Introduction to Hotel and Useful Expression

Please read text bellow before you answer the questions.

Hotel has a meaning which means a place that is built and rented out to anyone who is looking for a place to stay temporarily. Hotel classification can be distinguished from the size of the hotel. hotel classification is divided into four, 1. small hotel, is a hotel that has more than 25 rooms and less than 100 rooms, 2. above average hotel, is a middle class hotel which has 100 rooms but less than 300 rooms, 3. Large hotel is the hotel has 101 until 300 rooms, 4. Very large hotel, has more than 300 rooms. The types of hotels are divided into 3 types, namely 1. Residential hotel, this type of hotel is a type of hotel that is provided for someone who has not got a place to stay and wants to stay longer and is located in the city, 2. Transit Hotel, is a hotel that located on the main inter-city road which aims to provide accommodation for someone who is traveling long distances and they stay for a short time. 3. Resort Hotel, is a type of hotel intended for someone who is on a tour or vacation and is located near recreational centers.

There are three useful expressions in the hotel industry

1. Welcoming guess

   Example:

   Hello, welcome to Kristina hotel.

   How can we help you?
2. Checking guest in

   Example:

   Do you have any reservation?

   Can I have your ID credit card, please?
3. Taking reservation

   Example:

   How many people this reservation for?

   What types of room do you want?

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A. Exercise

Please read the question below and answer the question!

1. How many classification has been mentioned in the text above?

2. What is the function of Resort hotel?

3. Please mention the advantages of very large hotel?

4. How many room must be having in small and average hotel?

5. What is the differences between residential hotel and transit hotel?

B. Practice

Please read the conversation below with your friends

1. Welcoming guest

   Receptionist: good morning sir, here is Christina hotel, can I help you?

   Guess: I am Agus, can you please tell me about Kristina hotel hotel.

   Receptionist: alright sir, let me explain about our hotel, Kristina hotel is the five stars' hotel, the hotel has two international restaurants the restaurant serves international and Indonesian food. The hotel also has the large garden and show the beautiful view. this hotel has 200 hundred rooms, standard, superior, deluxe. each room in this hotel has air conditioned, tv, tables and many other, you also can see beautiful view from the room's balcony. and for The swimming pool is located in the back of the hotel.

   Guess: okay thank you for the information.

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Receptionist: alright sir, I hope you are coming and enjoying to stayed in this hotel.

2. Checking guest in

Receptionist: hello, good morning, welcome to Kristina hotel, have a seat please. how can I help you?
Guess: hello, I have a reservation for today. It's under name Shintia
Receptionist: okay ma'am, let me check the room now
Receptionist: thanks for waiting ma'am, we've reserved a deluxe room for you with a view of the mountain view for two nights, it is right mam?
Guess: yes it is.
Receptionist: we already have your credit card information on file. You just sign the receipt along the bottom, please
Guess: alright.
Receptionist: alright mam, thank you, here is the rooms key, I will call the bellboy to guide you to your room.
Guess: thank you
Receptionist: alright mam, you are welcome, have a nice day mam

3. Taking reservation

Receptionist: hello, Kristina hotel here, how can I help you?

Guess: Hi, I would like to book a rooms.

Receptionist: there is several room are available sir, may I know, when is the date do you want to check-in?

Guess: the date is 21st June

Receptionist: We have three types of room, first is standard room, second is superior room and third is deluxe room, what kind of room do you want to book sir?

Guess: could you please tell me about standard and deluxe room?

Receptionist: standard room contains a single bed, refrigerator, ac, tv, desk, and bathroom with shower, meanwhile Deluxe room contains twin or double bad, air conditioner, refrigerator, tv, desk, bathroom with bathtub, and shower, and the size of the room is much bigger than standard room.

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Guess: how about the price between the standard and deluxe room?

Receptionist: the price of standard room is: 200.000 and for deluxe room is 500.000 sir.

Guess: that's good, I will book deluxe room for a night.

Receptionist: alright sir, may I know your name for the booking information?

Guess: my name is ken, the room included breakfast or not?

Receptionist: yes, sir, the room included breakfast.

Guess: alright thank you for your information.

Receptionist: alright sir, I hope you are enjoy stayed in Kristina hotel.

C. Grammar

Please fill in the blank by choosing the correct answer from the table

A: hello, good afternoon

B: good afternoon sir, how can I you, sir?

A: I would like to cancel the room that I've ,because go to my village

B: oh, alright sir, can I know your name and when the of you are booked the room?

A: my name is Kenny, the date is 15 June

B: alright sir, I will your name from list. Thank you for confirm it and have a nice day sir.

A: thank you.

a. erase	d. reservation
b. booked	e. help
c. date	

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