COMMUNICATING AT THE CONCIERGE STAFF

Match the following word with their meanings

1. Bellboy	5. Escort	7. Doorman	9. Briefing
2. Baggage	6. Manager	8. Enquiry Clerk	10. Shift
3. Cloakroom attendant		4. Pageboy	

a. The case, bags, boxes and carried by someone who is travelling



b. Someone whose job is to manage part or of all a company



c. A young man who carries bag, take messages, etc in a hotel



d. To go with someone and show them places



e. Information and instructions that you get before you have to do something



f. Guests can ask him about the hotel information and the surrounding area



g. A period of time worked by group or workers who start work after another groups finishes



h. In charge of opening and closing car doors for Guests



i. You can leave the goods with him for a while



j. This attendant is in charge of looking for guests in the hotel area

