

Get ready!

1 Before you read the passage, talk about these questions. Use the HELP button to compare your answers.



2

Welcome!



Royal Point
Hotel

New Employee Training Manual

Welcoming Our Guests

Why do people from all over the world choose the Royal Point Hotel? Because of our friendly **atmosphere**. How can you make guests feel welcome? Here are some tips:

- Greet new guests with a friendly "**welcome**". Also, be sure to **introduce yourself**. Begin your introduction with the phrase, "Allow me to introduce myself."
- **Address** all guests as "sir" or "ma'am." The **title** "Mr." or "Ms." followed by the guest's last name is also appropriate.
- Is a guest having trouble carrying his or her **luggage**? Offer to **take his or her bags**. A guest may have **additional baggage** in his or her **car trunk**. Don't forget to ask!

1 What makes people feel welcome during hotel stays?

2 How do you make people feel welcome?

Reading

2 Read the training manual for new employees, and then choose the correct answers.

1 What is the main idea of the training manual?

- ☐ A how to welcome new hotel employees ☐ B ways to make guests comfortable at the hotel ☐ C steps to introducing people who don't know each other ☐ D how to improve communication between employees

2 According to the passage, which of the following is true about employees at the Royal Point Hotel?

- ☐ A They rarely speak to hotel guests. ☐ B They allow guests to introduce themselves first. ☐ C They are responsible for learning guests' addresses. ☐ D They sometimes refer to guests by their last names.

3 What is probably true about guests?

- ☐ A They stay at the same hotel each time they travel. ☐ B They use their car trunks to store extra bags. ☐ C They don't share their first names with employees. ☐ D They pay employees to carry their luggage.

Reading

5  Listen and read the passage again. What ways are appropriate to address guests? Fill in the blanks.

The ways that are appropriate to guests are "" and "ma'am" for men and women, or with the "Mr". or "" followed by their name.

Vocabulary

3 Match the words or phrases with the definitions (A-I).

welcome luggage introduce yourself car trunk address title take his/her bags atmosphere additional baggage

A more or extra luggage

B to talk to someone

C the mood of a place

D the bags that you take with you when you travel

E a space in the back of a car that is for storing things

F a word used before a person's name to show respect

G to help carry someone's belongings

H to make guests feel comfortable in a new place

I tell someone your name when you meet them

Vocabulary

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

1 Give me permission to help you carry your bags.

(_ l _ _ w) (m _)

2 The guest takes a lot of bags on her trip.

(l _ _ g _ _ e)

3 The doorman says his name to the guest.

(i _ t _ _ d _ c _ _) (h _ m _ _ _ _)

Listening

6  Listen to a conversation between a doorman and a guest. Then mark the following statements as *True* or *False*.

1 The guest's luggage is in her car trunk.

2 The guest prefers to carry her own bags.

3 The doorman checks in the guest at the front desk.

Listening

7  Listen again, then fill in the blanks.

Doorman: 1) to the Royal Point Hotel!

Guest: Guest: Thank you. I'm 2) to be here.

Doorman: And we're 3) you. Allow me to introduce myself. My name is Roland Hayes. I'm the doorman.

Guest: It's nice to meet you, Mr. Hayes.

Doorman: It's nice to meet you, too. May I 4) ?

Guest: Sure. My luggage is in my 5) .

Doorman: Okay. I'm happy to unload your luggage. In the meantime, why don't you check in at the 6) ?

Guest: All right. Thank you very much.

Speaking

8 Complete the conversation below based on Task 7, with the sentences given. Then, take roles and act it out.

USE LANGUAGE SUCH AS:

Welcome to the Royal Point Hotel!

May I take your bags?

Why don't you check in at the front desk?

Student A: You are a doorman for the Royal Point Hotel. Make Student B feel welcome at the hotel. Be sure to:

- introduce yourself
- offer to take his or her bags
- direct him or her to the front desk

Student B: You are a guest at the Royal Point Hotel. Respond to Student A's statements and questions.

I'm happy to unload your luggage. And we're glad to have you. May I take your bags?

Welcome to the Royal Point Hotel!

A:

B: Thank you. I'm glad to be here.

A: Allow me to introduce myself. My name is John Tufnell. I'm the doorman.

B: It's nice to meet you, Mr. Tufnell.

A: It's nice to meet you too.

B: Sure. My luggage is in my car trunk.

A: Okay. In the meantime, why don't you check in at the front desk?

B: All right. Thank you very much.

Writing

9 Use the words below to complete the survey about hotel service.

RP New Guest Survey

How's Our Service?

How did the doorman welcome you to the hotel?

The doorman gave me a friendly welcome to the hotel and

himself.

Did the doorman offer to take your bags?

Yes, the doorman offered to take my bags from my

.

Overall, what did you think of the doorman's service? What was good about it?

Overall, the service from the doorman was .

He was very friendly, and .