

МАРІАННА ЖУМБЕЙ

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**завдання для самостійної роботи
з англійської мови**

(за підручником «English for International Tourism:

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Міністерство освіти і науки України
ДВНЗ «Прикарпатський національний університет
імені Василя Стефаника»

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Навчально-методичний посібник
з англійської мови для самостійної роботи
студентів III курсів
спеціальностей «Туризм», «Готельно-ресторанна справа»,
«Менеджмент соціокультурної діяльності»

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Жумбей М.М. “Etiquette in Hotels: Manners and Conversations for Intermediate Level Students of Tourism, Hospitality Industry and Management in Sociocultural Activity”. Навчально-методичний посібник з дисципліни «Англійська мова» для самостійної роботи студентів денної форми навчання III курсів спеціальностей «Туризм», «Готельно-ресторанна справа» та «Менеджмент соціокультурної діяльності». Івано-Франківськ, 2020. 87 с.

Навчально-методичний посібник складається з 10 розділів, присвячених різним розмовним темам професійного спрямування відповідно до тематики підручника “English for International Tourism: Intermediate” by Peter Strutt, 2013. В кожен розділ входить комплекс завдань: тексти пізнавального характеру для читання з глосарієм та запитаннями для опрацювання тексту, набір тематичних ідіом для застосування у самостійно створених ситуаціях, тренувальні вправи для закріплення засвоєного лексичного матеріалу, письмові завдання для опанування навичками письма, а також інтерпретація картинок із зображеннями професійних ситуацій із життя працівників галузі гостинності, підібрані для логічного мислення, розуміння, пояснення та обговорення на заняттях англійської мови.

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(протокол № 5 від 18 лютого 2020 року)

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ВСТУП

Самостійна робота: суть, мета, види, завдання

Реформування сучасного українського суспільства супроводжується загостренням соціальних проблем. В сучасних умовах ринку праці та особливостей працевлаштування, зростають вимоги до професійної компетентності випускників, що обумовлює якісно нові форми та методи вищої освіти, спрямовані на створення цілісної системи безперервної освіти, на розширення сфери самостійної діяльності студентів, які формують навички самоорганізації та самоосвіти.

Відповідно до Положення "Про організацію навчального процесу у вищих навчальних закладах", самостійна робота студента є основним **засобом засвоєння студентом навчального матеріалу** в час, вільний від обов'язкових навчальних занять.

Розширення функцій та зростання ролі самостійної роботи студентів не тільки веде до збільшення її обсягу, а й обумовлює зміну у взаємовідносинах між викладачем і студентом як рівноправними суб'єктами навчальної діяльності, привчатимуть його самостійно вирішувати питання організації, планування, контролю за своєю навчальною діяльністю, виховуючи самостійність, як особисту рису характеру.

Проблема самостійності у навчанні є досить складною та багатоаспектною. Її вирішення в значній мірі сприяє вирішенню багатьох питань активізації навчально-пізнавальної діяльності, пов'язаною із засвоєнням змісту навчання.

Як відомо, **самостійна робота** студента – це навчальна діяльність студента, яка планується, виконується за завданням, під методичним керівництвом і контролем викладача, але без його прямої участі.

Мета самостійної роботи – сприяти формуванню самостійності як особистісної риси та важливої професійної якості молодій людині, суть якої полягає в уміннях систематизувати, планувати, контролювати й регулювати свою діяльність без допомоги й контролю викладача.

Завданнями самостійної роботи є засвоєння певних знань, умінь, навичок, закріплення та систематизація набутих знань, їхнє застосування за вирішення практичних завдань та виконання творчих робіт, виявлення прогалин у системі знань із предмета.

Самостійна робота формує у студентів навички самостійної діяльності, що є необхідним у будь-якій професійній діяльності, виробляє здатність самостійно приймати відповідальні рішення, знаходити оптимальний вихід зі складних ситуацій. Таким чином, самостійна робота відіграє значну виховну роль. Вона формує самостійність як важливу рису характеру, що займає провідне місце в структурі особистості сучасного фахівця.

Для успішної організації самостійної роботи студентів викладач має виконати ряд заходів: 1) визначити завдання для самостійної роботи; 2) забезпечити студентів необхідною навчальною та методичною літературою; 3) розробити та довести до студентів рекомендації щодо вивчення теорії; 4) надати зразки виконання практичних вправ; 5) поставити контрольні питання та орієнтири для самоконтролю студентами своєї самостійної роботи.

Отже, самостійна робота студентів потребує чіткої організації, планування, системи й певного керування (обсяг завдань, типи завдань, методичні рекомендації щодо їхнього виконання, аналіз передбачуваних труднощів, облік, перевірка та оцінювання виконаних робіт), що сприяє підвищенню якості навчального процесу. Успіх цієї роботи багато в чому залежить від бажання, прагнення, інтересу до роботи, потреби в діяльності, тобто від наявності позитивних мотивів.

Вирізняють такі основні **види** самостійної роботи студентів при вивченні професійної англійської:

– вивчення нового матеріалу: читання та конспектування літературних джерел інформації; перегляд відеозаписів; прослуховування лекцій онлайн та ін.;

– поглиблене вивчення програмного матеріалу: підготовка до контрольних, практичних робіт; підготовка до модульного контролю та іспитів з англійської мови; виконання типових вправ на аудіювання, на розвиток лексичних навичок, на розвиток навичок діалогічного та монологічного мовлення;

– вивчення матеріалу з використанням елементів творчості: підготовка домашнього читання; участь у ділових іграх; участь у розгляді навчальних проблемних ситуацій; підготовка рефератів, доповідей, інформацій з заданої тематики та ін.;

– слухання лекцій, комунікативний підхід до участі у практичних заняттях;

– робота з основною та рекомендованою літературою та ін.

Виходячи із вище зазначеного, поданий у навчально-методичному посібнику матеріал можна використовувати для самостійної та індивідуальної роботи студентів спеціальностей «Туризм», «Готельно-ресторанна справа» та «Менеджмент соціокультурної діяльності» відповідно до кількості годин, виділених на самостійну роботу на III курсі (див. табл. 1).

Табл. 1. Кількість годин, виділених на самостійну роботу з іноземної мови даних спеціальностей:

Спеціальність	Туризм	Готельно-ресторанна справа	Менеджмент соціокультурної діяльності
Курс			
III	100	108	138

Отже, самостійна робота студентів у вищих навчальних закладах при вивченні професійної англійської мови становить невід'ємну складову навчального процесу.

Самостійна робота входить у загальний рейтинг і призначена для розвитку навичок самостійного засвоєння мовного матеріалу.

INTRODUCTORY WORD

Just look at how busy airports are these days and you will realize [how popular international travel and tourism has become](#). It is common for people to simply hop on an airplane and cross the planet for vacation or business, any time of the year.

In fact, [according to the website statisca.com](#), the international travel industry has grown from 528 million tourist arrivals in 2005 to 1.19 billion in 2015. It's expected to hit 1.8 billion by 2030.

Now that is a lot of international visitors you will be welcoming to your city if you are a hotel worker.

And as a receptionist, for example, you need to be able to communicate with all of these travellers. You will be checking them in and out of the hotel and answering questions about your local area.

Does that mean you need to speak every language on the planet? Fortunately, no. But you do have to be [fluent in English](#) because [English is the lingua franca](#) – the common language people all over the world use to communicate with each other.

Learning English is an efficient way to be prepared for any conversation with almost any guest at your hotel. This won't just make your day-to-day life easier – it will also make you more valuable as a hotel employee.

Essential English Phrases for Hotel Staff:

Hello, welcome to Redisson Blu Hotel.

How can I help you today?

What is the date of your arrival?

When are you planning to check out?

How many people is this reservation for?

What type of room would you prefer?

Would you like a single or a double room?

Do you have a reservation?

What name is the reservation under?

Could I have your ID and credit card, please?

Your room is on the 9th floor, room number 925.

Do you need the porter service?

Breakfast is served from 6 to 9 a.m. every morning in the dining area.

Is there anything else I can help you with?

Enjoy your stay!

We have a shuttle bus service that runs to the airport from here. You'll find the shuttle schedule by the front door.

To get to the nearest McDonald's, just cross the street outside the hotel and walk straight.

I'm sorry about that. Let me see how we can fix that right away.

If you need anything else, please let us know.

Could I have your room number and key, please?

Your total is \$243. How will you be paying for this, please?

Thank you and hope to see you again soon.

The handbook “Etiquette in Hotels: Manners and Conversations” is aimed to teach the learners how to treat guests, behave in different professional situations, use proper manners and words, solve all types of arising problems in hotels.

THESAURUS

Types of Rooms

single bed/twin bed (around 100x190 cm) – the smallest type of bed, where one person can sleep. It is also sometimes called a single bed.

full-size bed (around 140x190cm) – a bed usually for one person, but two people could sleep in it. These are also called double beds.

queen-size bed (around 150x200cm) – a bed bigger than a full bed, and usually shared by two adults.

king-size bed (around 190x200cm) – the largest size of standard beds, and can comfortably sleep two people.

single room – a room for one person, and usually has a full-size bed (double bed).

double room – a room which usually has space for two guests, with a double bed (full-size) or queen-size bed.

twin room – a room usually with space for two guests, a room with two separate beds (twin/single beds).

triple room – a room where three guests can stay, either in one double bed and a single bed, or a different combination of three.

suite – a bigger than a normal hotel room. In deluxe hotels, suites could even have multiple rooms. You might also see an executive suite or a family suite.

junior suite – a hotel room with a separate living-sitting room (not a separate room) attached to a bedroom.

connecting rooms – two rooms connected together by a door going from one room directly into the other. Large groups of people or families might ask to be put in connecting rooms.

adjoining rooms – rooms that are next to each other but not connected by a door.

Room Features

amenities/facilities/features – a variety of different standard services offered in hotels.

AC – air conditioning (usually shortened to “AC”) – a device that keeps rooms cool when the weather is hot.

heating – a device that keeps rooms warm when the weather is cold.

bathroom – the room where you’ll find a toilet, sink and shower. Most hotel rooms have their own bathroom attached.

internet access – a possibility for guests to use the internet somewhere inside. They might have Wi-Fi (wireless internet), which could be free, require a password to access or cost money to use.

wireless printing – this allows guests to print from their own computers to a printer somewhere else in the hotel (without being connected to the printer with a wire).



fan – a device with rotating blades that creates a current of air for cooling or ventilation. Some rooms might have ceiling fans or electric fans to move air around in a breeze and stay cool.

balcony – a platform outside your room that is enclosed by some type of railing, connected to the hotel room. Balconies are on floors higher than the ground level (second floor and higher).

patio – a paved area outside (on ground level) that usually has an outdoor table and chairs.

smoke-free – smoking is not allowed in rooms. **Smoking** and **non-smoking** are two other terms used to describe if smoking is allowed or not.

Inside a Hotel Room

complimentary – means “free.” Often hotels will serve a complimentary breakfast (included in the cost of your room), or have complimentary shampoos and soaps in the bathroom, etc.

bathtub – a long, usually rectangular container which you fill with water and sit or lie in to wash your body and relax.

shower – a device that allows people to wash themselves while standing up. The **shower head** is the part that sprays water, and the **drain** is on the floor, where the water leaves. Most bathtubs have showers in them, but a **standing shower** is in a smaller space by itself (without a bathtub).

towel – a piece of thick absorbent cloth used for drying oneself off after taking a shower or a bath. There are also hand towels, which are smaller, body towels – bigger, and a **bath mat** – a towel you put on the floor to stand on.

robes – a long, loose outer garment reaching to the ankles. Some hotels provide robes for guests to wear after their shower. They are also called **bathrobes**.

toiletries – small personal items you might use in the bathroom, such as shampoo/conditioner (for washing hair), shower cap, soap, toothbrush and toothpaste (for brushing teeth).

hair dryer – an electric device, for guests to use to dry their wet hair after washing it. In standard hotels, hair dryers are attached to the walls with a cord. These are also called **blow dryers**.

sink – a bowl attached to the wall to wash your hands. It has a **faucet**, where the water comes out, and a **drain**, where the water leaves.

soap dispenser – a device that, when manipulated or triggered appropriately dispenses soap usually in small single-use quantities. It can be manually operated by means of a handle, or can be automatic.

lamp – a device to provide extra light somewhere in the room. Guests might tell you that a light burned out in their lamp, meaning it needs a new **light bulb**.

executive desk – a desk to sit and write or work.

kitchenette – a mini-kitchen where people can prepare basic food, usually with a **microwave** and **sink**. Most hotel rooms have a **mini-fridge** (small refrigerator – a **minibar**) that has some beverages and snacks inside. If guests eat the snacks and beverages, they have to pay for them when they check out.

coffee machine – a device in hotel rooms that allows guests to make their own coffee in the morning. Guests might need more **filters** or **coffee grounds/coffee capsules** when they run out.

room service – a service that lets guests order food or drinks and have it delivered to their hotel room.

turndown service – a service that has housekeepers go into the room and remake the beds. They might put a mint or chocolate on the pillow to show the bed has been “turned down.”

curtains – cloth hanging from a curtain rod to cover a window. Curtains can be pulled open or closed to let sunlight in or keep it out.

remote control – a small hand-held device used to change the channel or volume. The TV remote might need new batteries from time to time. Some hotels have a **listing** of the local TV channels. There are also often **pay-per-view** channels or movies, that guests are later charged for.

safe deposit box – a small metal box locked with a combination or key where guests can keep valuable items locked and secure.

cot – a small bed that folds up and rolls on wheels, so it can be moved into rooms when an extra bed is needed.

pull-out sofa – a couch that can pull out into a sofa-bed.

linens – cloths such as **sheets** on the bed, **pillow cases** to cover the pillows, a **blanket** to keep warm or a **comforter** (the thick blanket on top of a bed). Sheets have a **thread count**, which tells their quality/smoothness.

iron and ironing board – when clothes are wrinkled, guests can get rid of the wrinkles by using an iron with an ironing board.

private jacuzzi – a hot tub somewhere inside or attached to the room. “Private” is the opposite of “public,” and means that this jacuzzi is just for the people in that room.

Hotel Features / Amenities

bar – a stance where you can order drinks and sometimes food. Some hotels have their own **restaurant** where guests can order full meals.

brochures – small pieces of paper that advertise local **attractions**, such as water parks and museums.

airport shuttles – buses or large vans that give guests free rides to and from the nearest airport.

parking lot – a space outside a hotel for parking guests’ cars. Guests will want to know if there’s a **parking lot** where they can park their car, and whether or not it is free.

