

# Be My Guest

*English for the Hotel Industry*

Student's Book

Francis O'Hara



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# Contents

Thanks & acknowledgements	4
Introduction	5
Map of the book	6
1 Introductions	8
2 The check-in	12
3 The hotel bedroom	16
4 Bathroom & porter	20
5 Services in the hotel	24
6 Location of facilities	28
7 Room services	32
8 Problems & solutions	36
9 Taking bar orders	40
10 In the restaurant (1)	44
11 In the restaurant (2)	48
12 Places to visit	52
13 Enquiries	56
14 Using the phone	60
15 The check-out	64
Personal job file	68
Speaking practice	84
Tapescripts	97
Verb list	111

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# Introduction

## Welcome to *Be My Guest*

If you are already working, or intend to work, in the hotel industry and you use English in your work, then *Be My Guest* will help you to understand, speak, read and write the English you need.

The course is for students at the elementary and lower-intermediate levels. Its primary aim is to teach you to speak to and understand guests at the hotel where you work, in order to make their stay more comfortable and your job more enjoyable.

There are 15 units in the Student's Book, each based on a different work situation, including:

- Reception work
- Restaurant and bar work
- Answering the phone and taking messages
- Writing short e-mails and letters
- Dealing with guests' problems
- Explaining how things work
- Giving directions inside and outside the hotel
- Suggesting places to visit in the region

Each unit has two main parts. Part A introduces the topic and Part B develops it. In each part there are five sections to help you practise speaking, listening, reading and writing, as follows:

**Presentation** - this sets the scene and introduces a topic such as speaking on the phone, or suggesting places to visit in the region, etc.

**Listening and pronunciation** - this teaches you to understand guests (and hotel employees) as they make reservations, or explain a problem in the hotel, etc.

**Language focus and practice** - this practises the main language points of the unit, and is directly linked to the presentation and listening exercises.

**Personal job file** - here you personalise your work by applying what you have learnt in each lesson to your own specific situation at work. There are tips and exercises to help you remember what you have learnt, and you write down and translate the language items from the lesson that you need in your work in the hotel.

**Speaking practice** - here you bring all the work from the lesson together and you speak in pairs or small groups. You use the language you heard in the **Listening** section and do different exercises to practise what you have learnt.

Above all, have some fun while you are learning English.

Good luck!

Francis O'Hara .



# Map of the book

Unit	Page	Listening and pronunciation	Language focus and practice	Personal job file	Speaking practice
1 Introductions	8	Alphabet; spelling names; word stress	Verb <i>to be</i> ; 'What's his/her/your name/ job?', 'Where are you from?' etc.; countries, nationalities	Questions and answers: names, jobs and countries	Introductions: names, spelling, jobs, countries, nationalities
2 The check-in	12	Room bookings by e-mail; confirmation letters	Days, months, dates; language of confirmation letters	Confirmation letter; check-in dialogue	Dealing with changes in bookings; checking in
3 The hotel bedroom	16	Bedroom objects in standard and luxury rooms	'There is/are' in questions, affirmatives, negatives; <i>all, most, some, none</i>	Describing a standard and luxury hotel bedroom	Describing differences in hotel bedrooms; designing a hotel bedroom
4 Bathroom & porter	20	Range of bathroom objects; porter taking guests to their room	Prepositions of place; describing luggage colour, size, shape; polite offers and questions	Describing a hotel bathroom; dialogue between porter and guests	Designing a hotel bathroom; dialogue between porter and guests
5 Services in the hotel	24	Vocabulary of hotel services; opening and closing times of services	Time; <i>can, have, do, does</i> in questions, affirmatives, negatives	Questions and answers: services in the hotel	Giving opening and closing times of hotel services; discussion about most important services
6 Location of facilities	28	Understanding requests for directions; giving directions inside and outside the hotel	<i>To be, can, look</i> ; verbs of direction, <i>turn left/right</i> , etc.; prepositions of place	Giving directions inside and outside the hotel	Explaining where services are; giving directions in and near the hotel
7 Room services	32	Taking room service orders; understanding availability and non-availability of different services	Checking food orders; apologising and giving reasons; past tense	Dealing with room services in the hotel	Taking, checking and correcting room service orders; explaining availability and non-availability of services
8 Problems & solutions	36	Understanding guests' problems during their stay; understanding how things work	Future, <i>I'll contact / send up</i> , etc.; verbs, <i>turn on/off, open, close</i> , etc.	Dealing with problems and solutions in the hotel; writing instructions	Understanding guests' problems during their stay and offering solutions

Unit	Page	Listening and pronunciation	Language focus and practice	Personal job file	Speaking practice
9 Taking bar orders	40	Taking orders for drinks; dealing with payment	Welcoming; offering choices of drinks; serving drinks; the bill, payment, tip	Building conversations in the hotel bar	Taking bar orders; dealing with different types of payment
10 In the restaurant (1)	44	Welcoming guests; taking orders for the starter, main course, and drinks	Greeting and seating guests; aperitifs; taking orders and explaining dishes for the starter, main course, and drinks	Describing and recommending dishes in the restaurant	Taking orders; recommending and explaining dishes; recommending specific wines
11 In the restaurant (2)	48	Dealing with orders for desserts, cheeses, and coffee; correcting mistakes on the bill	First conditional; recommending; asking about the meal; the bill	Describing popular desserts in the restaurant; dialogue about the meal	Describing desserts; taking orders; suggesting dishes; describing items on the menu; dealing with the bill
12 Places to visit	52	Understanding requests for places to visit; brochure article about Rome	Verbs, including modals, for recommending places to visit; comparatives and superlatives	Describing and recommending places to visit in the region	Making suggestions about places to visit; describing tourist sights
13 Enquiries	56	Understanding information on room rates; room types; conference equipment; numbers; currencies	Writing letters about room rates, and conference facilities; answering enquiries; offering help	Answering enquiry letters about rooms and conference facilities	Exchange of information on room rates, and conference facilities; choosing essential items for conferences
14 Using the phone	60	Responding to phone bookings; taking different types of phone messages	Dealing with booking problems, apologising, offering alternatives; telephone language: verbs and phrases	Beginning and ending phone conversations; taking a booking; taking phone messages	Dealing with phone bookings and problems, apologising, and offering alternatives; dealing with phone messages
15 The check-out	64	Understanding hotel bills in general, and specific items on the bill; numbers	Present perfect and past simple – affirmatives, questions, negatives	Questions and answers: the hotel bill; saying goodbye to guests	Presenting the hotel bill, methods of payment, and explaining specific items; tipping; saying goodbye