

Hotels

Vocabulary

Hotel Types and Locations

1. Some hotel types:

- *luxury hotel,
- *tourist hotel,
- *airport hotel,
- *middle-range hotel,
- *motel,
- *hostel,
- *commercial hotel (= hotel in the business district, with conference facilities),
- *guest house,
- *camp-site,
- *B&B (bed and breakfast).

2. Some typical hotel locations:

- *near ... (Snowy Mountain),
- *only five minutes from ... (the airport),
- *in ... (the city centre),
- *in the heart of ... (the shopping area),
- *in the centre of ... (the business district),
- *on the edge of ... (the town),
- *along ... (the highway),
- *beside ... (the road),
- *20 kilometres north of ... (a town).

Hotel Jobs and Departments

1. Managerial positions:

- *General Manager,
- *Assistant General Manager,
- *Duty Manager.

2. Reception or Front Office:

- *Front Office Manager or Reception Manager,
- *Receptionist,
- *Reservations Clerk.

3. Housekeeping:

- *Housekeeper,
- *Room maid or Chambermaid,
- *Cleaner,
- *Laundry Maid.

4. Hall Porter's Department:

- *Head Hall Porter or Bell Captain,
- *Concierge,
- *Doorman,
- *Porter or Bellhop or Bellboy,
- *Parking Attendant,
- *Lift Attendant or Elevator Operator,
- *Valet.

5. Cashier's Department:

- *(Chief) Cashier,
- *(Chief) Accountant.

6. Food and Beverage Department or Catering Department

- *Catering Manager,
- *Head Waiter or Maitre d'hôtel or Maitre D,
- *Room Service Waiter/Waitress,
- *Barman, or Bartender
- *Waiter's Assistant or Busboy or Busser,
- *Platwash assistant,
- *Head Chef,
- *Second Chef,
- *Assistant Chef, etc.

7. Other Jobs:

- *Maintenance Engineer,
- *Storekeeper or Storeman.

Room Types

1. Some room types:

- *Single room,
- *Double room,
- *Twin room,
- *Triple room,
- *Four-bed room,
- *Family room,
- *Suite,
- *Quad,
- *Studio (=self-contained apartment),
- *Non-smoking room.

2. Additional requests related to rooms:

- *With a view of ...

- *With a bath/shower/bathroom and shower en suite
- *With a balcony
- *At the back/the front of the hotel
- *On the ground/second/top floor

3. Some public rooms and premises:

- *Conference room,
- *Exhibition room,
- *Ballroom,
- *Restaurant,
- *Lounge,
- *Bar,
- *Sports complex,
- *Sauna,
- *Banqueting room,
- *Swimming pool.

Hotel services and facilities

1. Hotel services and facilities:

- *Room Service,
- *Sports Room/Centre,
- *Pool,
- *Jacuzzi,
- *Non-smoking rooms,
- *Hair dryer,
- *Colour TV,
- *Satellite TV,
- *Telephone,
- *Bathroom,
- *Air-conditioning,
- *Night Porter,
- *Shower,
- *Maid Service,
- *Sauna,
- *Car Parking,
- *Laundry,
- *Doctor,
- *Transport,
- *Valuables,
- *Coffee shop,
- *Shoe Cleaning Service,
- *Currency exchange,
- *Restaurant,
- *Massage therapist,
- *Weight Machines,
- *Gym.

2. Business Services:

- *Photocopying,
- *Computer rental,
- *Stapling,
- *Presentation binders,
- *Colour copying,
- *Scanning,
- *Overhead transparencies,
- *Fax reception,
- *Collating,
- *Int'l fax transmissions,
- *Cellular phone use,
- *Modem use,
- *Convention hall,
- *Conference rooms,
- *Fitness suite.

Reservations

1. Finding out what the client wants:

- *What kind of room would you like?
- *Would you like breakfast?
- *Would you like a room with a bath or shower?
- *How long do you plan to stay?
- *When for?
- *How long will you be staying?
- *For how long?
- *Is it just for tonight?

2. Accepting a booking:

- *I can book you a room for the ...
- *It's okay for (the) ...
- *We can confirm a room (for the, on the) (date).

3. Refusing a booking:

- *Unfortunately we're fully booked for ... but ...
- *I can book you a room for (the)...
- *If there isn't any room, we can get you on a waiting list or we can find you a room in another hotel.
- *We won't be able to guarantee you a room for the (date).

4. Giving information about prices:

- *For ... the price would be ...
- *... costs (would cost) ...
- *The total cost would be ...
- *(The price, that) includes ...
- *... (is, are) also included ...

- *There's a (percentage) reduction for
- *We have a special package plan for ... staying for ...
- *We'll have to charge you (price) ... extra.

5. Giving the client information about the hotel:

- *Our hotel is ... (located near, very modern, etc.).
- *I'm sorry, we haven't got ...
- *We've got ...
- *Would you like us to send you a brochure?
- *We're fully equipped for that.

6. Advance information on payment:

- *How will you be paying the bill?
- *Yes, we accept ...
- *Who'll be paying the bill?
- *You'll have to send us ...
- *You'll have to send us a deposit of ...
- *Which company do you work for?
- *Is the company willing to cover all expenses?
- *What's your company affiliation?
- *Since the company is located in another country, they'll have to send us a deposit of ...

7. Getting details of arrival:

- *What time will you be arriving?
- *Will you be coming by plane?
- *Will you be arriving (before, after)...?
- *What's (Could you give me) your flight number, please, in case the plane's late?

8. Finding out who the client is:

- *Can (could) you give me your name, please?
- *What's your name, please?
- *Who's the reservation for?
- *What's your address, please?
- *Can (could) you give me your address, please?

Check-in and out

1. Checking-in:

- *Would you, please, complete the guest registration card?
- *Would you sign here, please? *Here's your room key.
- *This is your room charge card.
- *How will you be paying: cash, cheque, credit card?
- *We accept all major credit cards.
- *I'd like to check-out. Can I pay now?
- *Check-in time; check-out time.

2. Asking the client for his name and room number:

- * What's your room number?
- * Were you in room X?
- * Can you give me your room number, please?
- * Are you Mr. X?
- * Is your name Mr. X?

3. Presenting the bill to the client:

- * Did you have breakfast this morning?
- * Did you make any phone calls?
- * How many phone calls did you make?
- * That'll be ...
- * The total amount is ...
- * Here's your bill. Would you like to check it?
- * Would you like to check and see if the amount is correct?
- * We had to charge you for ...
- * That's for the phone calls you made.
- * That's for the ... you ordered from your room.
- * Here's your receipt.

4. Cheques and Credit Cards:

- * What kind have you got?
- * What kind is it (are they)?
- * I'm sorry we don't accept personal cheques. It's the policy of the hotel.
- * Yes, we do, but since the amount exceeds ... I'll have to get the approval code.
- * Yes, but you'll have to give me your name and address.
- * You'll have to show me your passport or some other form of identification.