Deluxe hotels might have **valet parking**, where guests drive up and get out of the car, and a hotel worker who parks it for them.

continental breakfast – a light breakfast, usually included with the cost of the room, and served in a common area like a dining room.

catering – special food and beverage services, which can be hired to cook and serve food for events.

buffet – a breakfast with different kinds of food which guests serve themselves. For example, your hotel might offer a **breakfast buffet** or a **dinner buffet**.

baby-sitting – service that provides care for children while their parents are out for an evening, shopping, etc.

high chairs – special chairs for toddlers (children aged 12–36 months) to sit at tables.

booster seats – set on top of chairs/benches so younger children can sit higher up and reach their plate easier.

ice machine – a machine that produces ice to be used by guests for their needs. They're usually in the hallways on each floor.

vending machines – machines from which guests can purchase candy, snacks or beverages by inserting coins or banknotes inside.

wheelchair accessible – the possibility of a hotel to serve people in wheelchairs so that they can get around the hotel, usually with **elevators** and **ramps** (inclined/tilted ground instead of stairs).

fitness/work-out room – a **gym**, and is a place for guests to exercise. There might be **treadmills** (a sport device for running) or **free weights** in the room.

swimming pool – a place for guests to swim, and could be **indoor** (inside the hotel building) or **outdoor** (outside).

jacuzzi/whirlpool/hot tub – a small, very hot “pool” of water with bubbles or “jets” that adults sit in to relax.

spa – services for relaxation might offer **massages** or a **sauna** (small room filled with hot steam).

laundry – service to wash guests' clothes (for a fee). There could also be **coin-operated** laundry machines, where guests can wash their clothes themselves by putting coins into the machines.

dry-cleaning – service that cleans clothes that can't be washed. They are marked as **dry clean only**.

business center – a place where guests might be able to use computers, make telephone calls, send faxes or make photocopies.

pets allowed/welcome/pet-friendly – means that pets are allowed in the hotel. If pets are not allowed, most hotels will still allow **service animals** (used to help blind people).

ski storage – ski resort hotel might offer a room or place for guests to safely store and dry their ski equipment.

Getting Around the Hotel

main entrance – the principal (main) doors to enter the hotel.

reception – the hall where guests are greeted, which comes from the verb “to receive.” It’s often called the **front desk**.

lobby – an area shared by all guests of the hotel, usually on the ground floor near reception. It’s a common meeting place (“Let’s meet in the lobby at 5:00”), so there are often chairs/sofas and a bathroom.

banquet/meeting room – a large room used for big events, such as conferences or weddings.

elevator/lift – a small space that raises and lowers guests between floors once the doors close and they press a button.

stairs/stairway – steps guests use to walk up to higher floors in the hotel, or down to lower floors. In an emergency, everyone should use stairs instead of elevators.

hall (way)/corridor – a long passageway with doors on either side, which open into rooms.

emergency exit – in case of fire, or another emergency, some doors will be marked “emergency exit,” which lets you leave (exit) the hotel quickly.

Hotel Staff

manager – a hotel worker who is in charge of many people who work in hotels. Guests don’t usually interact with the manager unless there is a serious problem.

receptionist – a person at the front desk/reception. They answer the phones and greet the guests.

concierge – a person who assists (helps) guests with needs such as arranging travel, booking local tours, calling taxis, etc.

bellboy/bellhop/porter – a person who helps guests carry their suitcases/luggage up to the room.

housekeeping maid/housekeeper/chambermaid/cleaner – the people who clean the hotel and its rooms.

tip/gratuity – a small amount of money (in cash) given to bellboys or left in the room for housekeepers at the end of your stay to thank them for their service.

uniform – special clothes, required to be worn by hotel workers.

staff meeting – meeting of a staff at a certain time and place to discuss certain work topics.

Taking Reservations

booking a room – reserving a room.

making a reservation – guests’ ask to make a reservation (book a room) when they would like to stay in the hotel.

vacancy – means space is available. Hotels might have a “No Vacancy” sign when they are full, and a “Vacancy” sign when rooms are still available.

credit card – a plastic card issued by a bank to enable a cardholder to purchase goods and services on credit. Most hotels will ask for the guest's credit card number to reserve the room. They may also need to provide the card's **expiration date** and **security code** (3 digits on back of the card).

conference/convention – large meetings a day or several days long with people from all over the state, country or even world. Conferences usually include a **banquet** (formal evening meal) with speeches.

wedding party – a party organized on the occasion of getting married. If guests travel for the wedding, they can usually reserve many rooms for a special deal (lower **price/rate/tariff**). When the wedding guests call the hotel, they should mention that they're guests of [John and Milly's] wedding party to get the lower price (and be put in the correct room).

Arrival / Check-in

check-in – a guest's arrival and hotel registration.

check-out – guest's settling the hotel bill before leaving the hotel.

key card – a small plastic card used instead of a door key in hotels. Most hotels use key cards (that look like credit cards) instead of an actual key to get into the room. Sometimes the **magnetic strip** (code record) on the card gets unactivated, and it won't open the door correctly.

deposit – the money paid before guests actually stay in the hotel. It's often used to reserve (**hold/save**) their place, and there are **policies** (rules) about what happens to the money if they **cancel** (refuse from, postpone) their reservation.

room number – the number of the room where guests stay (e.g. Your room number is 234).

morning call/wake-up call – a special service guests use to ask hotel staff to call them at a certain time to wake them up, instead of relying on an alarm clock.

Departure / Checking Out

invoice – a piece of paper with a guest's total **charges** (expenses) that they need to pay when they check out.

tax – a percent of the total expenses that goes to local/national government. **damage charge** – the money demanded to be paid if guests break or ruin something in the room, (also called **damage charge**). If a **deposit** was made, this type of expense might be paid for from the deposit.

late charge – the rate for the room guests pay when they check out later than the check-out time.

signature – a guest's signing his/her name on an invoice or credit card receipt. Ask for their signature.

guest/customer/client satisfaction survey – a questionnaire used by the hotels as an instrument to measure the customer's level of **satisfaction** (feeling of being happy with the excellent service after a great stay in a hotel).

UNIT 1. Etiquette in Everyday Life

*God gave you a gift of 84,600 seconds today.
Have you used one of them to say “thank you”?*

William Arthur Ward

1. Read and translate the text:

Make Etiquette the Focus of Your Everyday Behaviour

It is not a good idea to reserve your best behaviour for special occasions. You can't have two sets of manners, two social codes – one for those you admire and want to impress and another for those whom you consider unimportant. You must be same to all people.

No matter who you are, and what you do, the way you behave socially is always under examination by people you know and people you don't. Building good reputation for yourself often takes years though it can just take a few minutes or sometimes even seconds to ruin it. If you think about it, you will do things differently.

So how is etiquette different from manners, which most of us have been taught right from childhood? Etiquette is a set of rules dealing with *exterior* form. Manners are an expression of *inner* character. Manners mean polite behaviour of an individual that show attitude of *compassion*, kindness, respect and consideration for others.

So, etiquette is a code of polite *conduct* based on social acceptance and *efficiency*.

Simply put, good manners are a way of showing others that you care and respect them and etiquette means what you are doing and saying when people are looking and listening.

When you *embrace* etiquette, it provides you a basic comfort, and creates the environment where your *stakeholders* feel secure and comfortable about relationship with you and your business. Remember, there is no accomplishment so easy to acquire as politeness and none more profitable. Etiquette becomes the language of your manners. The rules of etiquette cover every situation and every behaviour like talking, acting, living and moving. Here are a few etiquette notes important for your growth and success:

Stop blaming and criticising others:



Everyone has a role to play. Everyone has a role in your success and failure. You may fall many times in both life and business. But, remember with support, you will *pick yourself up* and become stronger and wiser for each trouble you pass. So stop blaming and criticising others. When you constantly blame and criticise, you are avoiding some truth about yourself.

Be open-minded to opinion:

Some people always have an opinion on everything that matters or does not matter to them. They have opinions on matters, even when they do not know the situation. Little do they know that right to an opinion does not make their opinion right. Yet, learn to be open-minded and respectful to people's opinions, even though you don't agree with them. Remember, people have the right to have an opinion and you have the right to accept or ignore it.

Praise in public, criticise in private:

Make sure that you *praise* at every opportunity liberally in public. No matter how good a person is, you may always find something that is unacceptable, either in their behaviour or action. If you have to criticise someone, make sure you do that in private. At the same time, if someone praises or criticizes you, learn to accept them gracefully.

Be authentic as much as possible:

Authenticity is the daily practice of letting go who we think we are supposed to be, and embrace who we are. They say, not every day has sunshine, not everyone is perfect. And as some days, you create your own sunshine, you also create your own self with your *imperfections* and your *vulnerability*. You may sometimes not have the luxury of presenting your authentic self, but make sure you do not compromise on your *transparency* and *integrity*. Be authentic, be genuine, be real and be yourself.

Be courteous:

Courtesy is sometimes *imperceptible*, but its absence turns out to be *poignant*. So don't ever stop caring for another person, even if it looks like a *drop of water in the ocean*.

Remember, it is a drop of water that makes *ripples on the entire pond*. He who sows courtesy – *reaps* friendship and he who plants kindness – gathers love. So never stop doing little things for others, sometimes, these little things occupy the biggest part of their hearts.

You never know when and how it would come back to you. The *boomerang effect* still exists. Sooner or later, you realize that it's your small acts of consideration that draws positive people towards you.

2. Glossary:

exterior – outside of something

inner – inside, internal

compassion – sympathetic pity and concern for the sufferings or misfortunes of others

conduct – the manner in which a person behaves, especially in a particular place or situation

efficiency – the state or quality of being efficient

to embrace – to hold (someone) closely in one's arms, especially as a sign of affection; to accept (a belief, theory, or change) willingly and enthusiastically

stakeholder – a person with an interest or concern in something, especially a business

pick yourself up – stand up again after a fall

to praise – to express warm approval or admiration of

authenticity – the quality of being authentic

imperfection – state of being faulty or incomplete

vulnerability – the quality or state of being exposed to the possibility of being attacked or harmed, either physically or emotionally

transparency – the quality of being easily seen through

integrity – state of being whole and undivided

courtesy – the quality of being honest and having strong moral principles

imperceptible – so slight, gradual, or subtle as not to be perceived

poignant – evoking a keen sense of sadness or regret

a drop of water in the ocean – *idiom*: a very small amount which is unimportant compared to the cost of other things or is so small that it has very little effect on something

ripples on the pond – *idiom*: something meaningless or of no value that happened and had no impact on your life

to reap – receive (something, especially something beneficial) as a consequence of one's own or another's actions

boomerang effect – a situation in which something has the opposite effect from the one you expected

3. Answer the following questions:

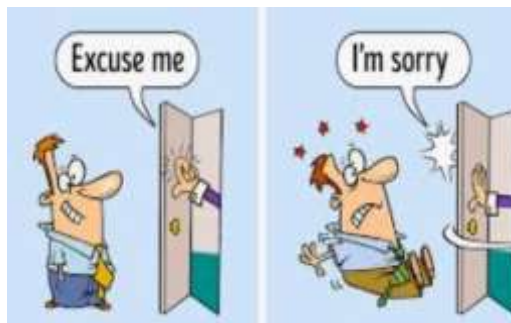
1. What does it mean to have two social codes?
2. How is etiquette different from manners?
3. What is the main rule of criticizing people?
4. What does it mean to be yourself?
5. Explain what boomerang effect is?

4. Learn the etiquette of politeness rules explained below:

Excuse me! and **Pardon me!** are polite expressions that you use when you do something that could be slightly embarrassing or rude.

You usually use **Sorry!** to apologize after you have done something wrong.
Excuse me is used for:

- politely getting someone's attention (*Excuse me, can you tell me the way to...?*);
- showing you are sorry for interrupting someone (*Excuse me, could you repeat, please?*);
- asking someone to move so that you can get past them (*Excuse me, could I just squeeze past?*);



- politely telling someone you are leaving (*Excuse me, I'll be right back!*).

Sorry is used for:

- emphasizing how bad, stupid or embarrassing something is (*I am really sorry, I didn't mean to hurt you!*);
- feeling sadness or sympathy because something bad has happened to them (*I'm sorry that you have missed the flight.*);
- disappointed about a situation and wishing you could change it (*I am sorry but we are fully booked!*)

We usually say **Excuse me!** *before* we interrupt or disturb somebody.

We say **Sorry!** *after* we disturb or trouble somebody.

Compare: **Excuse me**, could I get past?... Oh, **sorry**, did I step on your foot?

I beg your pardon – is a more formal way of saying **Sorry**.

e.g. I beg your pardon. I'm afraid I didn't realize this was yours.

If we do not hear or understand what people say, we usually say **Sorry? What?** (informal) or **(I beg your) pardon?** The Americans also say **Pardon me?**

e.g. "Mike's on the phone." "Sorry?" I said "Mike's on the phone".

e.g. "See you tomorrow". "What?" I said "See you tomorrow".

e.g. "Are you deaf?". "I beg your pardon?"

5. Learn the idioms and find their Ukrainian equivalent:

- **black tie event** – a formal event at which men are required to wear a dinner jacket or tuxedo, and a black bow tie

e.g. I need to know if it's going to be a casual get-together or a black tie event.

- **bow and scrape** – be excessively polite or servile

e.g. The President was greeted with much bowing and scraping.

- **the done thing** – the correct way to behave in a particular social situation

e.g. Wearing jeans to play golf is not the done thing in this club.

- **excuse/pardon my French** – an apology for using rude or offensive language

e.g. He's a bloody nuisance, if you'll excuse my French.

- **gatecrasher** – someone who attends a private social event without being invited

e.g. We need volunteers to keep an eye out for gatecrashers tonight.

- **mind/watch your language** – warn someone to be careful what they say so as not to upset or offend anyone

e.g. Your grandfather won't tolerate rudeness, so mind your language when we go to visit him!

● **mind your Ps and Qs** – advise to be careful about how people behave and what they say

e.g. Politeness is very important to my grandparents, so mind your Ps and Qs.

● **overstep the mark** – go too far and upset someone by saying something or behaving in a way that is unacceptable

e.g. Jenny is angry with her son. He overstepped the mark when he called his grandfather an «old fool».

● **speak out of turn** – either to intervene at the wrong moment or say something tactless or inappropriate

e.g. At the first meeting I was afraid of speaking out of turn

● **stand on ceremony** – behave in a very formal way

e.g. We'd be delighted to come and see you but please don't stand on ceremony.

● **take French leave** – leave an official or social event without notifying the person who invited you

e.g. Is Bill coming back for the closing speech or has he taken French leave?

● **time-honoured practice** – a custom that is universally respected; a traditional way of doing something

e.g. Guests were greeted according to a time-honoured practice.

6. a. Read the dialogues and explain the usage of *Sorry, Excuse me and Pardon*:

- a. – Excuse me!
– Yes?
– Where is the bakery?
– It's next to the flower shop over there!
- b. – Excuse me, Mr. Thorn.
– Yes, what is it?
– I'm sorry, but I haven't got my ID with me.
– Where is it?
– It's in my bag.
– And where's your bag?
– I left my bag on the bus.
– Never mind. We'll register you tomorrow.
– Thanks, Mr Thorn.
- c. – Excuse me!
– Yes?
– Can you pass me the book?

- Yes, please!
- d. – Thomas, leave the room!
– I beg your pardon? Did I say something wrong?
- e. – Hello!
– Hello, Rachel! This is Ken! I am sorry to call so late!
– What happened? We were supposed to meet at eight?
– I’m really sorry! My car broke down, so I couldn’t get there... and my mobile phone died, so I couldn’t call you.
– I was worried!
– Sorry again!
- f. – Excuse me?
– Yes?
– Do you have a porter service?
– Just give me a second!
- g. – I am really sorry. I’m afraid I can’t come to the party tomorrow night after all.
– Oh...
– I’m working on a huge report. I haven’t finished it yet.
– Oh, that’s too bad. Why don’t you at least try to stop by for a little while. You need to take a break some time.
– Mm...well...maybe. I’ll see how the report goes.
- h. – Excuse me!
– Yes?
– Are these your keys?
– Oh, yes, they are! Thanks a lot!
- i. – Nancy, what is the definition of the word ”resort”?
– Pardon, could you repeat the question?

6. b. You already know how to say “Please”, “Thank you,” and “Excuse me” – but here are other ways to make your English sound more polite!

Don’t say: I want a hamburger.

Say: I would like a hamburger.

Or: I’ll have a hamburger, please.

