## HANDOUT 1

## UNIT 1: JOBS IN HOSPITALITY AND CATERING INDUSTRY

### PART 1: VOCABULARY

**Task 1: Choose the correct word/ phrase to complete the conversation**

| | | | |
|---|---|---|---|
| deal | managers | take orders | deal with |
| responsible | servers | settle bills | |

Lisa: My name is Lisa. I'm your captain here, which means I'll be (1)..... for your training in our restaurant.
Eric: Hi, Lisa. Nice to meet you. A captain sounds like a team leader to me. Can you tell me what captains do in their stations?
Lisa: Well, They assign duties to their (2) ..... and make sure everything runs smoothly.
Eric: And what duties do servers do?
Lisa: Quite a lot. They (3) ....., serve food and drinks, clear table, (4) .....and (5) .....with all kinds of requests from our guests.
Eric: And complaints?
Lisa: Yes. But we do such a super job that we almost never have to (6) ..... those!

**Task 2: Choose the best suitable word for each blank**

1. She is a(n) _____ person. She is relaxed and happy to accept things without worrying or getting angry.
A. responsible B. easygoing C. notorious
2. The captain _____ with the problems at the reception counter.
A. deals B. dealing C. is dealed
3. I am afraid of meeting _____ guys. They are famous for criminals in this area.
A. easygoing B. responsible C. notorious
4. I often work _____ shift, from 3 pm to 12 at night.
A. day B. swing C. split
5. He is working here to learn and practice skills. He is a/an_____
A. apprentice B. young learner C. student
6. Bartenders are _____ for serving drinks at bars.
A. responsible B. easygoing C. notorious
7. My mother sometimes has to work _____ shift when she starts working in the morning, finishes at night and is at rest in the middle of the days.
A. day B. night C. split
8. Come to the _____ and check in!
A. reception counter B. desk C. hotel
9. _____ is the person who is mainly responsible for the meals in the restaurant.
A. captain B. head chef C. manager
10. This is the _____ of the bar. She takes orders, serves food, and prepares bills
A. sommelier B. host C. wine steward

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11. She deals with calculation, money and bills. She is a _____.
A. sommelier B. cashier C. manager
12. I love the way the _____ makes wine.
A. sommelier B. bartender C. wine steward

**Task 3: Complete the word or phrase basing on the first given letter.**
1. **T**_ _ _ _ _ _ _ plays an important role in helping the staff cooperate and offer great service to customers and guests.

2. Alison arrives at the hotel and goes to the front desk to **c** _ _ _ _ **i** _ and get the keycard.

3. Working as a **h**_ _ _ _ _ _ _ _ _ _, Sharah cleans hotel rooms and make the bed for guests.

4. A **f**_ _ _ _ **d**_ _ _ **c**_ _ _ _ deals with people arriving at or leaving a hotel.

5. **B**_ _ _ _ _ _ transports the luggage from the car to the hotel room and back.

6. **C** _ _ _ _ _ _ _ _ helps guests in the hotel by giving them information and arranging theatre tickets.

7. Hotel **e**_ _ _ _ _ _ _ _ try to make sure that all the guests enjoy staying at the hotel.

8. The night auditor's job is to **s**_ _ _ _ important guest information with the front desk clerk every morning.

9. The maintenance worker **f**_ _ _ _ all problems with the rooms in the hotel.

10. The doorman stands at the hotel entrance and **g**_ _ _ _ _ guests.

**PART 2: GRAMMAR**

**Task 1: Complete the sentences with the correct form of the verbs. You must write do not/ does not instead of don't/ doesn't.**
a. My brother (1) (work) _____ in a bar and (2) (serve) _____ drinks. He is a waiter.
b. As a concierge, Sarah (3) (respond) _____ to communications from guests, travel agents and (4) (give) _____ them information.
c. The bellhops (5) (welcome) _____ guests to the hotel and (6) (offer) _____ to help with luggage.
d. A front desk clerk (7) (not/ park) _____ cars for guests but supervises bellhops, doormen and (8) (deal) _____ with people arriving at or leaving a hotel.

