Be My Guest

English for the Hotel Industry

Student’s Book

Francis O’Hara
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Welcome to Be My Guest

If you are already working, or intend to work, in the hotel industry and you use English in your work, then Be My Guest will help you to understand, speak, read and write the English you need.

The course is for students at the elementary and lower-intermediate levels. Its primary aim is to teach you to speak to and understand guests at the hotel where you work, in order to make their stay more comfortable and your job more enjoyable.

There are 15 units in the Student’s Book, each based on a different work situation, including:

- Reception work
- Restaurant and bar work
- Answering the phone and taking messages
- Writing short e-mails and letters
- Dealing with guests’ problems
- Explaining how things work
- Giving directions inside and outside the hotel
- Suggesting places to visit in the region

Each unit has two main parts. Part A introduces the topic and Part B develops it. In each part there are five sections to help you practise speaking, listening, reading and writing, as follows:

Presentation – this sets the scene and introduces a topic such as speaking on the phone, or suggesting places to visit in the region, etc.

Listening and pronunciation – this teaches you to understand guests (and hotel employees) as they make reservations, or explain a problem in the hotel, etc.

Language focus and practice – this practises the main language points of the unit, and is directly linked to the presentation and listening exercises.

Personal job file – here you personalise your work by applying what you have learnt in each lesson to your own specific situation at work. There are tips and exercises to help you remember what you have learnt, and you write down and translate the language items from the lesson that you need in your work in the hotel.

Speaking practice – here you bring all the work from the lesson together and you speak in pairs or small groups. You use the language you heard in the Listening section and do different exercises to practise what you have learnt.

Above all, have some fun while you are learning English.

Good luck!

Francis O’Hara
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