“I want” sounds like a demand, as if you are commanding the other person to fulfill your desires. “I’d like” is a more polite and diplomatic phrase. When ordering food and drinks, we often use “I’ll have...”

Don’t say: send me the report.

Say: Could you send me the report?

To maintain good relationships with coworkers, it is best not to use imperatives (starting a sentence directly with a verb like “Reply to my e-mail,” “Go to the bank,” “Finish this project.”). Instead, make requests with the phrases, **Could you...?** and **Could you please...?**

Don’t say: Go away. / Leave me alone.

Say: Could you give me a minute?

Or: Sorry – I’m a bit busy right now.

If a colleague approaches you at a bad time and you want the person to leave, use the phrase like **“Could you give me a minute?”** It is used when you just need a few moments to finish up what you are working on, and then you’ll talk with the colleague.

You can use the other phrase, **“Sorry – I’m a bit busy right now”** when you are in the middle of work that can’t be interrupted. You can follow up with **“Can we talk a little later?”** and agree on a time when you are both available.

Don’t say: Tell Me when you’re available.

Say: Let me know when you’re available.

“Let me know” is a kinder and a rather indirect way to say “tell me.” It is a casual way to ask for some information. Alternatively, you could simply ask the question, “When are you available?”

Don’t say: You’re wrong.

Say: I think you might be mistaken.

Or: Actually... (say the correct information)

Or: I’m afraid I disagree.

It’s best to use a more indirect phrase when pointing out someone’s mistake. **“I think you might be mistaken”** is a more humble phrase, allowing for the possibility that *you* might be wrong about the other person’s error, too!

The word **“Actually...”** is used to correct an error and give the correct information, without specifically saying that the other person was wrong. Finally, if it is a matter of opinion, you can use the last phrase, **“I’m afraid I disagree.”**

Don’t say: That’s a bad idea.

Say: I’m not so sure that’s a good idea.

Or: I have a few concerns.

Instead of using strong and direct words like “bad,” it’s more polite to say **“I’m not so sure that’s a good idea.”** Another option is to state your specific objections by pointing them out as “concerns.”

Don’t say: Your work isn’t good.

Say: I'm not quite satisfied with this work.

Or: To be honest, this needs some improvement.

One of the hardest things to do is telling somebody that their work doesn't meet the standards or expectations. You can make it easier for the other person to accept by using the phrases in green. The phrase **"to be honest..."** is used when you are going to state an opinion that other people might not like very much.

Don't say: I don't like the colors in this design.

Say: I'm not too fond of the colors in this design.

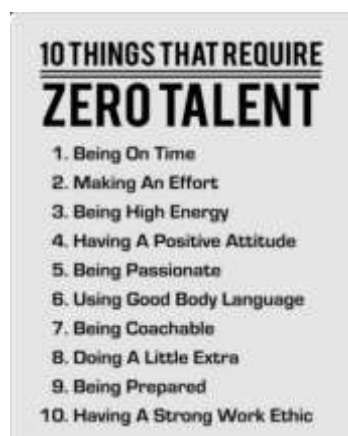
Or: I'd prefer to use different colors in this design.

When reviewing work, avoid statements like **"I don't like..."** Instead, you can use a more indirect form like **"I'm not too fond of..."** or **"I'm not a fan of..."** Another option is to state what you want to see instead: **"I'd prefer..."** or **"I'd rather..."**

6. c. Make-up three short dialogues using *Sorry, Excuse me, Pardon* and *Thank you* and present them in class.

7. Think of the contents of the pictures below and discuss the message they hide:

A



B



C



UNIT 2. How to Choose a Perfect Hotel

“Hospitality is making your guests feel at home, even if you wish they were.”

Justine Vogt

1. Read and translate the text:

Tips on Choosing a Hotel

There is a great variety of resorts and hotels in the world and more are opening every year. From small boutique to 5-star luxury chains, *high-touch* comfort to all-inclusive resorts, there are countless factors to consider when choosing a hotel. Where you stay can make or break your trip, so you don't want to make a *rash decision*. Brownell Travel Advisors inspect hotels around the world and know what type of hotel is ideal for families, honeymooners, solo travellers, and everything in between. We got *tips from these pros* for how to choose the perfect hotel:



Size of Room. Not all hotel rooms are created equal, especially if it's a historical hotel in the 18th century building. A *good sized* room starts at around 400 square feet (or about 37 square meters). The definition of a “good sized” room also depends on which continent you're on! Hotel rooms in Europe are *notoriously* smaller than other destinations.

Bathrooms. Some hotel bathrooms are the size of a small apartment. Others seem crowded with one person in them. When choosing a hotel, remember to ask about the bathroom size. Do you want a separate shower and bathtub? *Dual vanities*?

Style. Hotels are really taking style to the next level in recent years. Forget feeling like you could be anywhere in the world in a *cookie-cutter* hotel room as many are *incorporating* a sense of place into their designs. Some hotels have a very *traditional feel* – think Louis XV *gilded* furniture in Paris or Murano glass chandeliers in Venice. Others are all about chic, modern looks with very high design. Sharp lines, *crisp whites*, and contrasting colors.

Accessibility. Hotels in the United States have to follow strict *ADA* requirements, but that is not the case for the rest of the world. Let your travel advisor know about any *mobility issues* you have, even if they don't seem like a big deal. Small elevators (or no elevators), *cobblestones*, showers with a big step up, or a room located on the far end of a building could end up being a much bigger factor than you realize.

Size. There are charming 12-room, family-owned properties, huge 300+room resorts, etc. Each size has its own *pros and cons*. A smaller, boutique property can have more personalized service and feel like you are staying in someone's home. However,

due to the size it may not offer the facilities of a large property like a big spa or fitness center. A larger hotel, especially the 5-star properties, will *have all the bells and whistles*. When you get into the mega, conference-center hotels, you can often find a better rate but lose the *personalized touches*. If you're staying in a hotel like that, be sure to check that there is not a big event happening at the hotel so you are not a leisure traveller in the sea of business conference *attendees*.

View. Is the view important to you? Consider how much time you want to spend in your room and if it is worth paying for a top view as you choose a hotel. Some clients don't mind paying more to enjoy a sunset over the Caribbean from their private balcony, while others would rather save money on the room and spend more time on the beach.

Location. Location is everything, especially in a city property. A travel agent that is helping you book dinner reservations, activities, and tours is the key in finding a hotel in the best location within your budget.

Hotel Facilities/Amenities. Do you need baby-sitting services, a 24/7 gym, a swimming pool, or a full-service spa? Understand what the hotel offers as you compare properties to make sure you are *comparing apples to apples*.

Beyond this list, let your travel agent know about your personal preferences, favourite hotels (and least favourite), and any other information that can help them match you with the perfect hotel.

2. Glossary:

High-touch – relating to a business characterized by a very close relationship with its customers or clients

rash decision – something done or said too fast, made without any consideration of consequences

tips from pros – introduction of advice from the experts

good-sized – of a reasonably large or satisfactory size

notoriously – in a way that is [famous](#) for something [bad](#)

dual vanities – (also double vanities) two sinks set into the one vanity unit so that two people can use the bathroom at the same time

cookie-cutter – a product marked by [sameness](#) and a lack of [originality](#); mass-produced

incorporating – containing (something) as part of a whole; including

traditional feel – *authentic, customary*

gilded – covered thinly with gold; wealthy and privileged

crisp whites – smooth, clean, fresh and white sheets

ADA – Americans with Disabilities Act

mobility issues – problems that refer to difficulties that seniors have with getting around physically, whether indoors or outdoors

cobblestones – small stones or pieces of stone used to cover road surfaces

pros and cons – advantages and disadvantages of something

have all the bells and whistles – special features or things which are not [necessary](#) parts of something, but which are added to make it more attractive or interesting

personalized touches – something done to make you feel special; extra services that make your stay unforgettable

attendees – people who attend a conference or other meeting

comparing apples to apples – comparing things that can reasonably be compared

3. Answer the following questions:

1. What factors should you consider when choosing a hotel?
2. Compare traditional and modern design hotels.
3. Think of hotel's possible personalized touches.
4. When is the room view important?
5. Which of the above details do you pay attention to when choosing a hotel?

4. a. Read the information below:

Types of Accommodation

The term **accommodation** refers to a room, building or [lodging](#) which provides shelter for a person to [stay](#), sleep and live. There are many different types of spaces that classify as accommodation, though in the hospitality industry the term is used to refer to a room at a hospitality company such as a hotel, resort, [hostel](#), [motel](#), etc.

A **hotel** – an establishment that provides travellers with paid accommodation and other guest services. Depending on size, location, and amenities, [hotels](#) are generally rated from one-star to five stars, but letter grading (from “A” to “F”) and other rating schemes are also used to categorize hotels across the world.

An **apartment hotel (aparthotel)** is a type of hotel that has long-term housing for guests, but may still have hotel services like housekeeping and on-site dining. Apartment hotels usually include a full kitchen and one or more bedrooms.

A **boutique hotel** is a small and intimate hotel, built in a stylish design decor with a personal note. It has a unique character and distinguishes itself from other [hotel brands](#) and provides guests with great and ultra-personalized service, typically situated in a fashionable urban location.

A **motel** – originally designed for motorists, motels are roadside hotels equipped with minimal amenities and ample parking areas for motor vehicles.

A **resort** – a full service lodging establishment that offers extensive guest services and recreational facilities and entertainment.



A hostel – an inexpensive type of accommodation, usually with shared bedrooms and communal facilities, ideal for budget travellers and backpackers.

An inn – a small establishment offering overnight accommodation, food, and drink to travellers.

A self-catering apartment – a rented accommodation with [cooking facilities available](#) so that one can [cook meals](#) for oneself [rather](#) than having them [provided](#).

A cottage – a small vacation house, typically in a rural area.

A chalet – a wooden Alpine-style building commonly found in and around mountain resorts.

A villa – originated in Roman times, a [villa](#) is often described as a luxurious country residence.

4.b. Which of the above read types of accommodation would you prefer to stay in and why?

4.c. Think of 5 more types of accommodation and define them.

5. Learn the idioms and find their Ukrainian equivalent:

● **All in a day's work** – normal and ordinary; phrase used humorously to minimize an aspect of one's job that is particularly good or bad

e.g. Cleaning up after other people is all in a day's work for a housekeeper.

● **a window to/on the world** – a means of experiencing or learning about the world

e.g. For me the internet is a small window to the world!

● **welcome (someone or something) with open arms** – to greet someone very happily and eagerly; to give someone a very warm, enthusiastic welcome

e.g. When my brother left for the military, we didn't really get along too well. Now I can't wait to welcome him with open arms.

● **to wear out one's welcome** – said by one who does not want to remain a guest in a place, especially someone's home, for too long, to the point where the host no longer wishes the guest to stay

e.g. I've already been here for four days, and I don't want to wear out my welcome, so I think I better head home soon.

● **give someone the cold shoulder** – ignore someone

e.g. She thinks you started that rumor about her – that's why she has been giving you the cold shoulder all day.

● **another day, another dollar** – uneventful course of one's working routine

e.g. A: "How was work?" B: "Not bad. Another day, another dollar."

● **a red-letter day** – a very important day

e.g. My college graduation was a real red-letter day for my whole family.

● **(as) different as night and day** – very different; as different as possible

e.g. They might be identical twins, but John and George are different as night and day in personality.

● **a cold day in hell** – an impossible event the speaker thinks will never happen
e.g. It will be a cold day in hell when I let you borrow my car!

● **first world problem** – problem that is only a source of great concern or frustration because the speaker lives in an economically developed country; a minor issue compared to the difficulties faced by those living in so-called "third world" countries.

e.g. A: "I can't believe the Wi-Fi is down. What am I supposed to do if I can't watch "Vampire Diaries"?" B: "Hello first world problems!"

6. a. Read a dialogue:

Where to Stay:

A: Caroline, let's choose a tour for the end of September. Fancy a tour to any country of the world.

B: Any ideas, Steven?

A: No. But we need a trip for three. Our 3-year old Ava is travelling with us. We'd like to have a good and not very expensive holiday.

B: Oh, then how about seeing Paris and Disneyland. We can spend some unforgettable days there.

A: Darling, but our daughter is too small for such a tiring trip, I guess we should think of something less exhausting.

B: But... The Eiffel Tower is a dream of my life!

A: I know. Maybe next year. Our Ava won't appreciate this romantic city.

B: How about going to Switzerland, to a ski-resort in the Alps? Snow, fresh air, beautiful mountains ...

A: Mmmm. That sounds quite nice. We could celebrate our wedding anniversary in Davos.

B: Great! But the anniversary is in February... Our princess is too small for winter sports.

A: I agree with you. We'd better go to some warm and exotic place then. Sun, water, sand, seagulls... How about a tour to Turkey?

B: I think that's the best idea! How long are we planning to stay there? We have to finally determine the dates.

A: That would be 2 weeks. From the 24th of September till the 8th of October.

B: Let's have a look at the best hotels of Kemer on the booking website. We need to choose a hotel as soon as possible. How many star-hotels are we looking for?

A: Well, it doesn't matter. It should be nice for the family with a baby and have all necessary conditions.

B: It would be cool if the hotel were new, comfortable and located just near the sandy beach.

A: (searching online) Look, Caro! The pictures of this 4-star hotel are very attractive. I can see a lot of greenery around the hotel and the rooms are spacious, well-equipped and overlooking the Mediterranean sea.

B: Is there a special kid menu?

A: It says: the hotel is not only kid friendly, it is kid preferred!

B: Wow! I hope it is! Is there a kids' club there?

A: Yes, there is. There is also childcare and a swimming pool with a slide too.

B: Is it expensive? How much do they charge per night?

A: They currently offer a good discount and the room will cost \$50 per night. Breakfast is included.

B: That's great! I think this variant is ours!

A: OK. Then we need to check if there are tickets available for the flights to Turkey on our dates.

6.b. Vocabulary to assist you:

- We need a trip for three!
- We'd like to have a good and not very expensive holiday.
- How about seeing a...?
- We should think of something less exhausting.
- This city is a dream of my life!
- It sounds quite nice!
- I think that's the best idea!
- How long are we planning to stay there?
- How many star-hotels are we looking for?
- How much do they charge per night?
- They currently offer a good discount and the room will cost \$_ per night.
- Breakfast is included.
- I think this variant is ours.

6.c. Make-up your own dialogue on choosing a hotel and present it in class.

7. Think of the contents of the pictures below and discuss the message they hide:

A

- A - Always Greet Your Customers
- T - Treat Your Customers With Respect
- T - Talk And Chat to Your Customers
- I - Interact With Customers in a Relaxed Way
- T - Turn up to Work With a Positive Attitude
- U - Understand Your Customers Needs
- D - Discover The Impact You Have Around Customers
- E - Excite Your Customers About Your Products

B

We're glad to have
you as our guest,
and hope you have
a good night's rest.
Tomorrow, you
again may roam,
but while you're
here just feel at
home

C

Let 
no one ever
come to you
without leaving
 Better 
&
Happier 
Weller Torres

UNIT 3. Warm Welcome

“Treat everyone with politeness, even those who are rude to you not because they are nice, but because you are.”

Roy T. Bennett

1. Read and translate the text:

How to Address a Customer

When you meet someone new, under social or business *circumstances*, it is important to know how to address the individual standing in front of you. Properly addressing people in different situations shows you're respectful of their position and *mindful* of not *offending* them in any way.

Here are tips for properly addressing people in different situations:

Keep it formal. If you meet someone and you are unsure how to address him or her, just stick to formal address, either Sir or Madam. If the person you are addressing feels this is too formal, they will let you know.