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**Task 2: Choose the best answer A, B, C or D to complete the following sentences**

1. As a bellhop, I _____to make people feel welcome by smiling, using their names and offering to help them.
   A. tried B. tries C. try
2. This man is a really good employee. He always _____to carry the guests' bags to their rooms.
   A. offers B. offer C. offering
3. The night auditor _____important guest information with the front desk clerk every day.
   A. share B. shares C. shared
4. When the guests want to know more about the city, I _____ them to speak to the concierge.
   A. tell B. tells C. told
5. The housekeepers _____ to change the curtains in every room every five days.
   A. had B. have C. has
6. Sharing the guest information with other _____ is a part of my duty.
   A. employ B. employment C. employees
7. The head chef _____ responsible for training the three new apprentices.
   A. are B. is C. was
8. At a hotel, there is a person who _____ your car for you.
   A. park B. parks C. parked
9. Guests _____ need to carry their luggage to their rooms because the bellhop always helps with luggage.
   A. don't B. doesn't C. didn't
10. Bartenders sometimes _____ waiters serve drinks to customers.
    A. helped B. helps C. help

**Task 3: Identify and correct the mistakes in the following sentences**

1. A night auditor (A) is a person who handle (B) guests and financial (C) matters at (D) night.

2. I enjoy dealing (A) with people (B) to help them feel (C) at home, except the ones who is (D) rude.

3. Basically, I'm responsible for (A) making sure that the (B) hotel operate (C) smoothly and the guests feel happy (D).

4. I really (A) like help (B) people have a nice time (C) in my city, but it isn't an easy job (D).

5. A host greets customers (A) as they entered (B) a restaurant, shows (C) them to their seat and gives them (D) menus.

6. We had lots of (A) information about local entertainment (B) from the concierge (C) which always dresses (D) smartly.

7. I have to (A) check guests in and out of the hotel, to take (B) reservations, and (C) sort out problems (D).

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8. Tom Stone has worked (A) in the Crown Plaza hotel as (B) a maintenance work (C) for two months (D).

9. For (A) two years, he has worked for the (B) Hilton, a hotel where (C) holds up to five hundred (D) guests at a time.

10. I felt (A) great when I see that my customers (B) enjoy the food (C) I cook, which (D) is the favorite part of my job.

**PART 3: LISTENING**

**Task 1: Listen to the conversation and choose the best answers.**

1. What does Louise do?
   A. A receptionist
   B. A cashier
   C. A reception manager
2. How many staff is Louise responsible for?
   A. 5 staff
   B. 6 staff
   C. 7 staff
3. What matters does the receptionist have to solve?
   A. Any questions or requests
   B. Problems with cleaning
   C. Problems with room service
4. What is the housekeeper responsible for?
   A. phone calls
   B. payments
   C. laundry and dry cleaning
5. What do they use Sabre system for?
   A. Travel agencies
   B. Travel arrangements
   C. Everybody

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**Task 2: Listen to two people talking about their jobs and complete the tables with NO MORE THAN THREE WORDS from the recording.**

**Person 1:**

| | |
|---|---|
| Job | Front desk clerk |
| Good at | (1) _____ |
| Tasks | Check in arrivals<br>(2) _____<br>Process enquiries and reservations |
| Usually starts work at | 6 a.m. |
| Late shift finishes | (3) _____ |

**Person 2:**

| | |
|---|---|
| Job | (4) _____ |
| Tasks | Check email<br>Talk to local businesses, hotels, (5) _____<br>Arrange presentations |

**PART 4: READING**

**Task 1: Read the following passage and complete sentences below with NO MORE THAN THREE WORDS from the passage**

Bartenders fill drink orders either directly from customers at the bar or through waiters and waitresses who place drink orders for dining room customers. Bartenders must know a wide range of drink recipes and be able to mix drinks correctly, quickly, and without waste. They also must work well with waiters and waitresses and other kitchen staff to ensure that customers receive prompt service. In addition to mixing and serving drinks, bartenders stock and prepare garnishes for drinks and maintain an adequate supply of ice, glasses, and other bar supplies. They also may wash glassware and utensils and serve food to customers who eat at the bar. Bartenders are usually responsible for ordering and maintaining an inventory of liquor, mixers, and other bar supplies.

1. The main duty of a bartender is to _____from customers.
2. Bartenders have good knowledge of_____.
3. Bartenders need to _____correctly without waste.
4. Beside main duty, bartenders must _____garnishes for drinks.
5. Bartenders are also in charge of _____liquor, mixers and bar supplies.

