

WARM-UP

1. First Impressions. look at the pictures and discuss the following questions in pairs. Make notes.



- What makes a guest feel welcome?
- What should a receptionist do during the first minute of contact?
- Which receptionist creates the best first impression? Why?

2. Welcome or Unwelcome? Show a thumbs-up for professional behaviour and a thumbs-down for unprofessional behaviour.

1. Greeting a guest with a smile.		
2. Continuing a private phone conversation while a guest waits.		
3. Listening carefully to a complaint.		
4. Blaming another employee for a problem.		
5. Offering a solution and checking whether the guest is satisfied.		

VOCABULARY

3. Match the words with their definitions.

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|--------------------------|---|
| 1. Courteous /'kɜ: tiəs/ | A. To deal with a problem successfully |
| 2. Reservation | B. A difficulty or situation that causes trouble |
| 3. Attentive | C. To check later whether something has been dealt with |
| 4. Inconvenience | D. Polite and respectful |
| 5. Resolve | E. An arrangement to keep a room or service for someone |
| 6. Follow up | F. Giving careful attention to someone or something |

4. Complete the expressions. Use the words from the box.

alternative	apologise	assist	reservation	welcome
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1. Good evening! We are pleased to _____ you. 2. Do you have a _____ with us?
 3. I would like to _____ for the delay. 4. How may I _____ you?
 5. We can offer you an _____ room.

READING

5. Read the text and identify the main idea. Choose the best title.

- A. How to Manage a Hotel Restaurant**
- B. The Importance of Welcoming Guests and Solving Problems**
- C. The History of the Tourism Industry**
- D. How to Advertise a Holiday Destination**

Hospitality is more than providing a comfortable room or serving a delicious meal. It is about making people feel respected, safe and welcome. In the tourism industry, the first impression can influence a guest's opinion of the entire establishment. A warm greeting, a genuine smile and a helpful attitude can turn an ordinary arrival into a pleasant experience.

The reception desk is often the first point of contact between guests and a hotel. Receptionists should greet visitors promptly, maintain eye contact and use polite expressions. For example, "Good afternoon! Welcome to our hotel. How may I assist you?" sounds more professional than a simple "What do you want?" Employees should listen carefully, speak clearly and respect cultural differences. Some guests may need extra time to communicate, while others may have special requirements related to accessibility, food or room arrangements.

A successful welcome also depends on organisation. Before guests arrive, staff should check reservations, prepare the necessary documents and make sure that requested services are available. During check-in, the receptionist should confirm the guest's name and booking details, explain important facilities and answer questions about breakfast, transport or local attractions. Clear information helps guests feel confident and reduces misunderstandings.

However, problems sometimes occur. A room may not be ready, a reservation may be missing or a guest may be unhappy with the service. In these situations, employees should remain calm and professional. They should listen without interrupting, acknowledge the guest's feelings, apologise when appropriate and investigate the problem. Instead of blaming colleagues or making promises they cannot keep, staff should offer realistic solutions. For example, they might arrange temporary luggage storage, provide an estimated waiting time or suggest an available alternative room.

Good hospitality does not end when a problem is solved. Following up shows that the establishment genuinely cares about its customers. A receptionist might call the guest later to confirm that the new room meets their expectations. Feedback can also help managers improve services and prevent similar problems in the future.

Every employee contributes to the guest experience, from the receptionist and tour guide to the restaurant server and housekeeping team. Professionalism, patience, empathy and teamwork are essential qualities in tourism. When guests feel valued, they are more likely to enjoy their stay, recommend the establishment to others and return in the future. Ultimately, excellent hospitality means treating every guest as an individual and making every interaction count.

6. True or False? Correct the false statements orally.

1. A guest's first impression can influence their opinion of a hotel.
2. Receptionists should avoid eye contact with guests.
3. Employees should check reservations before guests arrive.
4. Staff should blame colleagues when a guest complains.
5. Following up can help establish customer satisfaction.

7. Match the problem with the best solution.

Guest's problem

1. The room is not ready.
2. The guest cannot find the local bus stop.
3. The reservation is missing.
4. The guest is unhappy with the room.

Possible solution

- A. Explain available transport options and provide clear directions.
- B. Check the booking details and investigate the discrepancy.
- C. Apologise, explain the waiting time and offer luggage storage.
- D. Check room availability and offer an alternative if possible.

8. Complete each sentence using words from the text.

1. The first point of contact in a hotel is often the _____.
2. During a complaint, employees should listen without _____.
3. Staff should offer realistic solutions rather than making _____ they cannot keep.
4. Guest feedback helps managers improve _____.

LISTENING

9. Listen to the Hotel Reception Scenario. Choose the correct answer.

1. Why is Mr Brown unhappy?
 - A. The hotel restaurant is closed.
 - B. His room is not ready, and he has waited for twenty minutes.
 - C. He has lost his luggage.
 - D. He cannot find the hotel.
2. What type of room did Mr Brown book?
 - A. A single room with a garden view.
 - B. A family room.
 - C. A double room with a river view.
 - D. A suite with a balcony.
3. What does Anna offer first?
 - A. A refund for the whole stay.
 - B. A free night at another hotel.
 - C. A complimentary drink and luggage storage.
 - D. A taxi to another hotel.
4. What solution does Mr Brown choose?
 - A. He waits in the lobby.
 - B. He accepts another available double room.
 - C. He cancels his reservation.
 - D. He asks to speak to the manager.

10. Fill in the gaps with words from the Scenario.

1. Anna apologises for the _____.
2. Mr Brown booked a double room with a _____ view.
3. Anna offers to store his _____ safely.
4. The alternative room is on the _____ floor.
5. Anna promises to _____ him later.

SPEAKING

11. The Reception Challenge - Role-play and problem-based simulation.

Situation A:

The room is not ready

Guest. You arrive at 2:00 p.m. after a long journey. Your room is not ready, although you expected to check in at this time. You are tired and have a tour in one hour.

Receptionist. Apologise, explain the situation politely, suggest luggage storage and offer a realistic solution.

Situation B:

The missing reservation

Guest. You booked a double room online, but the receptionist cannot find your reservation. You have an email confirmation.

Receptionist. Ask for the booking details, check the information, show empathy and offer a practical next step.

Situation C:

The wrong room

Guest. You booked a room with a balcony, but your room has no balcony. You want the hotel to respect your booking.

Receptionist. Listen carefully, apologise when appropriate, verify the booking and offer an available alternative.

make notes



WRITING

12. Imagine, you work as a receptionist at the Green Garden Hotel. A guest, Emily Wilson, has emailed the hotel because her room was not ready at the promised check-in time. She had to wait for 30 minutes and missed a planned meeting. Complete a professional email responding to a guest complaint.

(Subject) Our Apologies for Your Check-in Experience

Dear Ms Wilson,

Thank you for contacting Green Garden Hotel and sharing your experience with us.

Please accept our sincere apologies for the delay during your check-in. We understand how frustrating it must have been to wait 30 minutes and miss your planned meeting. Unfortunately, your room was not ready at the expected time, and we regret that this affected your plans.

We take your feedback seriously and will review our check-in procedures to help prevent similar situations. In accordance with our hotel policy, we would also be happy to discuss an appropriate way to address the inconvenience.

Thank you for your patience and understanding. Please contact us if you need any further assistance.

Kind regards,

Hotel Reception Team

Green Garden Hotel