

GROUP WORKSHEET

SITUATION ANALYSIS: HOTEL FRONT OFFICE



Course: English for Hotel Front Office

Level: Higher Vocational Certificate (Diploma Level)



Assigned Situation:

☐ A☐ B☐ C

Group Members:

1. _____
2. _____
3. _____
4. _____
5. _____



Instructions:

Read your assigned situation carefully. Work collaboratively to analyze the problem, identify the needs of the people involved, propose practical solutions, and prepare a professional English dialogue or action plan. Present your findings to the class.

1

Part 1: Situation Analysis



- ✓ ANALYZE
- ✓ UNDERSTAND
- ✓ FIND THE NEEDS

1

What is the main problem in this situation?

2

Who is involved in the situation?

3

What does the guest or staff member need?

4

What information do you need to check before taking action?

2

Part 2: Problem-Solving and Action Plan



- ✓ THINK
- ✓ DISCUSS
- ✓ FIND SOLUTIONS

5

What should the front office staff do first?

6

Which hotel department or staff member should be contacted? Why?

7

What steps should be taken to solve the problem?

Step	Action
1	_____
2	_____
3	_____
4	_____

8

How should the staff follow up to ensure guest satisfaction?



3

Part 3: Professional English Communication



- USE POLITE LANGUAGE
- SPEAK PROFESSIONALLY
- ✓ BUILD GUEST SATISFACTION

9

Write at least four appropriate English expressions for this situation.

Purpose	English Expression
Greeting / Offering help	_____
Apologizing / Showing concern	_____
Providing information / Explaining	_____
Confirming / Following up	_____

