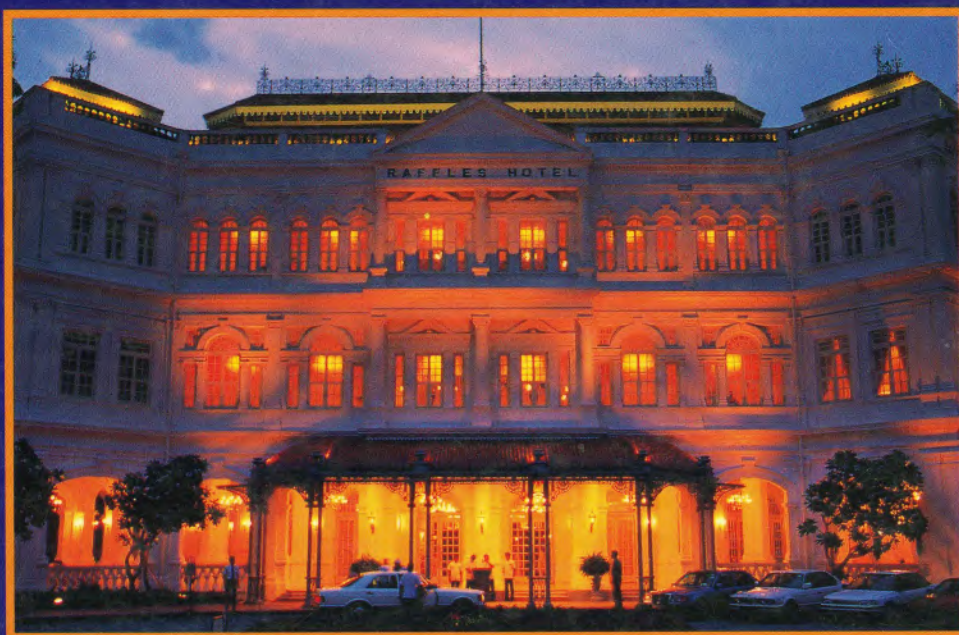


HIGH SEASON

*English for the Hotel and
Tourist Industry*

Keith Harding & Paul Henderson



OXFORD UNIVERSITY PRESS

High Season

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2	Hotel facilities p. 20	<p>At the Hoteliers' Conference</p> <p>Room descriptions</p>	Describing rooms	<p>A room at the Cophorne Tara</p> <p>'Tall Story'</p>
3	Staffing and internal organization p. 31	<p>Hotel staff hierarchy</p> <p>The job of a concierge</p>	Running a small hotel	<p>A family hotel in the Dordogne</p> <p>A job application</p>
4	Reservations and check-in p. 42	<p>Telephone reservations</p> <p>Check-in procedure</p>	<p>Reservations procedure</p> <p>Checking in</p>	<p>Reservations and Front Office computer systems</p> <p>A fax reservation</p>
5	Hotel and restaurant services p. 53	<p>Ordering a meal</p> <p>Calling Reception</p>	In the restaurant	<p>Menus</p> <p>Hotel notices and information sheets</p>
6	Money matters p. 64	<p>Three financial transactions</p> <p>Changes in rates</p>	Checking out	<p>A bill from the Royal York Hotel</p> <p>A memo to staff</p>