For example, you may say, “ Nice to meet you, Sir! “The person may answer, “Please, call me Bob!”.

Use titles Mr., Mrs., Miss, Ms. before surnames or full names as a sign of respect.

“*Mr.*” is a title used before a surname or full name of a male, whether he is married or not. *Mr.* is an *abbreviation* for *Mister*, and pronounced as ['mɪstə(r)].

“*Miss*,” [mɪs] when attached to a name or a surname, is a title of respect for an unmarried woman.

Both “*Miss*” and “*Ms.*” [mɪz] apply to women who are unmarried or whose *marital status* is unknown.

“*Mrs.*” ['mɪsɪz] is a title of respect for a married or *widowed woman*. It is a variant of the word “*mistress*”.

Use professional addresses when applicable. If you are addressing a member of the medical or academic profession, be aware of their title as related to their profession. This is where the use of Dr. and Professor appears. These titles are used equally for men and women.

If you're still not sure, you may always ask. Sometimes it is normal to ask someone how he or she wishes to be addressed. Use formal address first, and then ask them if they prefer something else. When you know their name, you can ask this: “May



I call you Jane?” or more casually, “Is it okay if I call you Ronda?” They will either say “yes”, or tell you what they prefer.

When corresponding in writing, be formal...at first! When you are writing to someone for the first time, use a formal address: Mr. or Ms. + the person’s last name if you know it. If you can’t find the last name, use a *generic* title such as Sir or Madam.

The *respondent* may address you by your first name and sign off with their first name. In today’s business world, the following *correspondence* is usually more casual. If you write back a second time you can use the respondent’s letter as a *guideline*. If they address you by your first name and sign off with their first name, you can do the same.

2. Glossary:

circumstances – facts or conditions connected with or relevant to an event or action

mindful – conscious or aware of something

offending – causing problems or displeasure; relating to the committing of an illegal act or the breaking of a rule

abbreviation – a shortened form of a word or phrase

marital status – the state of being married or not married – used in official forms to ask if a person is married, single, divorced, or widowed

a widowed woman – a woman who has lost her spouse or partner by death and usually has not remarried

applicable – relevant, suitable or appropriate

generic – relating to a [whole](#) group of things rather than to one thing

respondent – a person who replies to something, especially one supplying information for a questionnaire or responding to an advertisement, a letter etc.

correspondence – communication, generally through letters or emails

guidelines – rules or [instructions](#) about the best way to do something

3. Answer the following questions:

1. How do we use the titles Mr., Mrs., Miss, Ms.?
2. How are you addressing a member of the medical or academic profession?
3. What should you do, if you are unsure how to address a person?
4. What are the rules of addressing a respondent in correspondence?
5. How do you address your friend/teacher/employer?

4. a. Read the information below:

Types of Hotel Guests

A client is a single customer while a clientele is a collection of clients. Furthermore, the hotel's clientele can also be categorized by region, trip objective, occupation etc. So in this sense the hotels can have multiple clientele.

There should always be a standard of service provided, but different types of guests are going to have different expectations of their trip. As hotel managers and employees, it is important to be able to identify and attend to these different types.



Here are the most common types of hotel guests/customers/clients:

Backpackers – are typically younger people, very *price sensitive* and will try to save as much as possible. They are more interested in tourist sightseeing, popular shops and cafes, and local nightlife. They will require as much information as possible about the local area, recommended offerings include maps and brochures for local tours, and typically free WIFI available will be the ultimate *deal-breaker*.

Families. This type of guests has probably planned this trip well *in advance*, and wants to maximize their time. They will be more interested in tourist sightseeing, organized tours, and children friendly activities. They require local maps and tour information. Allowing your family guests to register for tours and to pay directly with you will be highly efficient and greatly appreciated.

Seniors. These tourists also will be interested in city sightseeing and organized tours, but will put more of an emphasis on staff assistance and transportation. They usually require local sightseeing information, but also want easy to *facilitate* options. Having tours that pick up directly at the hotel will again be a plus, but also make sure to arrange any special transportation and tourist services for them at request.

Business travellers. Highly valuable for city hotels, these types of travellers are less price sensitive and put more value on convenience and efficiency. They are interested in local transportation and food options. They typically want to stay close to *mass transit stations*, conference and meeting centers, and/or large corporate offices. WI-FI again will be a deal-breaker, but may even extend to request use of a printer or other office electronics. Most importantly, they will be more time sensitive and will not want a time delay in any hotel interaction.

4. b. What do the words *in italics* refer to?

4. c. Can one person combine being the above described hotel guest types and how?

5. Learn the idioms on character and personality and find their Ukrainian equivalent:

- pain in the neck – an irritating, annoying person
e.g. Sonya is such a pain in the neck these days.
- bright spark – a clever person
e.g. She is a real bright spark in the class.
- cold fish – someone who has very little emotions, who is regarded as unsympathetic and unfeeling
e.g. James said nothing at all when I told him about my problems. He is a cold fish.
- dark horse – someone who has greater abilities than he shows or than other people are aware of
e.g. I didn't know Nina could play the guitar so well. She is a real dark horse!
- lone wolf – someone who prefers his own company and does not like socialising.
We can also say a lone bird
e.g. Max became a real lone wolf since his wife passed away last year. He never goes out.
- nerd – someone who is very interested in science or technology, particularly in computers
e.g. He spends all weekends at his laptop, he is such a nerd.
- happy camper – a person who is always happy and satisfied. 'Happy camper' is often used in the negative
e.g. The apartment was much smaller than I expected, I was not a happy camper.
- smart cookie – somebody who has got a strong personality or who is quite smart
e.g. Karina is such a smart cookie, she can make any project a success.
- wet blanket – a person who ruins other people's fun by staying pessimistic and complaining all the time
e.g. Mary is so negative about everything, she is such a wet blanket.
- chatterbox – a person who talks a lot
e.g. My son always gets detentions in school for talking in class, he is such a chatterbox.
- weirdo – a person whose behaviour or way of life is regarded as strange.
e.g. Paul never eats green vegetables, he thinks they make him sleepy. He is such a weirdo!

6. Positive characteristics of a personality:

Adventurous: As an adventurous person I take risks.

Ambitious: I am driven to succeed.

Approachable: I work well with others.

Articulate: I can express myself well in front of groups.

Autonomous: I use initiative.

Calm: I stay levelheaded in a crisis.

Charismatic: I can be a leader when need be.

Cheerful: I develop a positive work environment.
Clever: I can juggle multiple tasks.
Competitive: I thrive under pressure.
Confident: I am not afraid to ask questions.
Cooperative: I get along well in a team setting.
Courteous: I care about workplace atmosphere.
Creative: I think outside the box.
Curiosity: I am eager to learn.
Determined: I am self-motivated.
Devoted: I am committed to the company's success.
Diligent: I always work my hardest.
Easygoing: I easily adapt to new situations.
Educated: I possess formal training.
Efficient: I have very quick turnover time.
Eloquent: I have strong communication skills.
Energetic: I am able to work long and hard hours.
Enthusiastic: I put my all into every project.
Flexible: I am able to adapt my priorities.
Focused: I am goal-oriented.
Friendly: I am easy to work with.
Honest: I value integrity.
Imaginative: I am inventive in my work process.
Independent: I need little direction.
Inexperienced: I am a blank pallet.
Inquisitive: I am excellent at gathering information.
Insightful: I can read between the lines.
Intuitive: I can sense when there is a problem.
Meticulous: I pay attention to the small details.
Neurotic: I am a perfectionist.
Open-minded: I take constructive criticism well.
Opinionated: I am comfortable voicing opinions.
Organized: I am a meticulous planner.
Patient: I am not easily ruffled.
Perceptive: I can read people effortlessly.
Persuasive: I am a natural salesperson.
Procedural: I work best with structure.
Punctual: I have great time management skills.
Quiet: I am a great listener.
Relaxed: I do not stress easily.
Resourceful: I use every tool at hand.
Responsible: I always finish a task on time.

Talkative: I am comfortable initiating a dialogue.

Technological: I am industrially savvy.

6.b. Choose 10 adjectives which can characterize you.

7. Think of the contents of the pictures below and discuss the message they hide:

A



B



C



UNIT 4. Booking a Room in a Hotel

“A man’s manners are a mirror in which he shows his portrait.”
Johann Wolfgang von Goethe

1. Read and translate the text:

Telephone Etiquette

Telephone etiquette means being respectful to the person you are talking to, showing consideration for the other person's limitations, allowing the person time to speak, communicating clearly and much, much more.

Your voice must create a pleasant visual impression over the telephone.

Good phone etiquette is important because we cannot see the facial expressions and body language of the other person and they cannot see us.



Here are some tips on telephone etiquette to help us become aware of the politeness that could easily be *overlooked*:

Check the telephone number carefully and then *dial* it correctly.

Allow it to ring long enough to give the called person time to get to the phone.

Identify yourself immediately.

Don't make the listener guess who is calling.

Ask them if it is convenient to talk now. Are you *interrupting* anything?

Talk loud enough directly into the phone to be heard – without shouting.

If you have dialled a wrong number, apologise.

Don't just *hang up*. You are talking to a person now, not a machine. So speak accordingly.

Observe *courtesies* like “Hello; Please; Thank you and Good bye”.

Making a Call:

Be an attentive listener; don't do other work at the same time.

Don't interrupt while the other person is speaking. Use common courtesy.

Use the person's name. It's *music to their ears*.

If they have to be *put on hold*, ask if you can *call them back* rather than keep them waiting indefinitely on the line.

If they would like *to wait on the line* – *get back to* them every 30 seconds *to update* them and give them another opportunity to be called back.

Seriously, bad news should be delivered face-to-face if possible and not over the telephone.

Receiving a Call:

Answer your call within three rings to keep the caller from having to ring again.

Greet the caller pleasantly. Don't be too busy to be nice.

When you answer the phone, *take phone messages* completely and accurately. If there's something you don't understand or can't spell, such as a person's surname, ask the caller to repeat it or spell it for you.

Take messages for others clearly and politely.

Be sure *to pass on the message*.

Always *return telephone calls* and do so as soon as possible.

If it is necessary *to transfer the call*, first tell the caller that you are transferring the call and then do it.

Let the caller be the one to end the call first.

Remember to farewell the caller with "Good bye" or "Have a nice day!" or something similar.

Hang up the phone gently.

2. Glossary:

to overlook – fail to notice, have a view of from above

to dial – call (a telephone number) by turning a dial or using a keypad

to hang up – end a telephone conversation by cutting the connection

to interrupt – to break the line

courtesies – the showing of politeness in one's attitude and behaviour towards others

music to one's ears – something that is very pleasant or gratifying to hear or discover

to put on hold – to temporarily suspend one's telephone call by putting it into an electronic hold, typically while the caller waits to be connected to someone

to call back – a telephone call made to return one that someone has received

to wait on the line – to stay connected until the call receiver picks up or returns

get back to smb – to be back, return

to update – to make (something) more modern or up to date

to take messages – to accept some information with the purpose to deliver them to the recipient

to pass on the message – to deliver the message

to return telephone call – to call back

to transfer the call – to relocate the existing telephone call to another line or phone number with the help of telecommunications mechanism by using a transfer button or a switchhook flash and dialing the required location

3. Answer the following questions:

1. Define the term “telephone etiquette”.
2. Why is telephone etiquette important?
3. Name 5 tips on telephone etiquette.
4. How do you make a call?
5. How do you receive a call?

4. a. Read the information below:

Common Challenges that Most Receptionists/Booking Managers will Face When Working on the Phone with the Customers

- 1. The customer is asking you to do something that you can't.*

The only "downside" to providing great customer service is that sometimes customers expect too much from hotels. When you're constantly fulfilling their needs the guests may ask you to do something that you simply don't have the power to do or is against your company's policy.

Clearly explain a reason for why you can't perform the requested action.

- 2. The customer insists on staying on the phone until their problem is resolved.*

This can sometimes lead to stressful situations where customers become agitated because a receptionist can't perform what they demand. The best measure to take is to feel the customer's tone and vocabulary that would indicate frustration or stress. Then acknowledge the problem which demonstrates to the customer that you have been actively listening to their request. Try to initiate a follow up plan. Let the customer know that you would like to look into the problem further and you need to get in touch with the manager to assist you with the problem. Make it clear that it's in the customer's best interest to hang up the phone and follow up at a later time.

- 3. The customer is demanding to speak with a manager.*

Many customers think that a demand to speak with management will help resolve their case faster. Instead of addressing the manager, try to handle the case on your own. You can certainly ask your manager for advice but make sure he/she is not actively participating in the conversation with the customer. The moment you bring in your manager you are actively admitting to the customer that you can't solve their problem on your own.

- 4. The customer doesn't understand your explanation.*



Phones are great for providing immediate support for simple and easy-to-fix problems but they can be tricky to work on when cases become more complex. Receptionists/booking agents have to walk the delicate line between making customers feel like they weren't wrong and helping them understand they weren't right either. Here are several ways it can be done:

- stick to the facts. Avoid pointing to what has been said, and focus on what is documented. It's difficult for anyone to argue with documented facts. ("Hotel guests are kindly requested to observe the rules, outlined in Article 10 of the Accommodation Contract, so that their stay will be comfortable and safe").
- bring up "misunderstanding". When using the word "misunderstanding" you don't point the customer's blame. It suggests someone conveyed things one way, and someone understood them another way. A good approach: "I think we've had a misunderstanding. Let's try again!"
- offer alternatives. Customers who feel they are right often like to remain in control. Offer them a few solutions (that work for you, too), and invite them to pick one. Say, "I can either refund your credit card, find a room for another date or offer you a compensation. Which would you prefer?"

5. *The customer is keeping you on the phone for too long.*

While you should give each customer your utmost attention and dedication to their problem, be mindful of how long you are on the phone with a customer. When you are no longer making any significant progress on the problem, ask to follow up with them. Explain why you need to follow up and how this will lead to a faster resolution. ("We will deal with it straightaway! Can I do anything else for you, Sir?", "We'll contact with you as soon as the problem is solved, Madam!").

5. Learn the idioms and find their Ukrainian equivalent:

● **Be my guest!** – encouraging or allowing someone else to take action

e.g. A: "Do you mind if I order another glass of wine?" B: "Not at all – be my guest."

● **guest of honor** – the main person being acknowledged at a particular function or event

e.g. Let's put the guest of honor at the head of the table.

● **keep something warm for someone** – to occupy a position for one or take over their responsibility while they are absent

e.g. I don't usually work in reception – I'm just keeping Mary's seat warm while she is on sick leave.

● **in an ivory tower** – in a place characterized by academic intelligence, out of life realities

e.g. It seemed easy to solve all the world's problems when I was living in an ivory tower. Now that I'm out of college, I realize things are so much more complex than I had imagined.

● **break the ice** – make people feel more comfortable

e.g. I tried breaking the ice with a joke, but it didn't help.

● **pull (one's) chestnuts out of the fire** – to do a difficult, and often dangerous, task for someone else's benefit

e.g. David really pulled my chestnuts out of the fire and saved me from drowning.

● **comparing apples to oranges** – comparison of two unlike things or people

e.g. Oh, you can't compare those two companies, that's apples to oranges.

● **Every cloud has a silver lining** – idiom: Good things come after bad things.

e.g. Though Nick failed his exam, he realized that every cloud has a silver lining, as now he could focus on things he loved doing.

● **in a rut** – confined by routine, bored and seeking new experiences

e.g. I'm in a rut. I need new challenges at my job or I'm going to start looking for something else.

