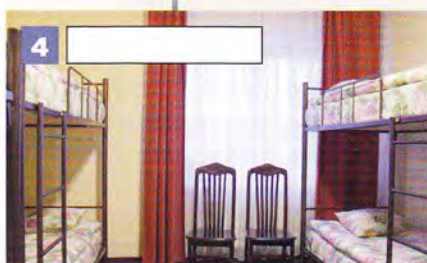


# 4

## Accommodation

- 1 Where do you usually stay when you go on holiday? Make a list of all the different types of tourist accommodation you can think of.
- 2 Read the text and write the names of the types of accommodation under the pictures.



Nowadays, the choice of tourist accommodation to suit your taste, budget and destination is endless. At the high end of the market there are hotels, offering rooms and meals. Motels are similar, except they are for motorists. So they are generally on major roads and always provide parking, but not always meals. B&Bs, or guesthouses, differ from hotels as they are usually small, less expensive, owner-occupied, family-run businesses without staff on call 24/7. Alternatively, holiday villages are popular with families who may be travelling on a budget. They offer a choice of

self-catering accommodation from small wooden cabins or chalets to studio apartments to large holiday villas, all in modern resorts with many leisure and recreational services available on site.

Private holiday rental offers a wide variety of accommodation. Then there are timeshares, where several people own accommodation they can use at specific periods each year. To avoid getting bored with the same destination, how about doing a house swap, where people holiday in each others' houses?

Hostels provide a low-cost, self-catering alternative to hotels, and appeal to young travellers, as the shared dormitories make it easy to meet people. Increasingly, universities offer campus accommodation in students' halls of residence during the holidays. This is the type of accommodation you often find on study holidays, but it can also be a cheap and sociable way to take a city break.

If you're looking for an adventure on a budget, campsites are perfect. You can take your own tent, or even stay in a traditional round Mongolian yurt or a tall Native American tepee. For more comfort, there are also caravans and campervans, which enable you to enjoy a holiday on the move. Finally, if you like to combine transport and accommodation, why not try a barge, a long flat boat which travels on rivers and canals, or a yacht if you prefer the sea.





### 3 Read the text again and choose the correct answer.

- 1 Hotels are accommodation at the  
A budget end of the market.      B high end of the market.      C low end of the market.
- 2 Guesthouses and B&Bs are different from hotels because they are generally run by  
A families.      B one person.      C staff 24/7.
- 3 You can visit a timeshare  
A all year round.      B at a specific time each year.      C only in the summer.
- 4 House swapping helps you to  
A avoid boredom.      B avoid cooking.      C make friends.
- 5 Hostels appeal to  
A couples.      B families.      C young people.
- 6 Campus accommodation is available for tourists to rent during  
A the holidays and term time.      B the holidays.      C term time.
- 7 For comfortable and mobile campsite holidays try  
A campervans.      B tents.      C tepees.
- 8 Which of these isn't a kind of boat?  
A Barge      B Yacht      C Yurt

### 4 Listen to a man checking in at a hotel and complete his hotel registration form.



## HOTEL INTERCONTINENTAL PARIS

- (1) Surname: \_\_\_\_\_  
First Name: \_\_\_\_\_
- (2) Address: \_\_\_\_\_  
City: \_\_\_\_\_ Country: \_\_\_\_\_ Postal Code: \_\_\_\_\_
- (3) Telephone: \_\_\_\_\_ mobile: \_\_\_\_\_  
email: \_\_\_\_\_
- (4) Type of room: [delete as appropriate]  
 single room     double room **single occupancy**     double room with bath  
 shower       bath & shower
- (5) Type of board:  full board     half board     B&B
- (6) Arrival Date: \_\_\_\_\_ Departure Date: \_\_\_\_\_ Total: \_\_\_\_\_ nights  
*I authorise the Paris InterContinental Hotel to charge my credit card with the full amount due.*
- (7) Credit Card type: \_\_\_\_\_ Signature: \_\_\_\_\_ Room number: \_\_\_\_\_

### 5 Work in pairs. Role play the conversation between the hotel receptionist and the customer and complete the hotel registration form with your partner's information.

## 6 Read the text about accommodation services and facilities and complete the table.

The kind of facilities and services available to you on holiday varies greatly according to your choice of accommodation. Catered accommodation such as hotels, guest houses and B&Bs is generally categorised using a star system which varies from country to country.

Generally one star tends to indicate budget accommodation, offering basic facilities such as en suite bathrooms and TVs in all the rooms and services such as breakfast, drinks and daily room cleaning by chambermaids.

