

Be My Guest

English for the Hotel Industry

Student's Book

Francis O'Hara



PUBLISHED BY THE PRESS SYNDICATE OF THE UNIVERSITY OF CAMBRIDGE
The Pitt Building, Trumpington Street, Cambridge, United Kingdom

CAMBRIDGE UNIVERSITY PRESS

The Edinburgh Building, Cambridge CB2 2RU, UK
40 West 20th Street, New York, NY 10011-4211, USA
477 Williamstown Road, Port Melbourne, VIC 3207, Australia
Ruiz de Alarcón 13, 28014 Madrid, Spain
Dock House, The Waterfront, Cape Town 8001, South Africa
<http://www.cambridge.org>

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First published 2002
Third Printing 2004

Printed in Dubai by Oriental Press

Typeface Optima 10/12 and Pompei 9.75/12 *System* QuarkXPress® [Pentacor]

A catalogue record for this book is available from the British Library

ISBN 0 521 77689 9 Student's Book
ISBN 0 521 77688 0 Teacher's Book
ISBN 0 521 77686 4 Audio CD Set
ISBN 0 521 77687 2 Audio Cassette Set

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Thanks & acknowledgements

A very special 'thank you' to all my students over the years who have been teaching me what to write in *Be My Guest*.

To Beatriz de Orleans Borbón, for her constant generosity, encouragement and enriching insight on innumerable occasions.

To Will Capel who commissioned the project and whose skilful and patient handling of it has been invaluable.

To Vincent Olive in Monaco for his kindness in supplying very valuable information on hotels around the world.

To the Director, Jean Orselli, the teachers, and all my students at Audra Langues, Nice, France, who gave me the opportunity to develop the material in *Be My Guest*.

To Alison Silver for her enthusiastic and expert editing of *Be My Guest*, without whom many of my errors might have gone uncorrected.

To the Directors and staff of the following hotels who have generously allowed me to use authentic material from their publications.

Le Meridien Shelbourne Hotel, Dublin, Ireland
 Hotel Royal Savoy, Lausanne, Switzerland
 Hotel Como, Melbourne, Australia
 Hotel Grande Bretagne, Athens, Greece
 Okura Garden Hotel, Shanghai, China
 Hotel Plaza, Nice, France
 Old Ship Hotel, Brighton, UK
 Princess Sofia Intercontinental Hotel,
 Barcelona, Spain
 Keio Plaza Hotel, Tokyo, Japan
 Carlton Hotel, New York, USA

Thanks also to Sally Smith for picture research, and Ruth Carim for proof-reading.

Recordings produced by James Richardson at Studio AVP, London.

Design and page make-up by Pentacor Book Design, High Wycombe.

Cover design by Dale Tomlinson.

The author and the publisher would like to thank the following for permission to reproduce photographs and other illustrative material:

Page 8 (top) and photos 1–5 Le Meridien Shelbourne Hotel, Dublin; page 8 photos 6 and 8 Getty Images (FPG); page 8 photo 7 Corbis UK Ltd; page 8 photo 9 Art Directors and TRIP Photo Library/N.Kealey, with thanks to Hotel East 21, Tokyo; page 8 photo 10 Pictor International; pages 19 and 34 www.CartoonStock.com; page 24 Hotel Royal Savoy, Lausanne; page 24 Hotel Como, Melbourne, Australia; page 26 Grande Bretagne Hotel, Athens, Greece; page 26 Okura Garden Hotel, Shanghai, China; page 30 Hotel Plaza, Nice, France; page 32 (photo and menu) Old Ship Hotel, Brighton, UK; page 34 Princess Sofia Intercontinental Hotel, Barcelona, Spain; page 40 (bar photos) Keio Plaza Hotel, Tokyo, Japan; page 52 Robert Harding Picture Library/Nigel Francis; page 53 Carlton Hotel, New York, USA.

Commissioned photographs by Gareth Boden on pages 12, 14, 39, 40 (left), 60 and 64.

A special thank you to the staff at The Manor of Groves Hotel, Hertfordshire and Down Hall Hotel, Hertfordshire for their help.

Art direction and picture research by Sally Smith.

Illustrations by Kate Charlesworth, Paul Cox c/o Arena, Neil Gower, Mark McLaughlin, Lee Montgomery, Peters and Zabransky.

