

EASY at Work: Service & Hospitality

Unit 1, Lesson 1: Lesson Script

Sylvia Yes?
Teresa Hi Sylvia. It's me, Teresa. Can you let me in? My hands are full. I have lots of packages!
Sylvia Sure.
Sylvia What did you buy - the whole store? Here, let me help you.
Teresa Thanks.
Sylvia I'll turn down the music.
Teresa I got a great outfit.
Teresa A blouse, a suit, shoes - for my first day as the new Human Resources Director at the Baker Resort Hotel.
Sylvia You bought a lot! Show me everything.
Teresa I will. I just need to sit down for a minute and take off my shoes.
Teresa Sylvia, I am so excited. Look at this blouse. Isn't it cute? What do you think of it?
Sylvia It's OK, I guess. It's a little plain.
Teresa That's good for work. I'm not going to a party. I want to look professional.
Teresa Look at this suit. Isn't it great?
Sylvia Well, I don't know. It's not very exciting.
Teresa But it's perfect for work in an office.
Teresa We have a dress code. It's where they say what you can wear to work. I have to wear shoes with a medium heel.
Sylvia Well, they're not dancing shoes. That's for sure.
Teresa That's OK. They're perfect work shoes.
Sylvia Is there a dress code for all employees?
Teresa Oh, yes. Many of the jobs have uniforms:
Teresa housekeepers, bellmen, maintenance workers, gardeners,
Teresa laundry workers, kitchen staff and servers, all have uniforms.
Teresa The front desk staff wears dark slacks or skirts and jackets. Everyone wears a name tag.
Teresa The office staff wears business suits.
Teresa I want to wear my hair back. I got new clips.
Sylvia These are pretty.
Teresa Like this. Now, I look like a manager.
Sylvia What will you do at your new job?
Teresa A lot of things. I'll find new employees for the hotel.
Sylvia Is that difficult?
Teresa Interviews can take a lot of time. It's not always easy to find the best person for the job.
Teresa So, I hire workers. Then I train the new workers.

Teresa After all that, I want the workers to stay. I'll do other things, too.
Teresa I'll help workers with their benefits, like insurance and retirement.
Teresa I even supervise security, I think. It's a big job.
Sylvia Well, you're organized. You like to help people. You'll be good at this job.
Teresa I hope so!
Teresa Why did I buy a new outfit?
Sylvia Because you have a new job.
Teresa What is my new job?
Sylvia You're the new Director of Human Resources for the Baker Resort Hotel.
Sylvia What is a dress code?
Teresa It tells the employees what they can wear to work.
Sylvia Will Teresa find new workers for the hotel?
Sylvia Yes, she'll hire new workers.
Teresa Who will train the new workers?
Sylvia You will train them.
Sylvia Why will Teresa do well at her new job?
Sylvia Because she's organized and likes to help people.

Unit 1, Lesson 1: Vocabulary & Phrases

slacks

logo

new workers

supervise

jackets

blouse

suit

shoes

Take off your shoes.

Show me.

My hands are full.

Let me help you.

What will you do?

It's not always easy.

Unit 1, Lesson 1: Conversation Practice

Sylvia See the difference between "need" and "want".
Teresa I need to get new shoes.
Sylvia Why do you need new shoes?
Teresa I need to get shoes for work.
Sylvia What type of shoes are you looking for?
Teresa I need dressy but comfortable shoes for work.
Sylvia I want some new shoes too, but I don't really need any until I get a new job.
Teresa I want to get this skirt and this blouse.
Sylvia Why do you want those? Can you wear those to work?
Teresa Yes, they are basic clothes.
Teresa I can wear the skirt and the blouse with this jacket.
Teresa And the skirt goes with that jacket.
Teresa The blouse will coordinate with some of the other skirts.
Sylvia How much do you want to spend?
Teresa Not much. So I need to find a bargain.

Unit 1, Lesson 2: Lesson Script

Teresa I am so excited about this job. I know it's the right job for me.

Sylvia Before, you wanted to go into health care. Is this really better?

Teresa I wanted to go into health care at first, but I really liked my business classes in college.

Teresa The business world seems exciting.

Sylvia When did you get your first job in human resources?

Teresa As a student, I got a part-time job in the college human resources department. It was really interesting.