Two stars may additionally offer guests bath towels, complimentary toiletries such as shower gel, a reading light, and a credit card payment facility.

Three star hotels often also provide a hairdryer and telephone in every room as well as internet access either in a public area or in the room, laundry and ironing services, and the hotel reception is staffed for around 14 hours by bilingual staff, speaking English and the native language.

The reception of a four star hotel should be manned for up to 18 hours, have a refrigerated minibar or room service for drinks, and an à la carte restaurant. There would also probably be a lift and more comfortable furniture. Finally five star luxury accommodation should offer a reception area staffed 24/7 by multilingual staff, a doorman to welcome guests, valet parking, a porter to take luggage to your room, and a safe in the room for valuables. There are often gym and spa facilities available too.

★	★★	★★★	★★★★	★★★★★
<i>en suite bathroom</i>	<i>complimentary toiletries</i>	<i>hairdryer</i>	<i>reception manned for up to 18 hours</i>	<i>reception area manned 24/7</i>

## 7 Read the text again and label the pictures with the hotel facilities you see.



## 8 Match the hotel staff with the service they provide.

- 1 chambermaid
- 2 doorman
- 3 multilingual staff
- 4 porter
- 5 waiter

- a  welcoming guests
- b  restaurant
- c  luggage service
- d  reception
- e  cleaning rooms



- 8 Listen to the telephone conversation between a hotel guest and the receptionist. Put a tick (✓) under 'G' for all the services the guest requests, and under 'R' for all the services the hotel receptionist says are available at the hotel.

Service	G	R	Specific information about the service
à la carte restaurant			Open 12-2 lunchtime and 7-10 for dinner. You need to book a table for dinner.
complimentary toiletries			
en suite bathroom			
hairdryer			
hotel reception staffed 24/7			
internet access			
ironing service			
laundry service			
room service			
safe in the room			

- 8 Listen again and write specific information about the service.

- 11 Work in pairs. Role play a conversation between a guest and a receptionist asking and answering about different services. Take notes about the available services, then swap roles. Use these expressions to help you.

Another thing...	I'm calling from/about...
Can I help you with anything else?	Is it possible for me to have...?
I can't find the...	It/they should be...
I'd like to book... for 8 p.m.	There are a few things missing...
I'm afraid we don't have...	You need to book...

- 12 Now write a postcard to a family member or friend telling them about your hotel stay. Use your notes about the facilities and services in exercise 11.

Dear \_\_\_\_\_,

I'm staying at the Grand Palace Hotel and the services and facilities are excellent. For example there is...

## MY GLOSSARY

barge /bɑ:dʒ/ _____	on call /ɒn kɔ:l/ _____
bath towel /bɑ:θ taʊəl/ _____	on site /ɒn saɪt/ _____
cabin /kæbɪn/ _____	owner-occupied /əʊnə(r) 'kjʊəd/ _____
campsite /kæmpsaɪt/ _____	porter /pɔ:tə(r)/ _____
chambermaid /tʃeɪmbəmeɪd/ _____	safe /seɪf/ _____
complimentary /kɒmplɪ'mentri/ _____	single occupancy /sɪŋgl 'ɒkjʊpnsi/ _____
doorman /dɔ:mən/ _____	studio apartment /stju:diəʊ ə'pɑ:tmənt/ _____
en suite bathroom /ɒn'swi:t 'bɑ:θrʊm/ _____	tent /tent/ _____
family-run /fæmlɪrʌn/ _____	term time /tɜ:m taɪm/ _____
guest /gest/ _____	timeshare /taɪmʃeə(r)/ _____
gym and spa /dʒɪm ən spɑ:/ _____	toiletries /tɔɪlətrɪz/ _____
house swap /haʊs swɒp/ _____	valet parking /væleɪ 'pɑ:kɪŋ/ _____
ironing /aɪənɪŋ/ _____	valuables /væljʊəblz/ _____
laundry /ləʊndri/ _____	



# 5

## Hotel Staff

### 1 Match the following hotel staff positions with their main area of responsibility.

- |                   |   |
|-------------------|---|
| 1 Room attendant  | a <input type="checkbox"/> Takes bookings and checks people in and out.           |
| 2 Concierge       | b <input type="checkbox"/> Runs the hotel cleaning.                               |
| 3 Desk clerk      | c <input type="checkbox"/> Runs the hotel.  |
| 4 General Manager | d <input type="checkbox"/> Cleans rooms and bathrooms.                            |
| 5 Housekeeper     | e <input type="checkbox"/> Carries luggage to and from guests' rooms.             |
| 6 Hotel Porter    | f <input type="checkbox"/> Assists guests by arranging tours and making bookings. |

### 2 Read the text about hotel staff positions and check your answers.



There are many specialist roles in a hotel staff. The **front desk clerk**, often known as the receptionist, takes bookings, checks guests in and out of the hotel, bills them and provides general information. For this role you must be polite, organised and have good language skills.