● **burn the midnight oil** – to consistently work beyond normal business hours

e.g. Our manager is burning the midnight oil to meet every deadline.

● **think outside the box** – to go beyond a normal idea

e.g. Stop looking at past examples and think outside the box.

6. a. Read the following dialogues and think of 5 more problems guests might face during their stay:

a)

Guest: Hello, reception, this is room 123.

Receptionist: Speaking!

G: We've managed to eat all the snacks from the minibar. Could you get someone to restock it, please?

R: Certainly, madam. Is there anything in particular you need?

G: Yes, a bit of everything really, nuts, crackers, chocolate bars...

R: I will send someone right away.

G: Thanks.

b)

G: Hello, reception, I'm afraid I've forgotten my hair dryer. I wonder if you could send one up to my room?

R: Well, madam, there should be one in your room. Have you had a look in the bathroom, by the basin?

G: Yes, and I can't see one.

R: I'll send someone up right away. What is your room number?

G: 123.

R: I'm sorry about that. I'll see to it immediately.

G: Thank you.

c)

G: Hello, is that reception?

R: Speaking.

G: Look, I've just arrived in the room, and I don't know what's happened, but the sheets are dirty. Can you change them, please?

R: Oh, I'm very sorry, that shouldn't happen. What room are you in?

G: 123.

R: I'll contact housekeeping now.

d)

G: Hello, is that reception?

R: Speaking.

G: My wife and I have rather a lot of clothes and we need some more coat hangers. We're in room 123.

R: I'll get someone to bring some up at once.

e)

G: Oh, hello, is that reception? Look, I've forgotten all my shaving stuff. Can I get a razor and some shaving cream, please?

R: Yes, we can provide all these items. If you would like to contact the housekeeping they will be able to help you. Just dial 121.

G: Oh, 121, I see ... thank you.

6.b. Role-play your 5 short dialogues in class.

7. Think of the contents of the pictures below and discuss the message they hide:

A



B



C



UNIT 5. Hotel Check-in Process

*“Rudeness is the weak man's imitation of strength.”
Eric Hoffer*

1. Read and translate the text:

Details of Your Checking into a Hotel

At [hotels](#), motels, rented apartments, etc. all guests are usually required to check in (register or sign in). This procedure involves providing or confirming the guest's personal information, along with a signature.

The laws of some countries require guests to sign a *hotel registration card*, and some also require the provision of identification documents, such as a passport or driver's licence which the hotel may wish to copy and retain for its records. Usually, only one guest is required to register per room.

The hotel may require guests to provide a [credit card](#) as a *guarantee* to cover potential costs such as the use of [room service](#) or a mini-bar for the duration of the stay, and *to facilitate* a more expedient check-out process at the end of the guest's stay. At the end of the checking-in process, the reception staff will provide guests with the room [key](#).

Check-in times *vary* but can *range* from about 12 pm to about 3 pm, depending on the hotel's rules and regulations. Late check-ins can be arranged through the hotel as long as the guests book in advance and arrange all the necessary details. Hotels usually *specify* a check-in time after which they expect guests to check in. If a guest wants to occupy a hotel room before the hotel's check-in time (or after the check-out time) some hotels may charge for an additional day. Most hotels, however, allow a *grace time* (typically 30–60 minutes) *upon request* by a guest, without any additional charge, if a guest wishes to have access to the room before the check-in time. Some hotels also have a latest check-in time, often 6 pm – 8 pm, after which they may give a room to someone else if the room has not been *prepaid for* or the guest does not phone in to indicate their expected time of arrival. Some hotels have a deadline for checking in because the reception desk may close for the night. For the most *cost-effective* usage of hotel room occupancy, a guest should try to arrive near a hotel's check-in time and leave or *hand over* the hotel room near the hotel's check-out time. However, doing so may not always be practical because, for example, a guest's flight arrival and departure times or car trips may not *align with* a hotel's check-in and check-out times.



2. Glossary:

a hotel registration card / a guest registration card (HRC/GRC) – a guest registration record in order to collect important guest information like full name, address, date of birth, e-mail, telephone number, company name, passport and visa details, etc.

a guarantee – a formal assurance (typically in writing) that certain conditions will be fulfilled, especially that a product will be repaired or replaced if not of a specified quality

to facilitate – make (an action or process) easy or easier

to vary – change from one condition, form, or state to another; differ in size, amount, degree, or nature from something else of the same general class

to range – vary or extend between specified limits

specify – identify clearly and definitely

a grace time – extra [time](#) you are given before the deadline

upon request – when asked

prepaid for – paid in advance

cost-effective – of good value for the amount of money paid

hand over – to give something to someone by holding it in your hand and offering it to them

align with – to arrange things so that they form a line or are in proper position; to change (something) so that it agrees with or matches something else; to coincide

3. Answer the following questions:

1. What documents do you need to check into a hotel?
2. Why might a hotel require guests to provide a [credit card](#)?
3. What are the rules of check-in times in hotels?
4. What is a grace time upon request by a guest?
5. What is the latest check-in time in hotels?

4. a. Read the information below:

A Step-by-Step Guide for Beginners on How to Pass a Hotel Check-in Process:

1. *Go to reception.* The front desk of a hotel is called Reception, and this is where you will officially check-in.
2. *Have your identification* (Passport or Driving License), reservation confirmation (a print out or a telephone screenshot), and the form of payment – preferably a credit card (one or more) at hand.



3. *If you do not have a reservation, be prepared to be turned away if the hotel has no vacancies. Ask the concierge for suggestions for the alternative hotel.
4. *Fill-in the guest registration card (GRC)*. Put down your name, contact number, purpose of stay at the hotel, passport and visa details in case of being a foreign guest.
5. *Take note of hotel facilities*. Make sure to note the location and time of breakfast, internet access and passwords, office work areas, lounges, bars, restaurants, gym and spa facilities to make your stay more comfortable.
6. *Don't be afraid to ask questions*. A receptionist or a concierge can provide you with a map and with recommendations about where to go and what to do nearby.
7. *Get your room key*. Most keys are electronic today (but some hotels still have old-school metal keys) sometimes necessary to run the electricity of your room.
8. *Take note if you are expected to leave the key at the front desk, which can be standard procedure if there is only one.
9. *Tip your porter* if he brings up your luggage.
10. *Inspect your room*. Before you unpack and get comfortable, check and make sure that everything in your room is as promised, that it is fully equipped. Check for cleanliness, bathroom towels and accessories. Check the closet for extra blankets and pillows.
- 11.*If you are displeased with your room's location, scent, or noise-level, politely request to be relocated. Hotels will often comply if possible. If they cannot place you in a similar room, ask if they will upgrade you to a nicer room or a room with a view.
12. *Unpack and make yourself at home!* Relax and unpack, take a shower and get ready for the city tour!

4.b. Fill in the Hotel Registration Card using your personal details and the imaginary trip dates:

Hotel Registration Card (Typical Format)

Registration Card	
	Date:
	Reservation Number:
Hotel Name:	
Hotel Address:	
Contact Number:	Email:
	Fax:
Guest Name:	

Address:	
Mobile Number:	Landline Number:
Organization:	
Arrived from:	
Passport Details:	Visa Details:
Date of Issue:	Date of Issue:
Date of Expiry:	Date of Expiry:
Place of Issue:	Place of Issue:
	Visa Type:
Payment Option: Cash <input type="checkbox"/> Card <input type="checkbox"/> Cheque <input type="checkbox"/>	
Card Type: Visa <input type="checkbox"/> Master <input type="checkbox"/> Other <input type="checkbox"/>	
Card Details:	
Card Number:	
Date of Expiry:	
Hotel Policies:	
Guest Signature Front Office Signature	

5. Learn the idioms and find their Ukrainian equivalent:

● **Welcome aboard!** – Welcome to employment at our company!

e.g. *Glad to meet you. Welcome aboard!*

● **Call it a day!** – stop working on something

e.g. *This package is the last one. After we get it shipped, we can call it a day.*

● **Make my day!** – cause one feel very happy

e.g. *Getting compliments at work always makes my day!*

● **Break a leg!** – Wishing someone “Good luck!”

e.g. *“Tomorrow is my exam...” “Break a leg, Marianna!”*

● **It's a piece of cake!** – It is easy!

e.g. *I thought I was going to fail the test, but it turned out to be a piece of cake!*

● **Pull yourself together!** – Calm down!

e.g. *I hope she pulls herself together soon. We need her to be focused.*

● **It costs an arm and a leg!** – Very expensive!

e.g. *I'm sick of paying rent in this town because it costs an arm and a leg!*

● **Burn bridges!** – to take an irrevocable step that makes it impossible to go back to previous position, situation

e.g. *She has already **burned bridges** with her previous employer by publicly criticizing their marketing policy.*

● **Come rain or shine!** – No matter what!

e.g. Don't worry. We'll be there – rain or shine.

● **Once in a blue moon!** – Rarely!

e.g. A: "Do you ever eat pork?" B: "Only once in a blue moon. I prefer beef."

● **Speak of the devil!** – when person one is just talking about shows up

e.g. Well, speak of the devil, there's Frankie now.

● **Like riding a bicycle!** – Something you never forget how to do.

e.g. Returning to his tap dancing roots was like riding a bike.

6. Dialogue: Check into a Hotel:

Receptionist: Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?

Guest: I have a reservation for today. It's under the name of McNillan.

R: Can you please spell that for me, sir?

G: Sure. M – C – N – I – L – L – A – N.

Hotel: Yes, Mr. McNillan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?

Guest: Yes, it is.

Hotel: Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.

Guest: Wow! Four hundred and forty dollars a night!

Hotel: Yes, sir. We are a five star hotel after all.

Guest: Well, fine. I'm here on business anyway, it's an incentive trip. What's included in this cost anyway?

Hotel: A full continental buffet every morning, free airport shuttle service, and the use of the hotel's safe are all included.

Guest: So what's not included in the price?

Hotel: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.

Guest: Hmm. Ok, so what room am I in?

Hotel: Room 345. Here is your key. To get to your room, take the elevator on the right up to the third floor. Turn left once you exit the elevator and your room will be on the right hand side. A bellboy will bring your bags up shortly.

Guest: Great. Thanks.

Hotel: Should you have any questions or requests, please dial '0' from your room. Also, there is Wi-Fi available in the lobby 24 hours a day.

Guest: Ok, and what time is check-out?

Hotel: At midday, sir.

Guest: Ok, thanks.

Hotel: My pleasure, sir. Have a wonderful stay at the Grand Woodland Hotel.

6. b. Useful phrases:

Receptionist:

- What name is the reservation under?
- How long will you be staying?
- Are you planning checking-out tomorrow?
- I'm afraid you can't check-in after 4:00 pm.
- What type of vehicle are you driving?
- Do you know the license plate number of your vehicle?
- Complimentary breakfast is served in the lobby between 8 and 10 am.
- I'll give you two room keys.
- The dining room is on the main floor at the end of the hall.
- The weight room and sauna are on the top floor.
- Just call the front desk if you need any extra towels or pillows.

Guest:

- We have a reservation under Julia Ribbon.
- Do you have any vacancies?
- Is the hotel booked or can we get a room for tonight?
- How do we get to our room from here?
- Is it okay to park out front?
- What time is the pool open until?
- What time is breakfast served at?
- Is it too early to check in?
- Can we get a wake-up call?
- When is check-out time?

7. Think of the contents of the pictures below and discuss the message they hide:

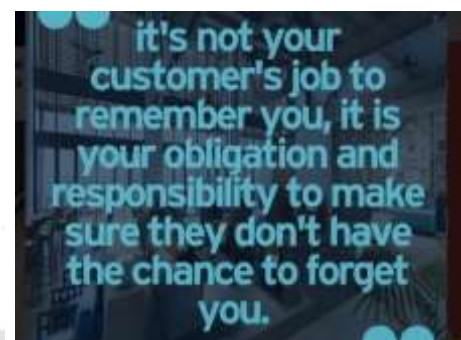
A



B



C



UNIT 6. Guest Etiquette

"The hardest job kids face today is learning good manners without seeing any."

1. Read and translate the text:

How to Be a Polite Guest

Travellers expect quite a bit from the hotel experience. It is important to have a comfortable place to sleep, such facilities as ice, hair-dryers, irons, and breakfast are expected as well. Most hotels have staff members who are willing to accommodate even the most *whimsical* guest. Now it's time for travellers *to brush up* on how to [behave](#):

Don't speculate on the amount of people staying in the room. Regardless of how many people are standing with you at the counter when you check in, it's dishonest and impolite to pay for a room with two guests when you unload a minivan of children, aunts, uncles and a few neighbours and *spread out* all over the hotel room floor. If you tell the front desk your room will have two guests, keep your word.

Keep a close eye on your children. It's a treat to go to a hotel, lounge by the pool, sleep late and order room service. Being awakened at 6:30 am by *frollicking* children playing touch football down the hall corridor, going up and down the elevator, and screaming and running along the side of the pool is a startling way for fellow guests to start, or end their day.

Keep the noise level down. This includes voices, television volume, music, and anything else that can *disrupt* the rest and relaxation of others. If someone else is noisy, contact someone at the front desk and let the hotel staff deal with it. You don't need to confront other guests with problems.

Once you get to the elevator, be respectful of others who are getting off or waiting to get on. Once you are inside, wait for others to load before pushing the button for your destination floor. If you have bags, push them as close to the wall as possible and get out of the way of anyone who needs to get past you. Don't allow your children to play with the buttons on the elevator.

Never take reusable items when you leave. You may take consumables such as shampoo, conditioner, soap, and lotions. However, bathrobes, towels, dishes, glasses, mugs, coffee pots, and other objects are there for use only during your hotel stay. If you like something and want one to take home, contact the front desk and ask if they have one that you can purchase. If you remove an item, you can pretty much count on being billed for it later.



Be respectful of the people who clean your room. Remember that they have the whole range of rooms that need to be cleaned. Never answer the door unless you are fully dressed. Don't get into a personal discussion with the housekeeping staff. If possible, leave the room when the cleaning staff arrives. If you can't, ask them to be back later. Make their jobs as easy as you can. Before you leave the room for the day, put your dirty towels in a pile on one spot of the bathroom floor, if possible – *reuse* them! Don't leave garbage lying around. Be an *eco-friendly guest*: electricity is wasted when no one is in the room.

Don't forget to tip the housekeeper. It is a sign of a *savvy* traveller to leave a tip for the housekeeping staff on a daily, rather than weekly basis. Hotel staff *rotate* each day and you want to make sure and thank the person cleaning up after you.

Don't "*hoard the danish*". If you are lucky to stay at a hotel that offers a wonderful breakfast spread, don't fill your purse and pockets with "free" food for later. Bottles of water are at the entry for you to enjoy on the way out, not *to quench the thirst* of your entire family that you will soon meet up with at the beach. A basket of apples at the front desk is for the hotel guests, not your cousin's snack time.

Fill in the *survey*. While you may find that an e-mail survey after your stay at a hotel is a nuisance, it's an important part of the overall customer service experience. Offering positive (or negative) feedback in writing to management will enable the hotel *to commend* those that have done a great job, or take care of issues that they wouldn't normally *beappraised* of without feedback.

Enjoy the much-needed break from your daily routine and *soak in the new atmosphere* (and amenities – with reason!) offered during your stay.