Sylvia You're bilingual. Does that help at your job?

Teresa Sure. It's very useful to speak two languages.

Teresa I think that's one reason why I got my new job at the Baker Resort Hotel.

Teresa English is a second language for many of the hotel workers. I can help them.

Sylvia How did you go from part-time to full-time at your first job?

Teresa As a college student, I could only work p

Teresa I worked 22 hours a week, but when I graduated from college, I needed a full-time job.

Teresa There was a full-time job opening in the department. Mrs. Robinson was the manager and she recommended me.

Teresa She knew my work and she liked me. She helped me a lot.

Sylvia How did she help you?

Teresa She helped me with problems at work. She gave me good advice. She helped me get ready for the job interview.

Teresa She was really a mentor to me.

Sylvia Mentor? What is a mentor?

Teresa That's like a teacher at work. A mentor helps you succeed at work.

Teresa Anyway, I got the full-time job and, after a few years, I became an assistant manager.

Sylvia Now you have your new job: Director of Human Resources at the Baker Resort Hotel.

Sylvia You know Teresa, I'm starting to think, maybe I should look for a better job.

Teresa Why not?

Sylvia But where should I start?

Teresa There's going to be a job fair at the Convention Center next week. I have a flyer on my computer. I'll print it for you.

Sylvia What are job fairs? I never went to one.

Teresa Job fairs have many employers in one place, looking for employees.

Sylvia What do I need to do for a job fair?

Teresa Go and talk to the company representatives. Dress like you're going to a job interview.

Sylvia Is that all?

Teresa And take copies of your resume.

Sylvia Will you help me with my resume?

Teresa Of course, you're my roommate. I'd be happy to do that for you.

Teresa What job did I want at first?
Sylvia You wanted to go into health care.
Teresa Did I work when I was in college?
Sylvia Yes, you worked part-time.
Sylvia Does it help to be bilingual?
Teresa Sure. It's very useful to speak two languages.
Teresa What did I do after I graduated from college?
Sylvia You got a full-time job.
Teresa Did Mrs. Robinson help me?
Sylvia Yes, she helped you a lot. She was your mentor.
Teresa What is Sylvia going to do?
Teresa She's going to a job fair at the Convention Center.
Sylvia What should I take to the job fair?
Teresa You should take copies of your resume.

Unit 1, Lesson 2: Vocabulary & Phrases

graduate

mentor

job fair

convention center

flyer

resume

Human Resources Department

bilingual

part-time job

full-time job

succeed

Look for a job.

I want a part-time job.

Unit 1, Lesson 2: Conversation Practice

Teresa What do you think of this suit?
Sylvia It's simple but very nice.
Teresa What do you think of this outfit?
Sylvia I like it, but it's kind of conservative.
Teresa What do you think of this outfit?
Sylvia Wow, that is beautiful.
Sylvia If you buy that, I'll borrow it!

Unit 1, Lesson 3: Lesson Script

Teresa Good morning. I'm Teresa Lopez. I have an appointment with Mrs. Stevens at 9 o'clock. I'm a little early, I think.

Susan Khan A little early is always good. Teresa, I'm Susan Khan, Mrs. Stevens' administrative assistant.

Susan Khan I hear you are the new director of Human Resources.

Teresa Thank you. Nice to meet you, Susan. I'm really happy to be here.

Susan Khan You'll like it here. Mrs. Stevens stepped out for a moment, but she'll be back soon.

Susan Khan She left a packet of papers for you to fill out. Please have a seat.

Teresa Thank you.

Susan Khan First, this is our Employee Handbook.

Susan Khan Every new employee gets one.

Susan Khan As you know, it explains everything about working at the hotel.

Teresa Thank you.

Susan Khan Then, there is the W-4 form for taxes.

Susan Khan I'm sure this is not new for you. Just fill it out and put your social security number here.

Teresa Do you use social security numbers on any other forms?

Susan Khan No. We use employee ID numbers on all the other forms.

Teresa Great. Security is important.

Susan Khan So, next there is the emergency notification form.

Teresa Oh, yes. For accidents or medical problems at work.

Susan Khan Exactly. And we need two contacts - name and phone number.

Teresa I'll put my roommate and my father.

Susan Khan Good. And there are some other forms in the packet to fill out.