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**Task 2: Read the passage and answer the questions with NO MORE THAN THREE WORDS AND/OR A NUMBER**

## Restaurant Staff Positions and Responsibilities

As with the hotel itself staff positions in the restaurant can vary greatly depending on the type of hotel. In general the restaurant staff can be placed into two main categories: "food preparation and service staff", "drinks preparation and service staff".

Food preparation staff is the staff that usually stays in the kitchen to prepare and cook the food. They might occasionally come out into the public restaurant if a customer has asked to see the chef, this could be to compliment the food or complain about a problem with the food.

The drinks preparation and service staff are those staff that take orders from the guests and/or carry those orders to the table e.g. waiters/waitresses and bartenders. Alcoholic Drinks are usually prepared behind a drinks bar in the restaurant, while non-alcoholic drinks, e.g. coffee and tea, are prepared in the kitchen in a special department called the Stillroom.

The drinks bar will need to hold a license to be able to serve alcoholic drinks and it must only serve alcoholic drinks to people that are over the legal limit. The legal limit is the age a guest has to be to buy an alcoholic drink; this age varies from country to country. All staff that serve alcoholic also need to be the correct age according to the country's legal limit. The bar could have a manger, bartenders/ barmaid and drinks waiters; this will depend on the size of the bar and the amount of customers it caters for.

The bar manager will have sole responsibility to ensure that the bar in well stocked with wines, beers and spirits and that the bar makes a profit from its sales. A bartender's job can vary from establishment to establishment. In some countries bartending can be a temporary job while earning extra money, e.g. a university student working in their spare time to fund their course and living expenses while away from home. In other circumstances a bartender can be a highly trained professional, who has to have the skills and knowledge to know and understand drink recipes.

1. In general, how many main types of restaurant staff are there in a restaurant?
2. Who is the food preparation staff that only comes out into the public when necessary?
3. What drinks are prepared in the Stillroom?
4. What is the principle to serve customers with alcoholic drinks?
5. Whose job may require professional training and knowledge of drink recipes?

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## HANDOUT 2

## UNIT 2: HOTEL AMENITIES

### I. VOCABULARY

**Task 1: Match the symbols with correct facilities.**

a 

b 

c 

d 

e 

f 

g 

h 

i 

j 

k 

l 

m 

n 

o 

p 

| | | | |
|---|---|---|---|
| 1. car park | 5. Wi-fi | 9. reception | 13. lobby |
| 2. restaurant | 6. satellite TV | 10. minibar | 14. fitness room |
| 3. exchange bureau | 7. room service | 11. lift | 15. tennis court |
| 4. mini-bus | 8. swimming pool | 12. safe | 16. bar |

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**Task 2: Complete the sentences with the words/phrases in the box.**

| | | |
|---|---|---|
| blanket | safe | pillows |
| shower | hangers | coffee maker |
| bath | ironing board | iron |

1. I always sleep with two _____ under my head, but the bed has only one.
2. A: The bathroom's very small. It's only got a _____!
   B: I'm sorry, madam. I'll see if I have a room with a full bathroom, including a _____.
3. Use the _____ when you get the wrinkles out of your clothes.
4. It's cold today. I need a _____ on my bed.
5. There are only three _____ in the wardrobe, but we have lots of clothes.
6. Guests can use a(n)_____ in the room to make their clothes smooth.
7. There is a(n)_____ available in the lobby for guests to make cups of coffee.
8. Guests should store important documents in the _____ in the guest room.

**Task 3: Complete the sentences with suitable words basing on the first given letter.**

1. In the Royal Hotel, guests can buy drinks and snacks by putting coins into a **v**_ _ _ _ _ _ **m**_ _ _ _ _ _ right in the lobby.

2. The hotel offers guests **l**_ _ _ _ _ _ **s**_ _ _ _ _ _ that helps them wash or dry-clean their clothes.

3. For people who like doing physical exercise, training and athletic recreation, our **f**_ _ _ _ _ _ **c**_ _ _ _ _ is the best choice.

4. Guests can swim in hot water in the hotel's **h**_ _ _ _ _ **p**_ _ _ on the ground floor.

5. The set of small lockable cupboards in the airport, railway station or hotel where passengers can leave their luggage is a **b**_ _ _ _ _ _ **l**_ _ _ _ _.