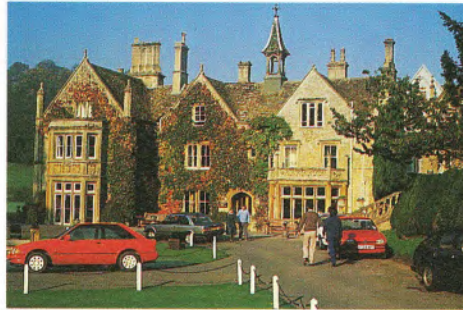
Writing	Language study	Word study	Activities
Describing a hotel for a brochure	Giving opinions Expressing likes and dislikes	Accommodation Hotel features	Choosing a hotel Describing beach resort hotels
An informal letter recommending hotels	Describing past time Making comparisons	Guidebook symbols Special facilities	Comparing hotels Prioritizing alteration work on a hotel
A letter of application	Obligation	Adjectives and nouns describing personality	Appointing a concierge Careers in housekeeping and maintenance
Confirming a reservation by fax	Pronunciation of letters Short answers Tag questions	Hotel documents	Allocating rooms Buying a computer system
Taking telephone messages	Intentions and spontaneous decisions Making requests	American and British English	Categorizing jobs in the food and beverage cycle Separating jumbled orders
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Topic	Listening	Speaking	Reading
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8 Off-site services p. 89	Excursions on Crete A guided tour of Charleston	Local attractions in Charleston Hiring a car	Off-site services Car hire information
9 The business traveller p. 100	Looking after important guests An interview with a businesswoman	Cultural differences	Hotel business facilities The Japanese business traveller
10 Conferences p. 109	Inspecting a conference suite Changing a conference programme	Conference facilities	A letter of enquiry from a conference co-ordinator The Abela Hotel, Monaco
11 Tour operation : planning p. 121	Explaining 'fam trips' Choosing a hotel for an incentive tour	Arranging an itinerary	Five tour operators Shearings fam trip itinerary
12 Tour operation : execution p. 133	Checking in a group Changes in rates	Assessing tour group needs	A Welcome Letter and itinerary A rooming list

Writing	Language study	Word study	Activities
Replying to a letter of complaint	Present Perfect Passive should have (done) Responding to complaints	Intensifying adverbs	Restaurant role play Assessing guests' feedback
Describing local attractions	First Conditional Giving advice	Entertainments, coach tours	Exchanging information about a coach tour Planning a guided tour
A Welcome Letter	Present Perfect Continuous vs Present Perfect Simple	Comparison and contrast	Designing a business apartment Where business travellers stay – an international comparison
A leaflet for a conference hotel	Describing use Talking about room layouts Describing size and dimension	Conferences and meetings	Planning a conference programme Opening night role play
A letter to a tour operator	Future Continuous Future Perfect Reported speech	Prepositional phrases	Hotel manager/tour operator role play Completing a tour-planning diary
A letter in response to survey results	Second Conditional Reported questions	Formal notices	Selecting a resort representative Assessing feedback on package tours

1

Types of accommodation



1 Listening

- 1 Study the list below, then listen to four hotel users talking about what they think is important in a hotel. Tick (✓) the area(s) that they mention.

	guests			
	1	2	3	4
large rooms	_____	_____	_____	_____
small hotels	_____	_____	_____	_____
good facilities	_____	_____	_____	_____
friendly staff	_____	_____	_____	_____
near the town centre	_____	_____	_____	_____
efficient service	_____	_____	_____	_____

- 2 The comments you heard were made by the people described below. Listen to the cassette again and try to match the comments to the people who made them.
- a A successful French research scientist who is often invited to speak at international conferences.
 - b A retired banker from the USA.
 - c The Sales Director of an export company in Turkey.
 - d A travel writer for several British newspapers and magazines who also presents a television programme on holidays and travel.

2 Language study Giving opinions

Look at the ways in which the people interviewed gave their opinions:

- ▶ *I think most of the big hotels are so impersonal.*
- ▶ *For me, the ideal hotel has big rooms with comfortable beds . . .*
- ▶ *If you ask me, a hotel that doesn't make you feel really special . . .*
- ▶ *It should also be as near the centre of town as possible . . .*

Can you think of other ways in which people give their opinions?

Now make similar sentences to express your opinion on:

- a the hotel industry in your country.
- b the President of the USA.
- c airline cuisine.
- d classical music.
- e computers.
- f people who drive under the influence of alcohol.

Expressing likes and dislikes

Look at these ways of talking about likes and dislikes. Can you put them in order from 'like most' (1) to 'dislike most' (10)?

