* 成熟的

nanny /'næni/ *n.* 保姆

permanent /'pɜːmənənt/ *adj.* 永久性的

prove /pruːv/ *v.* 证明

screen /skriːn/ *v.* 审查

specialize /'speʃəlaɪz/ *v.* 专攻

stress /stres/ *n.* 压力

temporary /'tempərərɪ/ *adj.* 暂时的

website /'websaɪt/ *n.* 网址

### Phrases and Expressions

in advance 提前; 事先

make one's decision 做出某人的决定

on a... basis 按……的方式

### Proper Nouns

Chicago Marriot Midway Hotel

芝加哥万豪中途酒店

Crowne Plaza Chicago Metro Hotel

皇冠假日芝加哥都市酒店



# Vocabulary and Structure

**Task 1** Choose a correct word from the box and write it on the left column to match the meaning on the right.

nanny applicant avoid excellence temporary

1. \_\_\_\_\_ • the quality of being very good
2. \_\_\_\_\_ • a woman whose job is to take care of young children in the children's home
3. \_\_\_\_\_ • lasting only for a short time
4. \_\_\_\_\_ • to prevent something bad from happening
5. \_\_\_\_\_ • a person who makes a formal request for a job

**Task 2** Decide which service each sentence may belong to in the Housekeeping Department, then put the letter of each sentence in the box after each service.

1. cleaning service	
2. maintenance service	
3. laundry service	
4. offering things on request	
5. dealing with emergency	
6. baby-sitting service	

- A. I'm sorry to disturb you, but may I clean the room now?
- B. My sweater shrunk after you cleaned it.
- C. I'm out of toilet paper.
- D. My curtains are stuck. I can't open them.
- E. I'd like to have more Sprites and Cokes in my minibar.
- F. May I suggest the baby-sitting service in our department?
- G. I'll get help immediately. Please don't move.
- H. There's a terrible smell coming from the air-conditioner.
- I. Can you possibly remove the stains on my shirt?
- J. I'll press the "DND" button for you. Have a good rest, ma'am.
- K. May I have your attention, please? This is an emergency. The hotel is on fire. Please leave your room immediately and get out from the emergency exit door.
- L. We'll deliver it within four hours at a 50% extra charge.

**Task 3** Complete each of the following sentences with the proper word or phrase in the box. Change the form where necessary.

faint      minimum      professional      avoid      in advance

1. I almost \_\_\_\_\_ when she told me the news that she had been robbed.
2. Employers all like to have \_\_\_\_\_ and hard-working employees.
3. You need to pay a(n) \_\_\_\_\_ of \$500 for our VIP service.
4. Guests need to fill in a form with what they want to buy and pay 100 *yuan* \_\_\_\_\_.
5. He \_\_\_\_\_ meeting me ever since the accident. What's the matter with him, or me?

**Task 4** Complete the following sentences with the words given below, paying attention to the expression "on a... basis".

regular      monthly      permanent      part time      individual

1. You don't have to worry about the security of this area. The police come to inspect the security on a(n) \_\_\_\_\_ basis, probably every other week.
2. The staff in our department meet on a(n) \_\_\_\_\_ basis to discuss the problems that have occurred in the past month.
3. Considering the increasing number of women guests every year, the hotel decided to add a woman concierge on a(n) \_\_\_\_\_ basis for their special need.
4. —Can you come to teach my son music every day?  
—I'm afraid I can't. I could do that on a(n) \_\_\_\_\_ basis since I have classes to attend at school on weekdays.
5. I just gave you the advice on a(n) \_\_\_\_\_ basis. I don't know how other guests think of your bell service.

**Task 5 Choose the best Chinese translation for each sentence.**

1. We don't just say we do these checks—we prove every single one.
  - A. 我们不仅说我们做过这些检查——我们证明每一个。
  - B. 我们不止口头上声称我们进行过这些检查——我们可以证明我们做的每一个检查。
  - C. 我们不止口头上声称我们做过这些检查——我们证明每个单一的检查过程。
  - D. 我们不只是说我们负责检查——我们还证明每一个检查。
  
2. We specialize in finding nannies and au pairs from around the world for families in Chicago and for families worldwide.
  - A. 我们的特长是为芝加哥的家庭找到世界各地的保姆和做换工的女留学生。
  - B. 我们专攻为芝加哥和世界各地的家庭找到居住在芝加哥的保姆和做换工的女留学生。
  - C. 我们专门为芝加哥和世界各地的家庭找到居住在芝加哥的保姆和做换工的女留学生。
  - D. 我们专门从事于为芝加哥和世界其他各地的家庭找到来自全世界的保姆和做换工的女留学生。
  
3. We require a minimum of 24 hours notice in advance to ensure we can provide a baby-sitter for your guest.
  - A. 我们要求至少提前24小时告知我们以保证我们能够为您的客人提供育婴师。
  - B. 我们需要一份最多提前24小时的通知以保证我们能够为您的客人提供育婴师。
  - C. 我们要求一份至少24小时的告知书以保证我们能为您客人找到一位保姆。
  - D. 我们需要至少提前24小时告知客户来确保我们为您提供保姆。
  
4. Do not smoke in the lift, at stairways or in bed. Do not litter cigarette ends or burnt matches.
  - A. 请勿在电梯间、走廊和床上吸烟；请勿丢弃香烟和划过的火柴。
  - B. 请勿在储物间、楼梯间和床上吸烟；请勿乱扔香烟和火柴。
  - C. 请勿在储物间、走廊和床上吸烟；请勿乱扔烟头和火柴。
  - D. 请勿在电梯间、楼梯间和床上吸烟；请勿乱扔烟头和火柴。



## Useful Expressions

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### 1. Explaining Baby-sitting Service

- (1) Our baby-sitters are experienced and reliable.  
我们的育婴师经验丰富, 十分可靠。
- (2) We charge 40 *yuan* an hour for a minimum of three hours.  
我们每小时收费40元, 至少3个小时。
- (3) We'll send you a confirmation form for you to sign.  
我们会给您一张确认表格让您签字。

### 2. Offering Things on Request

- (1) I'll have someone bring the chairs right away.  
我立刻叫人给您搬椅子来。
- (2) I'll get it for you immediately.  
我立刻给您拿来。
- (3) Can you bring two more towels?  
你能再给我拿两条毛巾吗?

### 3. Dealing with Emergency

- (1) What's wrong?  
出什么事了?
- (2) I'll have someone do it right away.  
我马上叫人去做。
- (3) I'll call the doctor.  
我给医生打电话。
- (4) This is an emergency.  
有紧急情况。
- (5) How are you feeling now?  
您现在感觉如何?

### 4. Handling Lost and Found Articles

- (1) Can you describe your wallet?  
您能描述一下您的钱包吗?
- (2) What does your computer look like?  
您的电脑是什么样子的?
- (3) When and where did you last see it?  
您最后一次是在何时何地看到它的?