2. Glossary:

whimsical – capricious, very demanding

to brush up – an act of cleaning or smartening oneself; an act of improving existing knowledge or skill in a particular area

to spread out – to open, arrange, or place (something) over a large area; get larger and gradually cover a larger area

frolicking – merry; full of fun, playful

to disrupt – interrupt (an event, activity, or process) by causing a disturbance or problem; destroy the structure of something

to reuse – use again or more than once

eco-friendly – not harmful to the environment

savvy – having common sense and good judgement, knowledgeable

to rotate – to move or cause to move in a circle round the centre

hoard the danish – to steal a roll at the buffet breakfast

to quench the thirst – to satisfy your strong desire to drink

survey – a general view, examination, or description of someone or something

to commend – praise formally or officially, recommend

to be appraised – to be examined in order to judge qualities, success, or needs
to soak in the new atmosphere – to experience the new company or environment with pleasure

3. Answer the following questions:

1. Define a whimsical guest.
2. What does it mean to speculate on the amount of people staying in the room?
3. Which room items can a guest take home?
4. What does it mean to be eco-friendly?
5. Why can't you hoard the danish?

4. a. Read the information about positive guest experience from recent hotel stay:

What is Guest Satisfaction?

Guest satisfaction in the hospitality industry is extremely important. Hotel guests who have been happy with their stay, are likely to come back again and possibly recommend the hotel. It's, therefore, essential to get timely feedback from your guests so that you can quickly respond to any less-than- favourable points. The experiences that your guests have are going to last far longer than their stay with you – that is why you need to prioritise the assessment of their satisfaction.

Hotel guest satisfaction is very much related to what guests expected before they arrived at your hotel and actually starts long before they check-in. How you present your hotel or guest house on the web, the images used, the text descriptions and any video all contribute to their expectations. Also, their interactions with your establishment via telephone, email and social media will all make a contribution to their experiences. Quick, positive and polite responses are what most customers would expect.

The staff play a vital role in fulfilling your guest's expectations. It is important to consider every employee as a customer service representative. They all need to be friendly, welcoming and helpful. They need to be great communicators who love dealing with people. They need to be calm and able to manage upset guests, difficult requests and people from all over the world with varied backgrounds.

Some aspects of hotel guest expectations and satisfaction are common to all scenarios. Guests expect cleanliness, they want the food to be excellent and the service to be equally good. Many will also expect amenities and attractions to be easily accessible.

Hotel Satisfaction Survey Questions:



Hotel guest satisfaction surveys tend to ask lots of questions, often offering a variety of multiple choice style answers. Questions commonly asked include:

- What was the reason for your visit?
- Were you alone or in a group?
- Why did you choose this hotel?
- How did you book your stay with us?
- Were the staff friendly and helpful?
- Did the staff respond quickly?
- Was your room comfortable and clean?
- Did you eat at the hotel?
- How would you rate the hotel food?
- Do you think that the hotel provides value for money?
- Overall were you satisfied, dissatisfied or neither?
- How likely are you to stay at this hotel again?
- How likely are you to recommend this hotel?
- What can we do to improve our service?

This is only a summary list of questions and many hotel surveys actually ask many more than these.

5. Learn the idioms on character and personality and find their Ukrainian equivalent:

● rolling stone – a person who moves from place to place, job to job, without staying anywhere long

e.g. My brother was a rolling stone until he met his wife.

● rough diamond – someone who seems impolite or is not well-educated, but who has a kind heart and good character

e.g. Mike may be a rough diamond, but he is kind and always willing to help.

● life and soul of the party – someone who is energetic, and good fun during social occasions

e.g. It was a great night, Jim was life and soul of the party.

● wallflower – a shy person, usually a girl who has no one to talk to or dance with at a party

e.g. Jane is a bit of a wallflower, she is very shy when she is around a lot of people that she doesn't know.

● wimp – a weak person, someone who lacks confidence

e.g. I always avoid confrontations, I am such a wimp.

● golden boy – a winning person that everyone is fond of

e.g. Johny Brown is the golden boy of English football.

● slave driver – someone who makes other people work really hard

e.g. My boss is such a slave driver, I had to work two weekends in a row.

● early bird – a person who wakes up, arrives to work, etc. before the usual time; expression comes from the English proverb “The early bird catches the worm”

e.g. My Mum is the early bird in our family, she gets up at 5 o’clock in the morning.

● tearaway – a person who behaves in a stupid or wild manner, and frequently gets into trouble

e.g. Tom was a bit of a tearaway in college, always getting into trouble.

● busybody – a person who expresses great interest in other people’s private lives

e.g. My next door neighbour is a real busybody.

● Scrooge – a miserable and greedy person who hates spending money; expression comes from a character in “A Christmas Carol” novel by Charles Dickens

e.g. My last boss was a real Scrooge, for years we never received a Christmas bonus.

6. Fill in a Guest Satisfaction Survey:

Hilton hotel service experience Quitter ce sondage

1.

1. How would you rate the following services at the Hilton hotel?

	Very dissatisfied	Dissatisfied	Neutral	Satisfied	Very satisfied
Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Restaurant service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bar service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Room service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housekeeping	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall service delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Would you view the Hilton Hotel as:

Budget hotel

Economy hotel

Midscale hotel

Upscale hotel

Luxurious Hotel

3. Can you tell us about your previous experiences with the Hilton Hotel?

4. For what purposes have you used the Hilton Hotel in the past? (eg: conferences, leisures, business trips...)

7. Think of the contents of the pictures below and discuss the message they hide:

A

B

C



UNIT 7. Hotel Check-out

“Politeness and consideration for others is like investing a penny and getting dollars back.”

Thomas Sowell

1. Read and translate the text:

Before Leaving a Room for Check-out Procedure...

Some hotels may *charge a fee* for checking-out early or late. Most hotels provide general check-out information to guests on *pamphlets* or signs in your room or at the front desk. The check-out policy will vary between hotels. For example, you may be able to leave your room key in your room when checking-out. Always ask the receptionist about special policies. Sometimes hotels allow guests to check-out without visiting the front desk or even giving your key back, which can save time giving you a chance to do other exciting things! Some hotels may offer an online check-out. To find out if the hotel you're staying at has an online check-out, look for this information online at the hotel's website or ask the front desk.



Call the porter station to let them know what time to pick up your bags for departure. If you need to store them due to late departure, they will give you a ticket to claim your bags later.

If you are *a heavy sleeper*, you may want to set a few alarms. Put your alarm away from your bed so you don't turn it off and go back to sleep. Allow yourself enough time before checking-out to pack your belongings and make your way to the front desk.

Many hotels offer a free wake-up call service. Call the front desk the night before you check out and ask to be called with a *reminder*.

Remove and [pack](#) all items in drawers and closets. Items that you've hung in closets or *tucked away* in drawers can easily be forgotten. Out of habit, you may have put something in one of these places without thinking. Check all closets and drawers before leaving and pack your personal items in your bags.

Check the bathroom for forgotten items. Toiletries and bathroom accessories, like towels and beauty tools, are often overlooked and left behind. Move towels on the floor to ensure nothing has *been knocked* on the ground and hidden from view.

Scan shelves, under beds, and *outlets* before leaving. High up storage areas can hide outside of your normal view. Some items may have been *kicked under* or behind

your bed. Outlets, especially ones hidden behind beds and dressers, may still have *chargers plugged in*.

Gather your room key, possessions, and other check-out necessities. In many cases, you'll have to bring your room key to the front desk to check-out. Gather your packed possessions near your room's entrance. Note your room number if necessary. The front desk worker will usually ask for your room number and keys when checking-out.

Do a *final sweep* of the room before walking out the door. When all your things are packed and positioned at the room entrance, anything left behind will be more obvious. Before leaving to check-out at the front desk, give the room one more look over.

2. Glossary:

to charge a fee – to apply a fixed price for a specific service

a pamphlet – a small booklet or leaflet containing information or arguments about a single subject

a heavy sleeper – someone who does not wake up easily

a reminder – a thing that causes someone to remember something; a letter sent to remind someone of an obligation, especially to pay a bill

tucked away – well hidden in a quiet place where very few people go

be knocked – be thrown

to scan – to look at all parts of (something) carefully in order to detect some feature

an outlet – a place, usually in a wall, where you can connect electrical devices to the electricity supply; a socket

to kick under – to strike forcibly with the foot so that an object hit appears under something

chargers – devices for charging a battery or battery-powered equipment

plugged in – connected to the electricity; informed

a final sweep – a quick search for something with a fast glimpse around

3. Answer the following questions:

1. What are the ways of hotel checking-out?
2. Where can you find the general check-out information?
3. How can you wake up if you are a heavy sleeper?
4. What is a wake-up call service?
5. What should you do not to leave your personal things?

4. Read the text:

A Step by Step Hotel Check-out Process

1. Make eye contact and greet the customer by name. Ask the lady/gentleman if she/he will be checking-out. If she/he has completed the express form, take the form, review it for accuracy and ask for the keys. If the customer has not filled out the express form, continue with the checklist.

2. Ask if the client enjoyed her/his stay and if she/he will be returning to the area. If so, ask if she/he would like to make another reservation.

3. Review the bill with the guest.

4. While chatting with the guest, print out the final bill and review all charges. Make sure you review all room service, phone and mini-bar charges. If there is a discrepancy, ask the customer which item she/he disputes and tell her/him you will look into it immediately. If you have made a mistake, apologize and correct it. If no mistake is found, show the bill to the guest.

5. Process payment: ask how the customer will be paying for the bill. Process all charges and present the customer the receipt.

6. Ask if the customer requires hotel transportation/transfer to the airport or needs her/his luggage stored.

7. Make eye contact and thank the customer for staying at the hotel. Ask if there was anything else that could have been done to improve her/his stay. Give out any survey forms and indicate where she/he can post positive comments online.

8. Report any complaints and suggestions to the hotel manager. Refer any future reservation requests to the reservations department.



5. Learn the idioms and find their Ukrainian equivalent:

● daydreamer – someone who is having dreamlike thoughts when they should be focusing on the present

e.g. I've always been a bit of a daydreamer in school.

● skiver – someone who is absent from school or work without a good reason
e.g. He didn't bother to turn up for work on Monday, he is a skiver.

● clock-watcher – someone who has no interest on the current activity and keeps watching the time

e.g. I hate to be a clock-watcher, but I can't wait to get out of here.

● big mouth – someone who is not able to keep a secret
e.g. Never tell her a secret, she's got a really big mouth.

● wear multiple (many) hats – to have many jobs or roles; to be ready to do a lot of duties

e.g. She wears many hats: she's a doctor, a musician, and a writer.

● **down to earth** – having realistic expectations, being practical

e.g. She is very down to earth person, not at all attracted by the glamour of world.

● **a people person** – the one who likes people, friendly and sociable

e.g. Nelly was going for a job interview and was nervous about her prospects – she was not a people person.

● **a go-getter** – someone who is very energetic, determined to be successful and able to deal with new or difficult situations easily

e.g. We only employ go-getters who will be actively involved in the company's development.

● **an armchair critic** – a person who knows or pretends to know a lot about something in theory rather than practice

e.g. Ronald is such an armchair critic: he has no experience in customer care but he is ready to give plenty of advice

● **a slim/slippery customer** – an unreliable and untrustworthy person

e.g. Somehow, when she's done something wrong, she'll always manage to avoid getting in trouble for it. Just avoid her!

● **head in the clouds** – out of touch with everyday world; be unrealistic about situation; have impractical ideas or dreams

e.g. Andy spends a lot of his time daydreaming, 90% of the time he's not in the real world at all – just imagining what he's going to do with the millions of euros he's never actually going to make because he doesn't do anything. Don't bother asking him – he's got his head in the clouds.

6. Dialogue: Hotel Check-out

Receptionist: Hi there. Are you checking out now?

Guest: Yes, sorry. I know we're a few minutes late.

R: That's no problem. It's always really busy at check-out time anyway.

G: Oh, really. The last hotel we stayed in charged us for the late check-out.

R: The hotel isn't booked this week, so it's not a problem. How was everything?

G: The room was great. The beds were really comfortable and we weren't expecting our own fridge.

R: I'm glad you liked it.

G: The kids were disappointed that the pool wasn't open this morning, though.

R: I apologize for that. We can't get a cleaner earlier than 10 am.

G: Well we had a nice swim last night anyway.

R: Will you be paying by credit card?

G: No. I'll pay in cash.

R: OK. So the total comes to \$128.67, including tax.

G: I thought it was \$115 even. That's what they said yesterday when we checked-in.

R: Yes, but there is an extra room charge on your bill.

G: Oh, I forgot. My husband ordered a plate of snails. Sorry.

R: No problem. So...from \$140, here's your change. Now, I'll just need to ask you for your room keys.

6.b. Useful phrases:

Front Desk Receptionist:

- Are you ready to check-out?
- What room were you in?
- How was your stay?
- Was everything satisfactory?
- Will you be putting this on your card?
- And how will you be paying for this?
- Would you like to speak to the hotel manager on duty?
- I'll just need your room keys, please.
- Enjoy the rest of your holiday.
- Have a safe trip home.

Guest:

- We're checking-out of room 401.
- Sorry we're a bit late checking-out.
- I'm afraid we overslept/slept in.
- We really enjoyed our stay.
- We have a few complaints.
- We'll be back next time we're in town.

6.c. Make up a dialogue on check-out process using the phrases above and present it in class.

7. Think of the contents of the pictures below and discuss the message they hide:

A

— Dear Guest —

Due to the popularity of our guest room amenities, our Housekeeping Department now offers these items for sale:

◆ Alarm Clocks . . \$ 25.00	◆ Bath Towels . . . \$ 20.00
◆ Coffee Maker . . \$ 50.00	◆ Hand Towels . . \$ 15.00
◆ Hairdryer \$ 45.00	◆ Sheets/per set . . \$ 60.00
◆ Iron/Board \$ 30.00	◆ Blankets \$ 50.00
◆ Pillows \$ 25.00	◆ Comforters \$ 80.00


Each guest room attendant is responsible for maintaining the guest room items. Should you decide to take these articles from your room instead of obtaining them from the Executive Housekeeper, we will assume you approve a corresponding charge to your account.

Thank You.

B

Before leaving your room

please turn off
LIGHT



and close the
TAP

THANK YOU

C

**Don't make
excuses.**



**Make
improvements!**

UNIT 8. Tipping Etiquette

"Feeling gratitude and not expressing it is like wrapping a present and not giving it."

William Arthur Ward

1. Read and translate the text:

Tipping in Hospitality Industry

Tipping in hospitality and restaurant business is important, but super confusing. When and how much to tip can depend on any number of factors, including the specific situation, service or even the location. Tipping is about showing *appreciation* for good service.

So how much should a customer tip especially when most service-industry workers depend on gratuity?

Before you tip, check if gratuity has already been added to your bill. Calculate how much to tip based on original prices, even if it's a *happy hour* or your order has a discount. Don't leave your tip out in the open. Give it to the server directly, put it in the *holder* the check came in, or use a credit card.

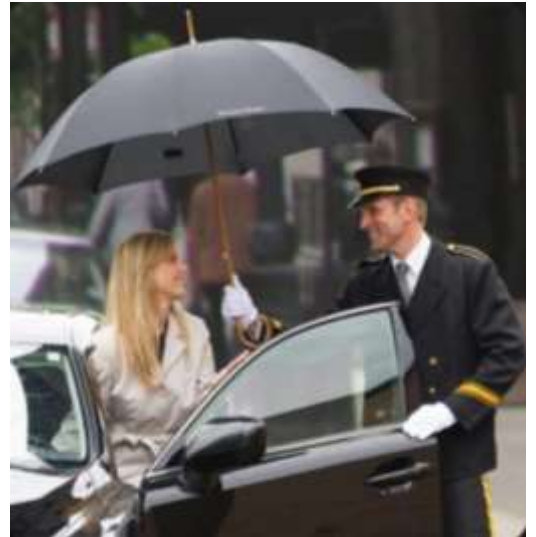
If people can't or won't accept tips, still give them a handshake and a sincere "Thank you." Now, these are just general guidelines for tipping – you will want to know the [proper tipping etiquette when it comes to the holidays](#) and special occasions, too.