- I like smaller hotels.
- I love going on vacation, especially in Europe.
- I don't mind paying for it.
- I enjoy staying in hotels.
- I hate flying.
- I'm not too keen on Italian cooking.
- I can't stand lying on a beach all day.
- I hate people who don't say thank you.
- We're both fond of walking.
- I dislike it when you do that.

Now make similar sentences to say how much you like or dislike the following:

- | | | |
|------------------------|--------------------------|-----------|
| a Chinese food | c sunbathing | e driving |
| b going to the theatre | d visiting art galleries | f rain |

3 Word study

Working in pairs, divide the following words into groups. Then compare your groups with those of another pair.

coffee shop	elegant	simple	cabin	rate	splendid
reservation	stables	rustic	luxurious	parking	lounge
golf-course	fireplace	trail	suite	sturdy	price
comfortable	attractive	fee	tent	elaborate	campsite

4 Reading

Read the passage opposite, taken from an American guidebook describing accommodation in Yosemite National Park in California. Complete the grid below.

Accommodation	Size	Room types	Price	Facilities	Other info.
Ahwahnee Hotel	123 rooms and 5 suites	single room/ cottage double room/ cottage suite	\$196 \$202 from \$375		
Yosemite Lodge				shops, lounge, 2 restaurants, coffee shop, cafeteria	
Wawona Hotel					4 miles inside south gateway
Camping					

Where to stay

From luxury hotel to simple tent, Yosemite offers a wide choice of accommodations. Reservations are advised at all times, and especially in summer. For stays during the summer season and holidays, make reservations as far as one year in advance to avoid being disappointed. Write to the Yosemite Park & Curry Co., Reservation Department, 5410 E. Home Ave., Fresno, CA 93727 (tel. 209/252-4848).

The Ahwahnee Hotel

Yosemite Village. Tel 209/252-4848. 123 rms. 5 suites.

\$ Rates: \$196 single room or cottage. \$202 double room or cottage, from \$375 suite. Lower midweek winter rates are available.

Luxurious and very centrally located, the Ahwahnee is the park's premiere hostelry. A short, signposted walk from Yosemite Village, this lovely hotel was built in 1927 from local rock. Rooms are both comfortable and elegant, with full baths, and sturdy, rustic wooden furniture. Suites include an additional sitting-room. The hotel's celebrated dining and entertainment facilities include the Indian Bar Room for drinks and the splendid Dining Room, where dinner reservations are required year round.

Yosemite Lodge

near the foot of Yosemite Falls. Tel. 209/252-4848. 600 rms and cabins (150 with bath).

\$ Rates: \$43 single or double without bath, \$40 cabin without bath; \$75 single or double with bath, \$52 cabin with bath.

Yosemite Lodge is within easy walking distance of most of the valley's attractions. It offers attractive but simple hotel rooms and small redwood cabins. Because it's priced so well, this place is popular, and reservations should be

made as far in advance as possible. Facilities include a coffee shop, lounge, two restaurants, and a cafeteria, as well as several shops.

Wawona Hotel

4 miles inside the south gateway. Tel. 209/252-4848. 104 rms.

\$ Rates: \$55 single or double without bath, \$74 single or double with bath.

You won't be roughing it at the Wawona, near the southern end of Yosemite. This is the oldest hotel in continuous service in the national park system, dating from 1879. The pretty wooden structures offer comfortable, if sparsely furnished, rooms; facilities include a swimming-pool, a tennis court, and a nine-hole golf-course, as well as nearby stables.

Camping

Yosemite's 300-plus year-round campsites expand to a whopping 2,000 sites in summer. Campground fees range from \$4 to \$12 per day. Sites are scattered over 20 different campgrounds, and split into two categories. The \$7 to \$12 Type A sites are the most elaborate, with well-defined roads, parking, drinking water, flush toilets, and, generally, a fireplace, table/bench combination, and tent space. The \$4 Type B sites may be accessible by road or trail, and conveniences are limited to basic sanitary facilities and a smattering of fireplaces and tables.

