

Pracę proszę wykonać w zeszytcie a następnie zdjęcie z wykonaną pracą proszę przesałać na e-mail: m.troojan@gmail.com

1. Unit 4 strona 11 zadanie 9: Jesteś recepcjonistą w hotelu. Podaj imię i nazwisko oraz nazwę hotelu (może być ten od praktyk). Wykorzystaj zwroty z tego rozdziału i napisz notatkę służbową do managera o problemach z rezerwacją. (100-120 słów).

Zamieść następujące informacje:

* jaki problem zgłosił gość hotelowy

* Dlaczego ten problem wystąpił

* Jakie zaproponowałeś (zaproponowałaś) rozwiązanie

2. Unit 6 strona 15 zadanie 9: Jesteś gościem hotelowym, który miał jakiś problem związany z pokojem. Problem został skutecznie rozwiązany. Napisz list (100-120 słów) do dyrekcji hotelu aby podziękować za usługi i rozwiązanie problemu. Zamieść następujące informacje:

* Jaki to był problem i z kim się skontaktowałeś (aś)

* Jaki rozwiązanie zaproponował personel hotelu

* Czy byłeś całkowicie zadowolony(a) z tego rozwiązania

4 Reservation Problems

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What problems can arise during the hotel reservation process?
- 2 What are some ways that hotels solve reservations problems?

To: Front Desk Staff
From: Laura Hindenberg,
Front Desk Manager
Date: April 17
Re: Reservation problems

We expect a significant increase in occupancy at the hotel this summer. This increase may lead to reservation problems. Please review the protocol for dealing with these problems.

Requested rooms may be unavailable for several reasons. In some cases, the sales department oversells in order to compensate for cancellations and no-shows. Mix-ups also occur when guests make reservations through third parties. Other times, it's simply a matter of problems with the computer reservation system (CRS). In any case, we must try to keep the guest happy. First, you should look for an available room to relocate the guest to. Try to place the guest in the same room type that he or she originally reserved. When this is not possible, offer the guest a free room upgrade.

If the hotel is overbooked, a room-move will not be an option. Instead, suggest that the guest stay at one of our partner hotels. Inform them or her that we will pay for the cost of their room at another hotel. We will also provide transportation to the partner hotel. Finally, tell the guest that you will place them on the wait list. That way, he or she can be notified if there are any cancellations and a room becomes available.

Reading

2 Read the memo to hotel employees, and then choose the correct answers.

- 1 What is the purpose of the document?
 A to train employees on the computer system
 B to show employees how to take reservations
 C to review the handling of complaints
 D to explain why prices increase in the summer
- 2 Which is NOT a reason for reservation problems?
 A selling more rooms than is available
 B guests give incorrect information
 C miscommunication with third parties
 D reservation service problems
- 3 What is probably true about guests who move to a partner hotel?
 A They get an upgrade to a better room type.
 B Their reservations were lost by the hotel.
 C They do not have to pay the room charge.
 D Their room was given to someone on the wait list.

Vocabulary

3 Match the words and phrases (1-7) with the definitions (A-G).

- 1 mix-up
- 2 third party
- 3 protocol
- 4 no-show
- 5 partner hotel
- 6 CRS
- 7 wait list

A a person/company that isn't one of the two main parties
 B the computerized system used to make reservations
 C a mistake caused by confusion
 D the correct steps to follow
 E a record that has information about people waiting for a service
 F a hotel that is affiliated to another
 G a person who doesn't arrive

Complete the word or phrase that is similar in meaning to the underlined part.

- 1 Sales associates often sell more rooms than there are available. v _ r _ _ _ l
- 2 Jack was happy to get a better room than he originally booked. n _ p _ r a _ _
- 3 The front desk arranged a relocation to another room. o _ _ _ o _ e
- 4 The hotel upgraded my room to make up for their relocating me to another hotel. c _ m _ _ n _ t _

Listening

4 Listen and read the memo again. What are the cheapest ways for the hotel to deal with reservation problems?

5 Listen to a conversation between a guest and the front desk clerk. Then mark the following statements as true (T) or false (F).

- 1 The guest received the wrong room because he made the reservation through a travel website.
- 2 The front desk clerk will charge the man the rate for a double room.
- 3 The guest and his children will stay in a suite at a partner hotel.

6 Listen again, and fill in the box.

DC: Good evening, sir. How may I help you?
 G: I requested a 1 _____, but there's only one bed in my room.
 DC: Let me look up your reservation. May I have your name?
 G: George Foster.
 DC: Okay, Mr. Foster ... according to 2 _____ the reservation was for a deluxe single room.
 G: But my confirmation says "double".
 DC: Here's what happened — the website you used to book your room forwarded us 3 _____.
 G: You're kidding!
 DC: I apologize for the inconvenience, Mr. Foster. But I will try my best to 4 _____ you.
 G: Will I be charged the rates for a deluxe room?
 DC: Certainly not. The rate for a 5 _____ will apply.
 G: Are there any double rooms 6 _____?
 DC: Unfortunately, no.
 G: I'm traveling with my children. Where will they sleep?
 DC: I can offer you an 7 _____ to a suite. It has two beds in the bedroom. Would that work?
 G: Yes. That would be great! Thanks for your help.

Speaking

7 With a partner, act out the roles below, based on the dialogue from Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

How may I assist you?
 Will I be charged for ...?
 I apologize for the inconvenience.