How much to tip for hospitality:

A Hotel Housekeeper: \$2–5 per night in a hotel. The tip should be left daily near the pillow on the unmade bed, as housekeepers work irregular schedules and if you are staying a week and tip on the final day, someone who just came on shift could *be benefiting* and the person who had been cleaning your room for six days *in a row* would receive nothing,

A Tour Guide: A tip of \$2 to \$5 per person per day is considered appropriate, but you can tip more if the tour *exceeded* expectations. No need to tip more than 10 percent.

A Taxi Driver: A good *rule of thumb* is to round up to the nearest dollar, but is by no means an obligation.



A Parking Valet: \$2–5 *upfront*. If you have a “nicer car” a bigger tip will ensure that your car is well cared for.

A Doorman/concierge: at least \$5 dollars for *hailing a cab*. However, depending on how much work they do for you and whether it is raining, you can tip your doorman anywhere between \$5–20.

A Porter/Bellhop: \$1–2 per bag, depending on size, or \$5 per bag in a 5-star hotel.

A Coatroom Attendant: \$3–5 per coat, more if you also check hats, umbrellas, or bags.

How much to tip in a restaurant:

A Restaurant Server: Check the bill before deciding if/what to tip. A “*service charge*” may already be included in the final cost and should cover the gratuity. If there isn’t a charge or it doesn’t go directly to the server, a 10 percent tip is reasonable.



A Bartender: If you want to become the beloved *regular* at your bar, tip bartenders generously (50 percent). For the same title at a coffee joint, put \$5 straight into the *tip jar*. Being friendly and starting conversations will also get you remembered, and getting on the employees’ good side could get you a free drink in the future.

How much to tip at a salon/spa:

A Hairstylist/barber: 20 percent is a standard tip for your *hairstylist* or *barber* and \$5–10 is appropriate for the assistant if they give you a really good hair wash or *scalp* massage. It is also good etiquette to tip the salon owner – the equivalent of one visit as your end of year gift.

A Manicurist: 18–20 percent.

A Spa Service Provider: Tipping isn’t expected, but a few pound-tip for great service is always appreciated.

When in Doubt...

Tipping customs can change as tourism shapes cultural norms and *wage* laws change. If you find yourself unsure whether or not to tip, ask your server if tipping is customary.

If it doesn’t feel appropriate to ask, simply round up the bill. There’s nothing wrong with bringing a little of your culture to the table by leaving something behind to show your gratitude. And who knows, you might be making someone’s day!

 <p>BARTENDER \$1 to \$5 per round of drinks, depending on the number of drinks</p>	 <p>SKYCAP AT AIRPORT \$1 to \$3 per bag checked</p>
 <p>BELLHOPS \$1 to \$5 per bag, depending on the level of the hotel</p>	 <p>TAXI 15%–20%, but round up the fare to the next dollar amount</p>
 <p>HOTEL CONCIERGE \$5 or more, if he or she performs a service for you</p>	 <p>TOUR GUIDE 10% of the cost of the tour</p>
 <p>HOTEL DOORMAN \$1–\$2 if he helps you get a cab</p>	 <p>VALET PARKING ATTENDANT \$1–\$2, but only when you get your car</p>
 <p>HOTEL MAID \$1–\$3 a day (either daily or at the end of your stay, in cash)</p>	 <p>WAITER 15%–20%, with 20% being the norm at high-end restaurants</p>
 <p>HOTEL ROOM-SERVICE WAITER \$1 to \$2 per delivery, even if a service charge has been added</p>	 <p>RESTROOM ATTENDANTS \$1 or small change in more expensive restaurants</p>
 <p>PORTER AT AIRPORT OR TRAIN STATION \$1 per bag</p>	 <p>COAT-CHECK PERSONNEL \$1–\$2 per item checked unless there is a fee, then nothing.</p>

2. Glossary:

appreciation – recognition and enjoyment of the good qualities of someone or something

happy hour – a period of the day when drinks are sold at reduced prices in a bar or other licensed establishment

holder – a device that holds

be benefiting – taking an advantage or profit gained from something

in a row – forming a line; in succession

to exceed – to be greater in number or size than (a quantity, number, or other measurable thing)

rule of a thumb – a broadly accurate guide or principle, based on practice rather than theirs

to round up to the nearest dollar – to round the number up or down to reach the nearest whole number/dollar. For example: If you need to round \$5.49 to the nearest

dollar – you would round it to \$5.00; If you need to round \$5.50 to the nearest dollar – you would round it to \$6.00

upfront – in advance

to hail a cab – to cause a taxi-driver to stop

service charge – an amount that is added to your bill in a restaurant to pay for the work of the person who comes and serves you

a regular – regular customer

tip jar – a container, commonly a glass jar into which customers can put a gratuity; usually situated at the point-of-sale at many businesses

a hairstylist – a person who cuts and styles people's hair professionally

a barber – a person who cuts men's hair and shaves or trims beards as an occupation

scalp – the skin covering the head, excluding the face

wage – a fixed regular payment earned for work or services, typically paid on a daily or weekly basis

3. Answer the questions based on the text:

1. What are the factors on which tipping depends?
2. Why shouldn't you leave tips in the open?
3. What to do if you want to be a beloved regular at the bar?
4. What is the rule of a thumb?
5. How should you tip when in doubt?

4. Read the information below:

Why to Tip?

Working in hospitality industry requires plenty of patience along with dealing with difficult hotel and restaurant customers, weird requests. But every employer's work deserves gratuity. Here are some reasons why you should tip your server:

For many servers, it is their **primary source of income**. In some countries, people who work in the food service industry don't even make an hourly minimum wage so servers depend on their tips to make a living.

If you are **a difficult customer** and have your server going above and beyond, at least have the decency to acknowledge their hard work. Nothing is worse than sending back your food three times because it was "too salty" or "doesn't have enough sauce."



Besides, it isn't the server's fault so don't blame them for the cook's mistakes. Tell the manager but tip the server.

Large parties are hell! This is especially true for restaurants that don't add gratuity. It's stressful having to fulfill everyone's needs in a party of 25 persons while tending to other tables as well. Even worse is finding out that the birthday dinner party of 10 that you worked so hard to accommodate tipped 10 percent on a \$500 bill. The only bonus is when your large party asks for split/separate checks.

Servers deal with a lot of stress. Don't come in 10 minutes before closing, take your time to eat, talk with your friend about your weekend, and have someone waiting on you to finish so that they can finally clock out to find you left no cash on the table and signed \$0.00 on the receipt.

Your child is yours, not the server's. Cleaning up your baby's toys and food bread-crumbs isn't in his/her job description, yet here they are wiping up your little baby's banana chunks.

Your server is good at his job, which is to take care of you the entire time you're in the restaurant.

If you order hotel room service please tip correspondently a housekeeper or a waiter bringing up a sandwich to your room. This alone makes you a priority in someone's life for a good hour, which you should appreciate.

If that doesn't deserve a tip, then what does?

4.b. Think of 5 more reasons a customer should tip the hospitality workers.

5. Learn the idioms and find their Ukrainian equivalent:

- Count your blessings – be grateful for what you have

e.g. *Count your blessings, things could always be worse.*

- Gratitude is the sign of noble souls – people who are happy with and are thankful for what they have, have good qualities; such as generosity, honesty and others

e.g. *It's amazing how thankful and generous he is, even after losing his leg in the accident. Gratitude is the sign of the noble souls.*

- He that is hard to please, may get nothing in the end – if someone always wants more, or always wants something better and is never satisfied with what he has, he may end up getting nothing.

e.g. *John paid his employees very little and demanded long hours, because he wanted to increase his profits. In the end his best employees quit and his company's future was in jeopardy. He that is hard to please, may get nothing in the end.*

- It's the little things that count – to be thankful for the little things that you have

e.g. *We may not have had the biggest meal for the holiday or the most presents, but we had each other, and it's the little things that count.*

● Don't look a gift horse in the mouth – when someone gives you a gift – be thankful, don't question its value or turn your nose up at it, as if it is not a good enough gift. This expression originally referred to looking at a horse's teeth.

e.g. If someone is kind enough to give you a gift, just say "thank you". Don't look a gift horse in the mouth.

● Never take anything for granted – to expect someone or something to be always available to serve in some way without thanks or recognition; to value someone or something too lightly.

e.g. I guess that I take a lot of things for granted. Stop me!

● Thanks cost nothing – it's easy to be grateful and to show gratitude; it takes nothing from you to say "thank you" to someone

e.g. I love how you always go out of your way to thank the janitors for their hard work. You remind me that thanks cost nothing

● **The grass is always greener on the other side of the fence** – a caution to be grateful for what you have, and not to worry about what someone else has

e.g. She has always wanted to replace Sarah as President of the group for a long time, but once she got the job, she realized how hard it was and regretted wishing it so badly. The grass is always greener on the other side of the fence.

● When eating fruit, remember the one who planted the tree – (Vietnamese proverb on gratitude) – to be grateful to the people that have made little things possible for you

e.g. Before I was born, my grandparents built the house my parents reside in now.
When eating fruit, remember the one who planted the tree.

● thank God it's Friday – a common expression used to celebrate the end of the working week

e.g. Good morning, everyone. Thank God it's Friday, am I right?

● **to take guts to do something** – require courage in the face of danger or great risk

e.g. It takes guts for firemen to enter a burning building to save someone.

6. Consider which of the workers pictured below are to be tipped:

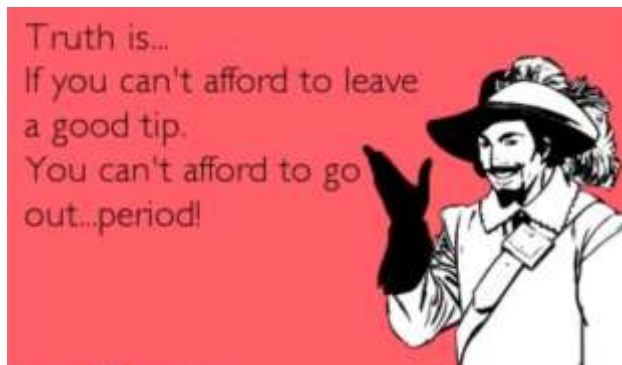


7. Think of the contents of the pictures below and discuss the message they hide:

A

B

C



UNIT 9. Difficult Guests

*“A parent can give a child
no greater gift than beautiful manners.”*

Hakim

1. Read and translate the text:

How to Handle Customer Complaints

Complaints happen every day. When a customer complains, it is usually for a good reason or genuine concern. Hoteliers must take care of the guests by listening to the complaint, and resolving it, to ensure a happy customer.

Fewer than half of unhappy customers will bring a complaint to your attention. Those who never complain about anything will tell 11 people

about their bad hotel stay experience. Customers want to know someone is listening and they are understood, and they hope you will take care of the problem to their satisfaction. No matter what the situation is, when a customer brings a complaint to your attention – even if they do it in a less-than-desirable way – be thankful. As the old saying goes, “We can’t fix it, if we don’t know it’s broken”. Here are five strategies that will help you handle a customer complaint in a smooth and professional manner:



Stay calm. When a customer presents you with a complaint, keep in mind that the problem is not personal; he or she is not attacking you directly but rather the situation at hand. “Winning” the confrontation accomplishes nothing. While it is natural to get defensive when attacked, choose to be “professional” and keep your cool.

Listen attentively. Let the angry customer blow off steam. It is important *to lend a patient ear* while he/she is complaining. Respond with phrases such as, “Hmm,” “I see,” and “Tell me more.” Do not interrupt. As the customer sees you are not reacting, he or she will begin to calm down. The customer needs to get into a calm frame of mind before he or she can hear your solution – or anything you say, for that matter.

Acknowledge the problem. Let the customer know you hear what he or she is saying. If you or your team made a mistake, admit it. If you did not make a mistake and it is a misunderstanding, simply explain it to the customer: “I can see how that would be incredibly frustrating for you.” You are not necessarily agreeing with what the customer is saying, but respect his feeling about the situation. An excellent phrase for opening up this particular conversation would be, “So, if I understand you correctly...” After the customer responds, follow up with, “So, if I understand you correctly, we were to resolve the problem by noon today. I can see how that must be

important for you.” Then be quiet. Usually, the customer will respond with “That’s right” or “Exactly.” By repeating to the customer what you think you heard, you lower his or her defenses, and win the right to be heard.

Get the facts. After listening, take the initiative in the conversation. After the customer has calmed down and feels you have heard his or her side, begin asking questions. Use this as an opportunity to start a genuine conversation, building a trusting relationship with your customer. To help you understand the situation, get as many details as possible.

Offer a solution. This happens only after you have sufficient details. One thing to keep in mind: know what you can and cannot do within your hotel’s guidelines. Remember, when offering a solution, be courteous and respectful. Take charge of the situation and let the customer know what you are going to do to solve the problem.

A quick follow-up phone call a few days later to make sure everything is OK – is icing on the cake. Even a small gesture of apology can turn this interaction from disaster to legendary. The cost could be minimal, maybe a simple upgrade on the customer’s next stay or a small gift certificate. A simple gesture like this could result in a future positive word-of-mouth recommendation.

When you resolve customer complaints successfully, you will better understand their needs, retain them as loyal customers, and enhance the reputation of your hotel.

(by Amanda Herder)

2. Glossary:

a complaint – a statement that something is unsatisfactory or unacceptable; expression of dissatisfaction

to complain about – express dissatisfaction or annoyance about something

a confrontation – argument, dispute, misunderstanding

to keep your cool – to remain composed, calm, and even-tempered, especially in a provocative situation

to lend a patient ear – to listen to somebody’s problems carefully and sympathetically.

a frame of mind – mental or emotional attitude or mood

to blow off steam – to release strong emotions or energy by engaging in some kind of enjoyable or relaxing activity

frustrating – causing annoyance or being upset because of an inability to change or achieve something

to lower defenses – to relax and trust people, even though this means that you might let yourself be upset or do the wrong thing

icing on the cake – something that makes a good situation even better or a bad situation even worse

word-of-mouth – to pass the information from person to person; people tell the information to each other without reading it being printed in written form.

to retain – continue to have (something); keep possession of
to enhance – intensify, increase, or further improve the quality, value, or extent
of

3. Answer the questions based on the text:

1. What usually happens if a dissatisfied client doesn't complain?
2. What does it mean to win a situation in a confrontation?
3. Is it difficult to lend a patient ear when a customer complains? Why?
4. What happens if the problem cannot be resolved?
5. Explain what "word-of-mouth recommendation" is.

4. Read the information below and think if the given methods are wrong or right:

Three Methods of Dealing with Difficult Guests

Dealing with angry guests requires patience and loads of training! Experts recommend using the following methods to handle difficult customers:

1. Listen to the guest. Be attentive and sensitive while the customer is voicing the complaints. Interrupting or not paying attention can make the situation worse. Allow the customer to explain the nature of the problem. If possible, lead the guest away from the area where there are other guests within ear-shot. If the problem is genuine, contacting the relevant staff to address the issue immediately is the best way to deal with the situation.

2. Resolve the issue in the guest's favour. There are some difficulties to please guests who are not satisfied with any resolution. Statistics show that 70% of the guests return to a hotel where a former complaint was resolved in their favour. Providing a positive experience with a free upgrade, breakfast or dinner offers great return on investment in the long run as the guests are likely not only to revisit but to recommend the hotel to others.