From June 1 to September 15 camping permits are limited to 7 days in the valley and 14 days in the rest of the park. The rest of the year campers can stay for as long as 30 days.

For more details on campgrounds, contact the Campground Office, P.O. Box 577, Yosemite National Park, CA 95389 tel. 209/372-0265 or 372-0200.

Source: *Frommer's California*

Vocabulary

roughing it = living without the usual comforts of life

whopping = huge, very big

a smattering of = a few

5 Listening

- 1 Listen to these two telephone calls to the California Travel Bureau in London. Complete the information in the chart which follows. Leave blank the column headed 'You'.

Name	Ms Wallace	Mr Curtis	You
Date of visit to Yosemite	_____	_____	_____
Number of people	_____	_____	_____
Accommodation requirements	_____	_____	_____
Address	_____	_____	_____

- 2 Look at the following expressions, most of which are used in the dialogues. Three of them are *not* used. Listen again to the cassette and identify the three expressions which are not used.
- Can I help you?
 - Could you give me some information about accommodation?
 - I wonder if you could help me?
 - Could you give me your name and address?
 - I'm trying to find out about accommodation.
 - Is there anything else?
 - Certainly.
 - How may I help you?
 - What would you like to know?
 - I'd like some information, please.
 - Could you possibly send me details?
 - Would you like me to send you some information?

6 Speaking

Work in pairs. Each partner should fill in the column in the table headed 'You', then act out similar conversations. Take it in turns to play the part of the customer.

7 Reading

- 1 Look at the following brochure descriptions of the Hotel Arina Sands. What information can you find about:
- size and location?
 - comfort and atmosphere?
 - entertainment for family and children?
 - entertainment and local facilities?



Hotel Arina Sands



Kokkini Hani

'With its fine beach facilities and splendid organized entertainments, the Arina Sands is an ideal choice for families with children.'

Official Rating: A category

This lively self-contained hotel development stands right beside a long sandy beach just a few minutes walk from the resort centre. Brightly furnished in a traditional Cretan style, its comfortable rooms are located both in the main hotel and in adjoining bungalows. Staff are friendly and helpful and top family attractions include its well run children's amenities and marvellous entertainment programmes. Local sports and shopping facilities are also good and you'll find plenty of nearby bars and tavernas. From here buses run regularly along the coast to the capital Heraklion.

- Large pool
- Poolside bar
- Main bar
- Air-conditioned throughout
- 2 lounges including one with TV area
- Buffet-style restaurant with pool views
- Traditional taverna
- Shops
- Basketball, volleyball
- Tennis and squash
- Aerobics
- Watersports from beach
- Table tennis, darts, pool table
- Full entertainment programme including shows and cabarets
- Weekly Cretan evening
- Disco
- Children's pool, organized games and events, mini-club, playroom, playground, highchairs, early suppers and babysitting on request
- Lifts

Hotel Arina Sands

Kokkini Hani



OUR OPINION *A spacious hotel with good facilities and a gorgeous beach. Ideal for families.*

The Arina Sands is a large and comfortable hotel, especially popular with families, that's situated right above a superb, sandy beach. Friendly and informal, with a reputation for typical Greek hospitality and good food, it has organized fun and games for children in our Big T Club; while mums and dads will enjoy the chance to unwind and soak up the sun.

- ⊗ pool; sun terrace; gardens
- ⊗ bar/lounge; poolside taverna
- ⊗ all meals buffet service
- ⊗ tennis; table tennis; organized games and competitions
- ⊗ TV room; games room
- ⊗ Greek/Cretan evenings with live music and folk dancing (high season, weather permitting); occasional barbecues; nightclub and disco with shows
- ⊗ shops
- ⊗ children's playground; playroom; early suppers;
- ⊗ highchairs available