Student A: You are a hotel guest and you have a reservation problem. Talk to Student B about:

- the reservation problem you are having
- the reason for the problem
- how he or she can help solve your problem

Make up a name for yourself.

Student B: You are a front desk clerk at a hotel. Listen to Student A and offer solutions to his or her problem.

Writing

8 You are a front desk clerk. Make up a name, then use the conversation and the memo to write a memo to your manager about a reservation problem (100-120 words). Write about:

- What problem the guest had
- Why the problem occurred
- What solution you offered

6 Responding to Complaints

Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some complaints that hotel guests may have?
- 2 How can hotel employees fix customer complaints?



The Customer Is Always Right! How to handle guest complaints

As employees in the hospitality industry, our main priority is to provide a wonderful experience for our guests. This involves handling complaints in a professional and efficient manner. The following tips will help you respond to customer complaints and resolve problems fast.

Get informed - You can't offer a solution unless you know exactly what the problem is. Is the guest upset about 'noisy neighbors'? Or perhaps the guest's card key stopped functioning and he or she is locked out of the room. To find out the problem, politely ask the guest to explain what is wrong. The guest may be frustrated, but remember to remain calm. Never use abusive language or respond with anger. Being rude will only make the problem worse.

Jump into Action - Once you understand the problem, it's time to act. **Assure** the guest that you will do everything you can to help him or her. Then determine the best solution. For example, if a guest in a non-smoking room complains that the room smells like cigarette smoke, you may suggest a room-move. Once you come up with a solution, make sure to apologize to the guest for the inconvenience and let him or her know that you are there to help.



Reading

2 Read the page from an employee handbook, and then complete the summary with words from the word bank.

Word Bank

tell solve problem effective

It is important for people working in the hospitality industry to understand complaints and handle them in an _____ way. Find out what the _____ is calmly and politely. Think of the best way to _____ the problem and _____ the guest that you are there to help.

Vocabulary

3 Match the words and phrases (1-6) with the definitions (A-F).

- | | |
|--------------------------|--------------------|
| 1 _____ professional | 4 _____ solution |
| 2 _____ abusive language | 5 _____ resolve |
| 3 _____ cigarette smoke | 6 _____ locked out |

- A impolite or unfriendly speech
 B a way of solving a problem
 C produced by a burning substance
 D relating to work that needs special training
 E to settle a problem
 F not able to enter a room or building

4 Match the words with the blanks.

- 1 noisy / rude
 A The server's behavior hurt Sara's feelings.
 B It's too _____ in the restaurant to have a conversation.
- 2 assure / complain
 A Many guests _____ that the smoke makes them feel sick.
 B The hosts _____ diners that the cafe is very good.
- 3 neighbor / inconvenience
 A The Garcias think that their new _____ is very helpful and friendly.
 B An accident can be a major _____ to someone.



5 Listen and read the page again. What should an employee do when he or she understands the guest's problem?

Listening

6 Listen to a conversation between a guest and a front desk clerk. Then mark the following statements as true (T) or false (F).

- 1 _____ The guest complains about her noisy neighbors.
- 2 _____ The guest will pay more for the new room.
- 3 _____ A bellhop will bring the hotel guest the new key.

7 Listen again, and fill in the blanks.

Desk Clerk: You've reached the front desk at the Royal Point Hotel. This is Donald.

Guest: Hi - this is Ms. Wilson in number 504.

Desk Clerk: Good evening, Ms. Wilson. Is there _____ help you with?

Guest: Well, I hope so. There's a real problem here.

Desk Clerk: What exactly is the _____?

Guest: The problem is that my room is right next to _____ and I can hear it running.

Desk Clerk: I see. And you're having trouble getting to sleep?

Guest: That's right. At this rate, I'll never _____.

Desk Clerk: I do apologize for that. Could I offer you a _____?

Guest: Do you have one that's far away from the elevator?

Desk Clerk: Yes, ma'am. I have one available further away from the elevator on the fifth floor and another on the sixth with a _____.

Guest: Would I be charged extra if I move into the room with the mountain view?

Desk Clerk: No, ma'am. The rate for your original room would apply.

Guest: Well, okay. I guess I'll take the room on the sixth floor.

Desk Clerk: Great. I'll send _____ to help you move your luggage right away. He'll also have your new key.

Guest: Thank you very much for your help.

Desk Clerk: You're welcome. I hope you enjoy the rest of your stay with us. And please do not hesitate to contact the front desk if you have any other problems.

Speaking

8 With a partner, act out the roles below based on the dialogue from Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

Is there anything I can help you with?
 What exactly is the situation?
 Would I be charged extra...?

Student A: You are a desk clerk at the Royal Point Hotel, speaking to a customer with a complaint about his or her room. Ask Student B questions about the problem and try to resolve the problem by:

- asking what the problem is
- offering a solution
- apologizing and making arrangements to solve the problem

Student B: You are a guest at the Royal Point Hotel and have problems with your room. Answer Student A's questions. Make up a complaint and personal details.

Writing

9 You were a hotel guest who had a problem with your room which was successfully resolved. Write a letter to the management to thank them for the service (100-120 words). Make sure to talk about the following:

- What the problem was and who you contacted
- What solution the staff offered
- If you were satisfied with the solution