6. The place where guests buy and sell foreign currency is **e**_ _ _ _ _ _ _ **b**_ _ _ _ _.

7. You can use our 24-hour room service for your meal, but we also provide some kinds of drinks and fruit in the **m**_ _ _ _ _ _ in your room.

8. While waiting for checking in, guests can sit in the **l**_ _ _ _ _ to take a rest or watch television.

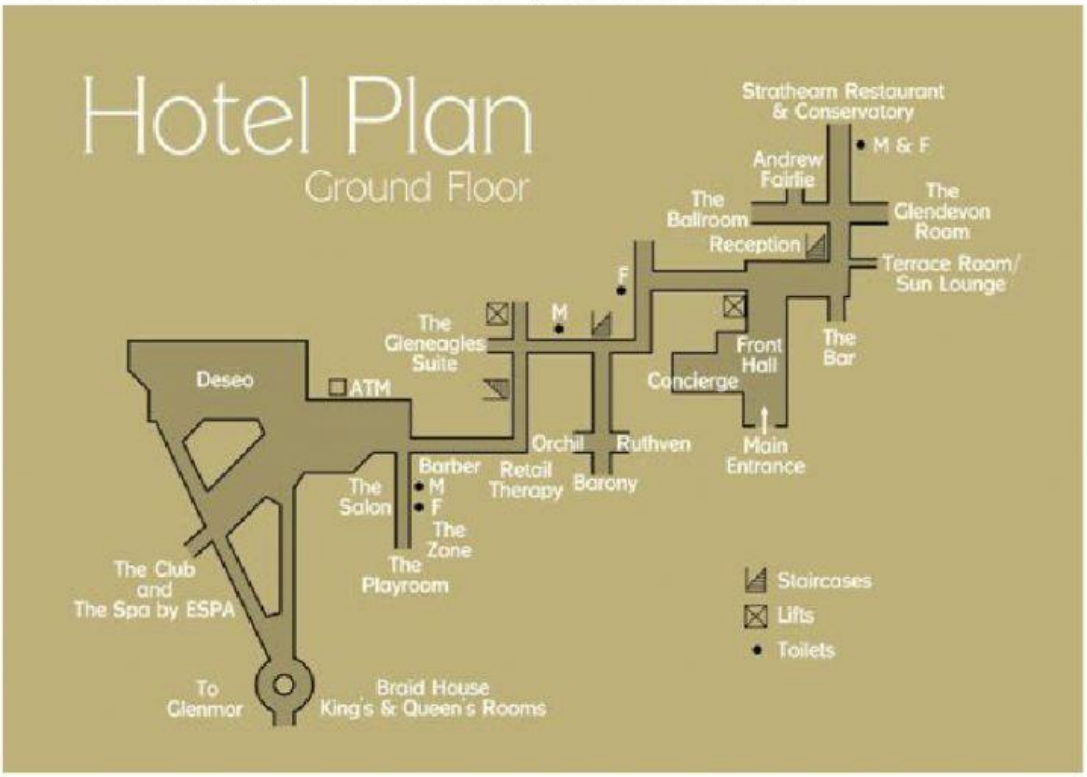
9. For business guests, their meetings or seminars can be held in our **c**_ _ _ _ _ _ _ _ _ **r**oom on the top floor.

10. We have a full cable TV equipped with a **r**_ _ _ _ _ **c**_ _ _ _ _ _ which can be used to choose the different functions of TV.

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## II. GRAMMAR

**Task 1: Look at the hotel plan below and complete the sentences**




1. There is a wide range of facilities _____ this hotel.

A. in B. of C. with

2. The Salon is_____ the Barber.

A. inside B. on C. behind

3. The Ballroom is _____the Reception.

A. after B. on C. behind

4. Go _____ the Main Entrance, you'll see the concierge on your left.

A. on B. into C. along

5. Go _____the Front Hall, then turn left, the Bar is on your right.

A. past B. through C. out of

6. _____left at the Reception, then take the second room on the right. That's the Glendevon Room.

A. Take B. Go C. Turn

7. There is an ATM _____the Gleneagles Suite.

A. on B. inside C. below

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