

# Contents

Thanks	4
Introduction	5
1 Introductions	7
2 The check-in	11
3 The hotel bedroom	15
4 Bathroom & porter	18
5 Services in the hotel	21
6 Location of facilities	25
7 Room services	29
8 Problems & solutions	33
9 Taking bar orders	37
10 In the restaurant (1)	41
11 In the restaurant (2)	45
12 Places to visit	49
13 Enquiries	52
14 Using the phone	57
15 The check-out	61