Source: Cosmosair plc

Source: Thomson Tour Operator Ltd

2 Which description makes the hotel sound more appealing? Why?

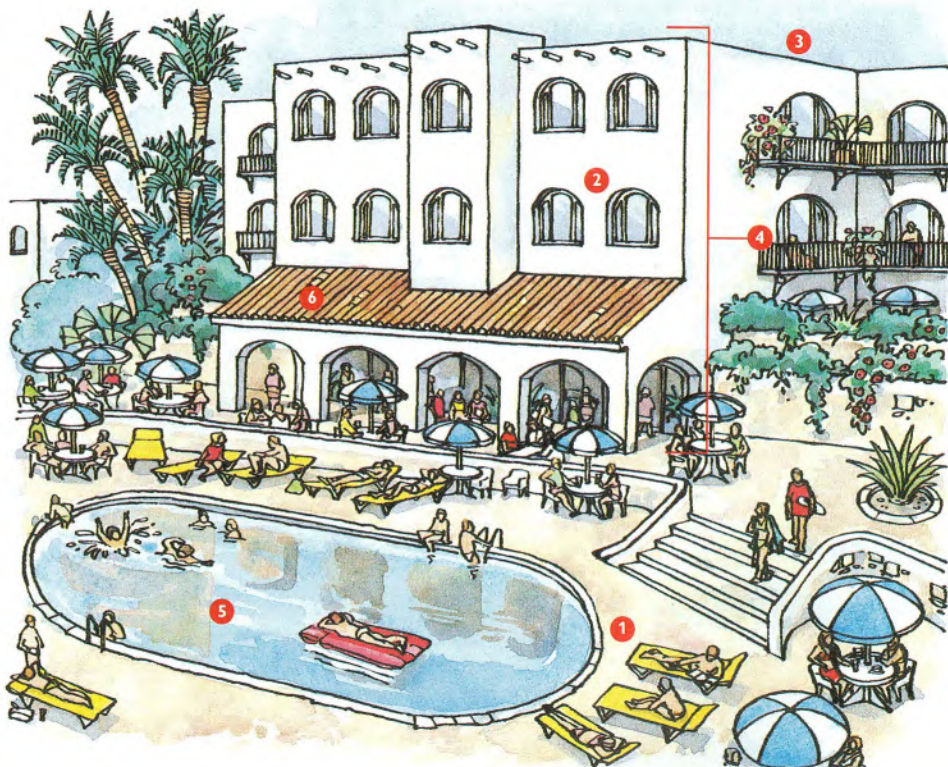
8 Word study

- 1 Which adjectives can be used with which nouns? Tick (✓) the appropriate boxes:

	room	view	staff	entertainment
spacious	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
gorgeous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
superb	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
comfortable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
marvellous	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
friendly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
lively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 2 Match the sentences to the numbers in the picture.

- It's got arched windows.
- There's an oval swimming-pool.
- There are sun-loungers by the pool.
- The building is three storeys high.
- It's got a sloping roof.
- The roof is flat.



Can you think of some more adjectives which describe shape and an appropriate noun connected with hotels for each one? Add them to these lists.

Adjectives	Nouns
oval	swimming-pool
arched	window
sloping	roof

9 Activity

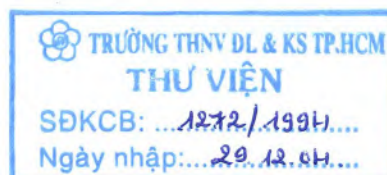
What do you think the following people would require from a hotel?

- Intercontinental airline staff on a break between flights.
- A couple on their honeymoon.
- A group of four student friends travelling in their summer vacation.

Make notes in pairs under the headings below, then compare your notes with those of another pair. Discuss any differences.

location	comfort	value
a _____	_____	_____
b _____	_____	_____
c _____	_____	_____

facilities	service	entertainment
a _____	_____	_____
b _____	_____	_____
c _____	_____	_____



10 Activity

Divide into pairs, A and B.

A

You are a tour operator. You have a series of pictures of beach resort hotels which you want to include in your summer brochure (see below). However, you do not have the names of the hotels with the pictures. You have phoned a representative of the hotel chain (B) who has the information you need. Describe the pictures you have and find out the names. Ask questions to check.