The **porter**, also called a bellboy, or bellhop in the US, shows you to your room and carries your luggage for you. They may also move and set up equipment for meetings and conferences, take messages and run errands.

The **hotel housekeeper** manages the cleaning staff; supervises their work; draws up their rotas

and deals with linen, toiletry and cleaning supplies. They need to be organised, pay attention to detail and have good budgetary skills.

Hotel **room attendants**, more commonly known as chambermaids, make sure hotel rooms are clean, tidy and inviting for guests. They change bed linen and towels; make the beds; vacuum floors; dust and polish furniture; clean bathrooms; replace toiletries and restock the minibar. This role is physically demanding and can often be seasonal or part-time.

The word **concierge** is French for caretaker, but in a hotel they help guests with problems; give them information and assist them with bookings, especially for transportation and sightseeing. A concierge should have good local knowledge and excellent communication skills.

**Hotel managers** oversee all aspects of running a hotel, from housekeeping and general maintenance to budget management and marketing. On a daily basis they manage staff; deal with customer complaints; organise building maintenance and liaise with all the different hotel departments. They need good business and management skills; must be organised and diplomatic; have excellent communication skills and hold hospitality management qualifications.





**3 Read the text again and answer the questions.**

Which hotel position...

- 1 deals with customer complaints?
- 2 is responsible for bookings and bills?
- 3 is responsible for moving and setting up meeting equipment?
- 4 needs good local knowledge?
- 5 orders linen, toiletry and cleaning supplies?
- 6 restocks the minibar?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**4 Put the verbs and nouns together to make new phrases.**

- |           |                                      |
|-----------|--------------------------------------|
| 1 draw up | a <input type="checkbox"/> bookings  |
| 2 make    | b <input type="checkbox"/> equipment |
| 3 manage  | c <input type="checkbox"/> errands   |
| 4 run     | d <input type="checkbox"/> rotas     |
| 5 set up  | e <input type="checkbox"/> staff     |
| 6 take    | f <input type="checkbox"/> the beds  |

**9 Listen to different members of hotel staff talking about their jobs. Decide which position each person holds.**

Speaker 1 \_\_\_\_\_

Speaker 2 \_\_\_\_\_

Speaker 3 \_\_\_\_\_

Speaker 4 \_\_\_\_\_

Speaker 5 \_\_\_\_\_

Speaker 6 \_\_\_\_\_



**6 Work with a partner and ask and answer questions to find out which role you are most suitable for. Refer back to the text and use these prompts to help you.**

Do you...?	Are you...?	Can you...?	Have you...?
A Can you manage budgets? B Yes, I can. / No, I can't really.		A Have you got a hospitality management qualification? B Yes, I have a... / No I haven't.	
A Are you diplomatic? B Yes, I am very diplomatic. / No, I'm not!		A Do you understand marketing? B Yes, I do a bit. / No, I don't understand it at all!	

**7 Report back to the class what job you think is most suitable for your partner and why.**

*I think Xavier should be a concierge because he has a lot of local knowledge and he's...*

8 Read the four job descriptions and write the correct position in the space.

- |                             |                         |
|-----------------------------|-------------------------|
| Hotel maintenance personnel | Hotel security officer  |
| Room service attendant      | Shuttle/courtesy driver |

1

- **Job purpose:** serving food and beverages to guests in their rooms, promptly and professionally.
- **Responsibilities:** taking and delivering orders to guests; clearing trays away from rooms and corridors.
- **Requirements:** ideally one year working in a restaurant as a server, or other customer service post.
- **Skills:** interpersonal skills; attention to detail; self-sufficiency; stamina and a good timekeeper.
- **Career outlook:** an entry-level post, which is generally paid at the minimum national wage; flexible hours and career progression to supervisor or food and beverage manager with training.

