

# CONTENTS

MODULE	Unit	Doing in the Scene		
		Scene 1	Scene 2	
	<b>Overview of the Hotel</b> p1			
<b>1</b> In the Front Office	<b>1</b> p6	Reservation	Making a reservation	Changing a reservation
	<b>2</b> p18	Checking In and Checking Out	Registering guests	Extending stay and changing rooms
	<b>3</b> p30	Concierge	Escorting guests to rooms	Suggesting activities and arranging transportation
<b>2</b> In the Guest Room	<b>4</b> p44	Service Center	Transferring a call	A wake-up call
	<b>5</b> p56	Housekeeping Service	Room cleaning service	Dealing with a guest's specific requests
<b>3</b> In the Restaurant	<b>6</b> p68	Chinese Restaurants	Booking a table	Receiving guests
	<b>7</b> p80	Western Restaurants	Serving à la carte	Offering in-room-dining service
<b>4</b> At the Recreation Center	<b>8</b> p94	Recreation Center	At the reception desk	At the gym
	<b>Appendix I Scripts</b> p106			
	<b>Appendix II International Hotel Groups</b> p116			
	<b>Appendix III Staff of the Hotel</b> p120			

	Practical Reading		Service Etiquette
Scene 3	Reading 1	Reading 2	
Canceling a reservation	Hotel reservation form	Email	Reservation etiquette
Checking out	Registration form	Comment card	Reception etiquette
Storing luggage	Map	Left luggage request form	Etiquette for bellmen
Handling a guest's complaints and inquiries	Telephone message record	Directory	Etiquette for phone calls
Laundry service	Service card	Laundry list	Etiquette for room attendants
Taking orders	Menu	Advertisement	Etiquette for restaurant service
Recommending different wines	Menu	Wine list & bill	Etiquette for Western food servers
At the spa	Guest instructions	Price list	Matters needing attention at the Recreation Center