Introduction

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

Map of the book

| Unit | Page | Listening and pronunciation | Language focus and practice | Personal job file | Speaking practice |
|-----------------------------|------|---|---|--|---|
| 1 Introductions | 8 | Alphabet; spelling names; word stress | Verb <i>to be</i> ; 'What's his/her/your name/job?', 'Where are you from?' etc.; countries, nationalities | Questions and answers: names, jobs and countries | Introductions: names, spelling, jobs, countries, nationalities |
| 2 The check-in | 12 | Room bookings by e-mail; confirmation letters | Days, months, dates; language of confirmation letters | Confirmation letter; check-in dialogue | Dealing with changes in bookings; checking in |
| 3 The hotel bedroom | 16 | Bedroom objects in standard and luxury rooms | 'There is/are' in questions, affirmatives, negatives; <i>all, most, some, none</i> | Describing a standard and luxury hotel bedroom | Describing differences in hotel bedrooms; designing a hotel bedroom |
| 4 Bathroom & porter | 20 | Range of bathroom objects; porter taking guests to their room | Prepositions of place; describing luggage colour, size, shape; polite offers and questions | Describing a hotel bathroom; dialogue between porter and guests | Designing a hotel bathroom; dialogue between porter and guests |
| 5 Services in the hotel | 24 | Vocabulary of hotel services; opening and closing times of services | Time; <i>can, have, do, does</i> in questions, affirmatives, negatives | Questions and answers: services in the hotel | Giving opening and closing times of hotel services; discussion about most important services |
| 6 Location of facilities | 28 | Understanding requests for directions; giving directions inside and outside the hotel | <i>To be, can, look</i> ; verbs of direction, <i>turn left/right</i> , etc.; prepositions of place | Giving directions inside and outside the hotel | Explaining where services are; giving directions in and near the hotel |
| 7 Room services | 32 | Taking room service orders; understanding availability and non-availability of different services | Checking food orders; apologising and giving reasons; past tense | Dealing with room services in the hotel | Taking, checking and correcting room service orders; explaining availability and non-availability of services |
| 8 Problems & solutions | 36 | Understanding guests' problems during their stay; understanding how things work | Future, <i>I'll contact / send up</i> , etc.; verbs, <i>turn on/off, open, close</i> , etc. | Dealing with problems and solutions in the hotel; writing instructions | Understanding guests' problems during their stay and offering solutions |

| Unit | Page | Listening and pronunciation | Language focus and practice | Personal job file | Speaking practice |
|-----------------------------|------|--|--|---|---|
| 9 Taking bar orders | 40 | Taking orders for drinks; dealing with payment | Welcoming; offering choices of drinks; serving drinks; the bill, payment, tip | Building conversations in the hotel bar | Taking bar orders; dealing with different types of payment |
| 10 In the restaurant (1) | 44 | Welcoming guests; taking orders for the starter, main course, and drinks | Greeting and seating guests; aperitifs; taking orders and explaining dishes for the starter, main course, and drinks | Describing and recommending dishes in the restaurant | Taking orders; recommending and explaining dishes; recommending specific wines |
| 11 In the restaurant (2) | 48 | Dealing with orders for desserts, cheeses, and coffee; correcting mistakes on the bill | First conditional; recommending; asking about the meal; the bill | Describing popular desserts in the restaurant; dialogue about the meal | Describing desserts; taking orders; suggesting dishes; describing items on the menu; dealing with the bill |
| 12 Places to visit | 52 | Understanding requests for places to visit; brochure article about Rome | Verbs, including modals, for recommending places to visit; comparatives and superlatives | Describing and recommending places to visit in the region | Making suggestions about places to visit; describing tourist sights |
| 13 Enquiries | 56 | Understanding information on room rates; room types; conference equipment; numbers; currencies | Writing letters about room rates, and conference facilities; answering enquiries; offering help | Answering enquiry letters about rooms and conference facilities | Exchange of information on room rates, and conference facilities; choosing essential items for conferences |
| 14 Using the phone | 60 | Responding to phone bookings; taking different types of phone messages | Dealing with booking problems, apologising, offering alternatives; telephone language: verbs and phrases | Beginning and ending phone conversations; taking a booking; taking phone messages | Dealing with phone bookings and problems, apologising, and offering alternatives; dealing with phone messages |
| 15 The check-out | 64 | Understanding hotel bills in general, and specific items on the bill; numbers | Present perfect and past simple – affirmatives, questions, negatives | Questions and answers: the hotel bill; saying goodbye to guests | Presenting the hotel bill, methods of payment, and explaining specific items; tipping; saying goodbye |