2

**Job purpose:** taking guests between the airport and other destinations, to or around the hotel.

**Responsibilities:** picking up and dropping off guests; loading and unloading guests' luggage.

**Requirements:** experience of different vehicles, roads and driving conditions.

**Skills:** clean driving licence; good road knowledge; good customer service and timekeeper.

**Career outlook:** often a sideways move from other sectors; hours are long but flexible; pay is supplemented by tips.

3

- **Job purpose:** ensuring everything in the hotel is working correctly.
- **Responsibilities:** routine and emergency repairs in hotel grounds, public areas and rooms.
- **Requirements:** high school diploma and previous experience in similar technical role.
- **Skills:** self-sufficiency; extensive knowledge of electrics, plumbing, carpentry, health and safety.
- **Career outlook:** well-paid, technical level post; physically strenuous; no direct career progression.

4

**Job purpose:** protecting the hotel and its guests against theft, vandalism and trespassers.

**Responsibilities:** patrolling and monitoring hotel and grounds; reporting problems or suspicious events; liaising with the police.

**Requirements:** training provided, but experience of surveillance or law-enforcement preferred.

**Skills:** calm in tense situations; able to take charge in an emergency; self-sufficient and observant.

**Career outlook:** long, unsociable hours; well paid; a sideways move for ex-police or military.

9 Write the translation of the expressions below in your own language.

- 1 customer service
- 2 interpersonal skills
- 3 self-sufficiency
- 4 good timekeeper
- 5 entry-level post
- 6 minimum national wage
- 7 clean driving licence
- 8 technical-level post
- 9 physically strenuous
- 10 unsociable hours

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**10** Choose one of the hotel positions from the opposite page and write a letter of application. In your letter you should:

- indicate which job you are applying for;
- explain what qualifications and experience you have;
- describe your relevant skills;
- explain why you want the job.

Dear Sir/Madam,  
I'm writing to apply for...

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Yours faithfully,

---

**11** Complete the job interview between a hotel manager and a room service attendant with the missing information.

Yes, that's not a problem for me. I prefer working at night.  
That's fine. I want to make a career in the hotel business.  
Thank you very much!  
It's about being polite and making sure guests have everything they need.  
I'm organised and efficient and I work well on my own or as part of a team.  
I'm a server at the Royal Hotel restaurant and I'd like some different hotel experience.

Hotel manager: OK. Tell me why you want the position of room service attendant.

Job candidate: (1) \_\_\_\_\_

Hotel manager: I see. I suppose you realise that the hours are quite long and antisocial.

Job candidate: (2) \_\_\_\_\_

Hotel manager: What skills do you think you could bring to this job?

Job candidate: (3) \_\_\_\_\_

Hotel manager: What do you understand by 'customer care' in a hotel?

Job candidate: (4) \_\_\_\_\_

Hotel manager: This is an entry-level post so it offers minimum wage with gradual increases.

Job candidate: (5) \_\_\_\_\_

Hotel manager: I'll have to check your references, but if they are in order, you've got the job!

Job candidate: (6) \_\_\_\_\_

**12** Work in pairs. Choose a position and role play a job interview. Don't forget to tell the candidate if they got the job or not!

### MY GLOSSARY

budgetary /bʌdʒɪtəri/ \_\_\_\_\_

carpentry /kɑːpəntri/ \_\_\_\_\_

chambermaid /tʃeɪmbəmeɪd/ \_\_\_\_\_

changeover /tʃeɪndʒəʊvə/ \_\_\_\_\_

complaints /kəmˈpleɪnts/ \_\_\_\_\_

customer care /kʌstəmə keɪ/ \_\_\_\_\_

entry-level post /entriːlevl pəʊst/ \_\_\_\_\_

equipment /ɪˈkwɪpmənt/ \_\_\_\_\_

errands /ɪˈrænds/ \_\_\_\_\_

gofar /gəʊfə/ \_\_\_\_\_

housekeeper /haʊskiːpə/ \_\_\_\_\_

law-enforcement /lɔːɪnˈfɔːsmənt/ \_\_\_\_\_

linen /lɪnɪn/ \_\_\_\_\_

maintenance /meɪntənəns/ \_\_\_\_\_

plumbing /plʌmɪŋ/ \_\_\_\_\_

porter /pɔːtə/ \_\_\_\_\_

rotas /rəʊtəs/ \_\_\_\_\_

shifts /ʃɪfts/ \_\_\_\_\_

shuttle /ʃʌtl/ \_\_\_\_\_

strenuous /streɪnjuəs/ \_\_\_\_\_

tip /tɪp/ \_\_\_\_\_

to liaise /tə liːz/ \_\_\_\_\_

to patrol /tə pəˈtrəʊl/ \_\_\_\_\_

to restock /tə riːstɒk/ \_\_\_\_\_

trespasser /trɛspəsə(r)/ \_\_\_\_\_