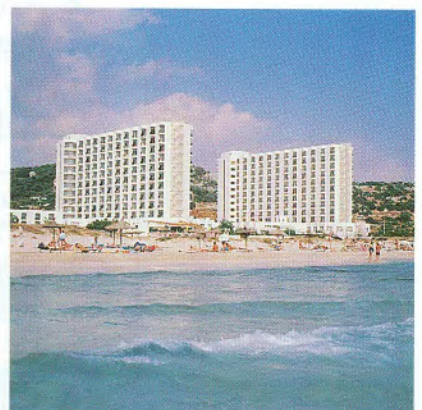
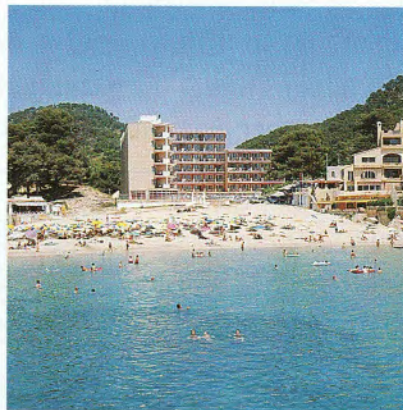
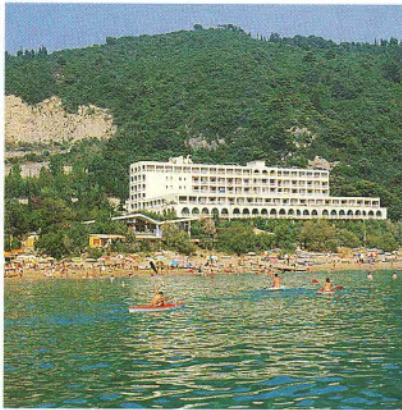
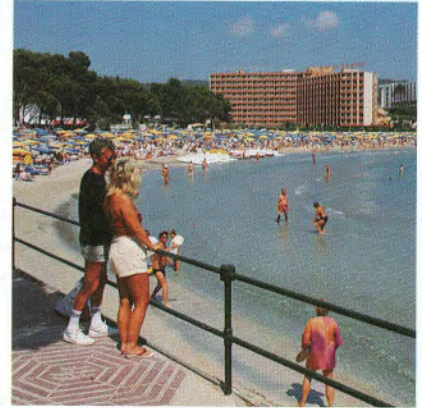
Question prompts:

Has it got ... ?

How many ... ?

Is there a ... ? / Are there any ... ?

What shape is ... ?



B

Your instructions are on page 147.

11 Writing

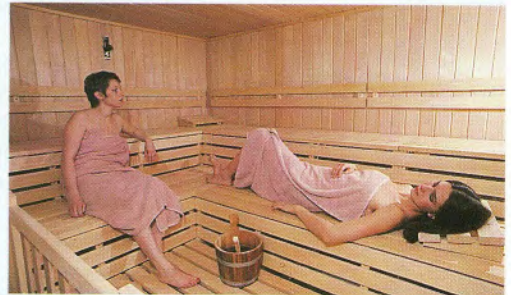
Use the Arina Sands brochure descriptions in *7 Reading* as models to write a similar brochure entry for one of the hotels pictured in *10 Activity*. Show your description to a partner and see if they can recognize which of the hotels it is.