3. Ask for a solution. An irate guest may not be satisfied with a free upgrade or a meal offer. If nothing else works with the angry customer, asking him/her for a solution to the problem politely could be the best way to deal with such difficult guests. Once you fulfil the guest's request, following up on the issue – will make the guest feel special and valued. According to an estimate, 12 positive experiences are needed to compensate for one negative issue that is unresolved.



5. Learn the idioms and find their Ukrainian equivalent:

● **at one's wits end** – to be at the limit of mental resources, desperate and without additional options

e.g. I've been trying to download the file all day and I keep getting an error message – I'm at my wits' end!

● **catch-22** – a situation in which it is impossible to succeed because of conflicting rules or conditions

e.g. Getting your first job is a catch-22 because companies want to hire someone with experience, but how can I get experience unless someone gives me a job?

● **to dodge a bullet** – barely escape from a dangerous/disastrous situation
e.g. We were about to buy a house and just before we were going to sign the papers, an earthquake destroyed most of the area. We definitely dodged a bullet.

● **the crux of the matter** – most essential or main part of the problem
e.g. Of course there are a number of things that the country needs to improve, but the crux of the matter is that the politicians are corrupt.

● **to grasp at straws** – to make a desperate attempt at saving oneself (even if it probably won't work)

e.g. The police are grasping at straws because there's virtually no evidence at the crime scene.

● **in dire straits** – in a very serious, very bad situation

e.g. Billy has been unemployed for the past three years – he's really in dire straits.

● **to have got one's work cut out for** – to have a large and difficult task to do in the future

e.g. You want to finish a four-year college degree in just two years? Well, you've got your work cut out for you.

● **last resort** – an option you use as a “last chance” when there are no other options available

e.g. If we can't stay with any of our friends in London, then we can always book a hotel as a last resort.

● **the tip of the iceberg** – only a small part of the problem; the biggest part of the problem is hidden

e.g. A wildlife investigator has claimed that the numbers of reported crimes against protected birds in Scotland are merely the tip of the iceberg.

● **avicious cycle** – when one problem causes another problem, which then causes the first problem again

e.g. When I gain weight, I have less energy to exercise... and when I do less exercise, I gain even more weight. It's a vicious cycle.

6. Read the dialogue. Who is right and who is wrong?

Dealing with the Difficult Guest at the Reception:

Front desk agent: Good Morning Sir. May I help you?

Mr. Smith: Actually I just got the news that my flight arrives at 4.30 pm but it was supposed to come at 10.00 am. I am 60 years old as you see, so it will be so difficult for me to wait in the airport for such a long time. I want to occupy your room till the afternoon.

F: Sir, you are lucky as we don't have any booking of that room till the afternoon. But sir as you know, 12.00 pm is our last check out time and if you like to stay more then you have to pay for that.

S: What? It's impossible! Why do I have to pay?

F: Sir, it is the rule. You might be happy to hear that you will not have to pay full day room rent. If you stay till the afternoon then you will be charged only 50% of the room rent.

S: No! Don't you know I have settled my account already?

F: Yes...sir...But...

S: What but? Listen...hey listen to me! I will not pay a single cent for 4 hours. I will not pay anymore. Is it clear?

F: Sir, I do understand your problem. But I am afraid I can do nothing with this. 12.00 pm is our last check-out time and if you want to stay more you have to pay, that is the rule we have for all our guests.

S: I have been staying in this hotel for 3 days. Your service is so poor. I will complain about your service.

F: We are very sorry sir. We could do a favour for you.

S: Yes?

F: Sir, after 12 you can leave your baggage to us and enjoy in our lobby. And you will not be charged anymore.

S: Listen to me clearly! I know how hard to earn the money. I will not pay anymore for 3 to 4 hours.

F: Sir, you can really enjoy in our lobby for the rest of the time.

S: No...never. I would like to sleep in my room till 3 pm and I will never pay anymore.

F: Then, Sir, please be seated in our lobby. I am calling our manager. He is the right person to solve your problem. Please stay here till he comes. Our manager will come within 5 minutes.

S: Ok! I am waiting. Let him come and talk to me.

F: Thank you, Sir, for your patience!

6.b. Useful phrases:

Ways of complaining:

- Do you call this ... food?
- It tastes disgusting.
- You call this a luxury resort, don't you?
- Look at this ..., it's rubbish / damaged / ...!
- How can you offer such a bad connection?

- This (service) of yours is awful, I dislike it.
- I hate the ... !
- The ... is overpriced.
- This is far too expensive.
- I'll claim damages.
- You'll hear from my lawyer.
- I demand fresh towels at once.

Making suggestions about a problem:

- I'm sorry, but... / I'm afraid ...
- We can give you a refund.
- I can offer you ... (a reduction / a discount / a refund / a free ... / a repair / ...)
- One solution is to . . . (verb)
- I'll send you ... immediately.
- I'll talk to her about it.
- This won't happen again, I promise.
- We could . . .
- I think we should . . .
- I recommend that . . .
- No problem, just a moment, please.
- Of course, sorry for the inconvenience.
- I'm terribly sorry, I'll get your order right away.
- I apologise on behalf of the kitchen. I will talk to the chef and have this replaced immediately.

6.c. Make-up a dialogue of your own based on 2-3 of the problems offered:

- noise from neighbouring rooms;
- dirty room;
- no hot water;
- safe deposit box broken;
- smoking is forbidden;
- remote control doesn't function;
- no WI-FI in room;
- window is stuck.

7. Think of the contents of the pictures below and discuss the message they hide:

A

B

C

Do You
**Walk in Your
Customers'
Shoes?**

*Can you describe a day in the life
of your customer?*

*Do you know what keeps them up
at night? You need to understand
their life to serve their life.*

Do you?

Decide to be REAL.



UNIT 10. Hotel Rules and Policies

“Good manners and kindness are always in fashion.”
Coco Chanel

1. Read and translate the text:

Rules and Policies of the Grand Royal Hotel

The Grand Royal Hotel management will highly appreciate your collaboration in *abiding* by these rules and regulations with the aim to ensure peaceful and safe stay for our Guests.

1. Hotel rooms are rented for hotel days.
2. A hotel day starts at 2:00 p.m. on the day of arrival and ends at 12:00 a.m. of the following day. Failure to check- out by 12:00 p.m. will result in an additional fee for *extending* a hotel day. A charge for the extension until 4:00 p.m. amounts to PLN 80.00. After 4:00 p.m. the hotel will charge for an additional hotel day.
3. The hotel reserves the right *to pre-authorize* your credit card upon check-in or collect a fee for the entire stay in the form of a cash deposit.
4. In case the guest fails to appear in the hotel by 6 p.m. of the accommodation day despite making a reservation, the fee for the room will be charged by the hotel.
5. The hotel guest cannot hand over a room to third persons, even if the period for which the guest paid has not yet expired.
6. Persons who are not checked-in the hotel may stay in a hotel room from 07:00 a.m. till 10:00 p.m. Persons staying in a room after 10:00 p.m. must check-in the hotel.
7. The hotel may refuse to accept the guests who *grossly violated* the Hotel Rules and Regulations during the last stay by damaging the hotel's or guests' property or by inflicting damage on other guests, hotel employees or other persons staying in the hotel or in other way violated the stay of other guests or the functioning of the hotel.
8. The hotel welcomes guests travelling with pets. Only one pet is allowed per room for an extra charge and the guest bears full responsibility for any damage caused by their pet. Pets must *be leashed* in common areas. *Due to* hygienic reasons, pets are not allowed in the hotel restaurant.
9. The hotel *renders* services in accordance with its category and standard. Guests are requested to submit any complaints regarding the quality of services at the reception desk as soon as possible, thus expecting the immediate reaction of the hotel.

The hotel is obliged to ensure:



- conditions for full and undisturbed rest of the guest;
- safety of stay and *privacy*. Every guest provides his/her *consent* to processing their personal information for the purposes of checking-in and placing their data in the hotel database as per the Personal Data Protection Act of 29.10.1997. (Journal of Laws of 1997, no. 133, item 883 as later amended). The guest has the right to review and correct his/her personal data.

- professional and polite service in respect of all services rendered by the hotel;
- cleaning of the room and performing necessary repairs of equipment during the guest's absence or in their presence if requested by the guest;

- in case of any defects which could not be repaired, the hotel shall make every effort to (if possible) change the room or in any other way *redress* the inconvenience.

At the guest's request, the hotel renders the following free of charge services:

- information concerning the guest's stay and travel;
- wake-up call at a time specified;
- storage of money and valuable belongings during the stay;
- storage of luggage; the hotel may refuse to store luggage at times other than during the guest's stay at the hotel or if the belongings are not of a personal kind;
- access to a swimming pool, sauna, jacuzzi and gym during hours of availability.

10. The *lights-out* period starts at 10:00 p.m. and ends at 07:00 a.m. of the following day.

11. Activity of guests and persons using services of the hotel should not disturb the peaceful stay of other guests. The hotel may refuse to render services to a person violating the above rule.

12. When leaving the room, guests are expected to come back before the door is properly locked.

13. The loss of a room card/key *is subject to* an extra charge of PLN 50.00.

14. The hotel guest bears financial responsibility for damaging or destroying the hotel's equipment and technical devices due to their fault or due to the fault of their visitors.

15. Room heaters, electric irons and other similar devices which are not a part of the hotel room equipment are not allowed to be used inside the rooms due to the fire safety.

16. Smoking in hotel rooms, corridors, staircase, restaurant, bar, spa and wellness zone, cloak rooms, gym and reception hall is prohibited. Violation of the prohibition is subject to a fine of PLN 500.00.

17. It is prohibited *to consume* foodstuff bought outside the hotel in the common area.

18. Personal belongings left by guests in the hotel room upon leaving will be sent to the address indicated by the guest at their expense. If no instructions are left, belongings will be stored by the hotel for three months. Unless the owner is found, belongings will be given to *charity*.

2. Glossary:

to abide by – to accept or act in accordance with; to follow

extending – able to be lengthened or spread out

pre-authorize – to temporarily but officially hold on funds in a customer's account

grossly – extremely; excessively; in a very obvious and unacceptable manner

to violate – break or fail to comply with

be leashed – with a chain, strap, etc., for controlling or leading a dog or other animal

due to – because of; owing to

to render – provide or give

to be obliged to – to be made legally or morally bound to do something

privacy – a state in which one is not observed or disturbed by other people

concent – musical harmony or general agreement

to redress – to give [payment](#) for the harm that has been done

lights-out – bedtime

to be subject to – likely to experience or suffer from something

to consume – to eat, drink, buy (goods, services)

charity – voluntary giving of help, typically in the form of money, to those in need

3. Answer the questions based on the text:

1. Define the term “hotel day”.
2. What is the the Grand Royal Hotel obliged to ensure?
3. Name 5 rules-prohibitions for guests of the Grand Royal Hotel.
4. What is the hotel’s policy towards pets?
5. What does the hotel do with the personal things left by guests?

4. Read the information below:

Complimentary Extras

You know that your guests are the lifeblood of your business. You’re not thinking about how to cut corners or reduce costs.

You might be excited about the fact that extra services can also help you generate more revenue, and that might be your true aim.

Here are some extra services you can offer your hotel guests.

All-Day Breakfasts. Many hotels offer simple complimentary continental breakfasts to their guests. Some



have even started extending the time frame to make it available for longer.

You could even take a step further by making breakfast available throughout the entire day.

Pick-Up/Drop-Off Service. Some hotels, especially those outside city centers, offer a complimentary pick-up and drop-off service for their guests. Occasionally, there are also centrally located hotels that provide this amenity.

Creating a regular schedule for your guests can help them make plans to catch your shuttle when they need it.

Offer Something For Free. “Free” is a powerful psychological trigger. Offering a gift to your guests, however, small, will be appreciated by them. It could be a bottle of water, a small pack of mints, or a puzzle.



Some hotels in London offer their guests butter shortbread, made in Scotland, along with a cup of Wellington Tea.

Personalization. More and more customers are coming to expect personalization from the businesses they engage with. From contest give-aways to customized candy wrappers, there are many ways to let your guest know that you appreciate them.

You can also call them by name, spend time getting to know them, and offer some personalized suggestions to surprise and delight them – and this doesn’t need to cost anything extra.

Luggage Forwarding. One of the main things that can make travel inconvenient is luggage. If you offer a luggage forwarding service, your guests can travel worry-free, and go on their way without having to carry their non-essential belongings with them everywhere they go.

Rental Clothing. At times, guests may require clothing for an occasion they didn’t plan for. Some luxury hotels offer a temporary closet to such guests, so they can attend their social events or business meetings without worrying about their appearance.



Some luxurious hotels in Europe offer their guests Schumacher designer dresses at no extra charge, whether they’re in need of a cocktail dress or evening-gown.

You may not be able to offer luxury clothing rentals, but you could scale this service to match your property, particularly if there’s a demand for it.

State-of-the-art TV. The days of a flat-screen TV being novel in a hotel room are over. Today, there’s so much more that a TV can do, which can afford more conveniences for your guests.

TVs within new hotels can be used to order room service and control the thermostat. Plus, it can be controlled with one’s smartphone.

Used wisely, these conveniences can generate more revenue for your business.

The extras you provide your guests don't need to cost a lot of money or involve a lot of effort. Little tweaks can make a big difference.

But extras can also be leveraged as additional revenue sources. If you're offering a service your customers want and need, many are willing to pay the extra for the convenience.

4.b. think of 5 more complimentary services which might improve your stay in a hotel

5. Learn the idioms and find their Ukrainian equivalent:

- **cold comfort** – something that has failed as an intended source of solace

e.g. The news that I got a meager raise is cold comfort after not getting that big promotion.

- **comfort station** – public bathroom

e.g. I sure hope there's a comfort station at this next rest stop!

- **comfort zone** – a place, activity, situation, or psychological state in which a person feels free from anxiety and is within their of ability, experience, security, and/or control.

e.g. Though it is often outside your comfort zone, traveling to foreign countries gives you a much greater perspective on how other people in the world live.

- **creature comforts** – things that one needs in order to feel happy and comfortable

e.g. I have a hard time abandoning my creature comforts to go hiking and camping. At a minimum, I need running water!

- **take comfort in (something)** – to be soothed or calmed by something

e.g. When things get tough, I take comfort in the company of my closest friends.

- **there, there** – a phrase used to soothe one who is upset

e.g. There, there, sweetie. Everything is going to be OK.

- **too (something) for comfort** – having more of some quality or trait than one would like or is comfortable with. Used especially in the phrase "too close for comfort."

e.g. The way these planes fly so low over the house is just too close for comfort.

- **under the weather** – unwell or in low spirits

e.g. I don't feel like hanging out today. I'm feeling a bit under the weather.

- **ray of sunshine** – a person who brings happiness into the lives of others (often used sarcastically to refer to someone with a gloomy outlook on life)

e.g. Her students proved to be ray of sunshine for her when she was trying to cope up with the grief of losing her family.

- **place in the sun** – a position of advantage

e.g. Every player is fighting for a place in the sun in this team.

A

When you focus on
PROBLEMS,
you will have more
problems.

When you focus on
POSSIBILITIES
you'll have more
opportunities.

B

Always
DELIVER
MORE THAN
YOU ARE ASKED
to deliver

C

"IF WORK
ISN'T FUN,
YOU'RE NOT
PLAYING ON
THE RIGHT
TEAM."

FRANK SONNENBERG

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