12 Vocabulary

- accessible** p. 13, that can be reached
adjoining p. 15, next to each other
air-conditioned p. 15, with temperature and humidity controlled
amenities p. 15, places to go and things to do
bonus p. 151 (tapescript), something pleasant in addition to what was expected
brochure p. 18, booklet containing information about something
budget p. 29, amount of money available for a specific purpose
buffet service p. 15, where guests serve themselves from a number of dishes
bungalows p. 15, small houses with one storey
business centre p. 151 (tapescript), room(s) with office facilities available to guests at a hotel
cabin p. 12, small hut made of wood
celebrated p. 13, famous
chain p. 18, group of hotels owned by the same person or company
conveniences p. 13, facilities
de luxe p. 151 (tapescript), luxurious
designated areas p. 151 (tapescript), areas marked out for a particular purpose
elaborate p. 12, carefully made and highly developed
expand p. 13, grow
facilities p. 10, equipment
fee p. 12, charge
folk dancing p. 15, traditional dancing of a community or country
high season p. 15, the part of the year with the most guests
honeymoon p. 17, holiday taken by a newly married couple
hospitality p. 15, friendly and generous treatment of guests
in advance p. 13, beforehand; ahead in time
live music p. 15, music that is performed (i.e. not recorded)
lodge p. 13, country house or cabin
luxurious p. 12, very comfortable
permits p. 13, official documents that give sb the right to go somewhere or do sth
range from ... to p. 13, vary between specified limits
resort p. 15, holiday town
rustic p. 12, typical of the country or country people
sanitary facilities p. 13, toilets, washrooms, etc.
self-contained p. 15, with no shared facilities
spacious p. 16, with a lot of space
sparsely furnished p. 13, with little furniture
split into p. 13, divided into
stables p. 12, buildings in which horses are kept
sturdy p. 12, strong and solid
suite p. 12, hotel bedroom with an adjoining living-room
throughout p. 15, everywhere
trail p. 12, path through the country
unwind p. 15, relax, especially after hard work
within (easy) reach p. 151 (tapescript), at a distance that can be (easily) travelled

2

Hotel facilities


































1 Word study

Match the hotel guidebook symbols opposite with the facilities listed below. A few have been done for you.

- | | |
|---|--|
| <input checked="" type="checkbox"/> tennis | <input checked="" type="checkbox"/> special Christmas arrangements |
| <input checked="" type="checkbox"/> telephone in bedrooms | <input checked="" type="checkbox"/> recreation/games room |
| <input checked="" type="checkbox"/> parking | <input checked="" type="checkbox"/> laundry/valet service |
| <input checked="" type="checkbox"/> conferences | <input checked="" type="checkbox"/> four-poster bed |
| <input checked="" type="checkbox"/> central heating | <input checked="" type="checkbox"/> building of historic interest |
| <input checked="" type="checkbox"/> TV in bedrooms | <input type="checkbox"/> children welcomed |
| <input type="checkbox"/> foreign language spoken | <input checked="" type="checkbox"/> solarium |
| <input checked="" type="checkbox"/> facilities for disabled | <input checked="" type="checkbox"/> night porter |
| <input checked="" type="checkbox"/> morning coffee/snacks | <input checked="" type="checkbox"/> dogs allowed |
| <input checked="" type="checkbox"/> bar | <input checked="" type="checkbox"/> golf-course (9 holes) |
| <input checked="" type="checkbox"/> mini-bar in bedrooms | <input checked="" type="checkbox"/> golf-course (18 holes) |
| <input checked="" type="checkbox"/> swimming-pool | <input checked="" type="checkbox"/> air-conditioning |
| <input checked="" type="checkbox"/> fishing | |

Key to Symbols

- | | | |
|---|--|---|
| 1  conferences | 13  Radio in bedroom | 25  Horse-riding |
| 2  Banquets | 14  telephone in bedroom | 26  air-conditioning |
| 3  Building of historic interest | 15  TV in bedroom | 27  morning coffee |
| 4  Hotel in rural setting | 16  Swimming pool | 28  Advance booking recommended |
| 5  central heating | 17  Sauna | 29  foreign language spoken |
| 6  Lift | 18  Special Xmas arrangement | 30  Solarium |
| 7  parking | 19  dogs allowed | 31  recreation/games room |
| 8  children welcome | 20  four-poster bed | 32  Travel agent's commission |
| 9  Family rooms | 21  gold-course | 33  bar |
| 10  laundry valet service | 22  gold-course | 34  mini bar in bedroom |
| 11  night porter | 23  Tennis | |
| 12  facilities for disabled | 24  fishing | |