Susan Khan If you have any questions, please ask.

Teresa I will, thanks.

Teresa Emergency contact, W-4. I think I got them all filled out.

Susan Khan OK. This all looks good.

Susan Khan Here is your employee name badge.

Susan Khan We always wear our badges in the hotel, for security.

Teresa Thank you.

Mrs. Stevens Good morning, Teresa.

Teresa Good morning, Mrs. Stevens.

Mrs. Stevens Did you finish the paperwork?

Teresa I think so.

Mrs. Stevens Good. Let's go into my office then. I want to talk about the hotel organization.

Mrs. Stevens Susan, hold my calls, please. After you, Teresa.

Teresa Where is Mrs. Stevens?
Susan Khan She stepped out for a moment.
Teresa What is the employee handbook?
Susan Khan It explains everything about working at the hotel.
Teresa What is the W-4 form?
Susan Khan It's a form for taxes.
Teresa What is the emergency notification form for?
Susan Khan It's for accidents or medical problems at work.
Teresa Why do we wear name badges?
Teresa We wear name badges for security.

Unit 1, Lesson 3: Vocabulary & Phrases

fill out a form

employee handbook

W-4 form

social security number

security

name badge

packet

paperwork

congratulations

Ask the administrative assistant.

If you don't know, just ask.

Unit 1, Lesson 3: Conversation Practice

Mrs. Stevens In business, people greet each other in a polite way. Watch this.
Mrs. Stevens Hello, my name is Alicia Stevens.
Susan Kahn It's nice to meet you, I'm Susan Kahn.
Mrs. Stevens Hi Ms. Kahn. It's nice to meet you too.
Teresa How do you do? I'm Teresa Lopez.
Mrs. Stevens Yes, please come in. I'm Alicia Stevens.
Teresa I've been looking forward to meeting you, Mrs. Stevens.
Mrs. Stevens Well Ms. Lopez, we're glad to have you on board.
Susan Kahn Hello Mrs. Stevens. It's a pleasure to meet you in person.
Mrs. Stevens The pleasure is mine, Ms. Kahn.
Mrs. Stevens We can really use your help.

Unit 1, Lesson 4: Lesson Script

Mrs. Stevens Now this, Teresa, is the organization chart for the entire hotel.

Mrs. Stevens I want to go over it with you.

Mrs. Stevens We see the hotel management at the top.

Mrs. Stevens I am the General Manager and I am responsible for this hotel.

Mrs. Stevens You've met my secretary Susan. Susan works for me.

Mrs. Stevens As you know, Teresa, hotels are service industries. We want our guests to come again.

Mrs. Stevens So, we must provide excellent service all the time.

Teresa High quality, consistent service. That's not easy.

Mrs. Stevens It's not, but if all of us work as a team, we can do it.

Mrs. Stevens So, here are the division managers.

Mrs. Stevens Human resources, that is you, rooms, conventions and banquets,

Mrs. Stevens and of course, food and beverage or food and drink.

Teresa So all the managers report directly to you.

Mrs. Stevens That's correct. Now, let's look at your responsibilities first.

Mrs. Stevens Your job is finding new workers for all the other departments,

Mrs. Stevens and also making sure that all health and safety rules are followed.

Mrs. Stevens You also manage the training programs.

Teresa So, the health and safety programs and training are part of my job.

Mrs. Stevens That's right. You supervise the safety programs for our workers.

Teresa That's really important. We don't want anyone hurt on the job at our hotel.

Teresa Do I supervise security also?

Mrs. Stevens We have a security company. But you need to make sure they are doing a good job.

Teresa What do they do?

Mrs. Stevens We have security staff in the lobby, but they do not wear uniforms.

Mrs. Stevens They use security cameras.

Mrs. Stevens They work with our employees and guests to keep everyone and everything safe and secure.

Mrs. Stevens And then, there's the accountants who do the bookkeeping for the hotel.

Mrs. Stevens Accountants keep track of the money.

Mrs. Stevens They know how much money comes in and how much goes out.

Teresa I think I'm going to be busy.

Mrs. Stevens We're all busy. This next section is the Rooms Division. Carlos Martinez is the manager.

Teresa He has a lot of people to supervise.

Mrs. Stevens The biggest number of employees work in this area.

Mrs. Stevens The front desk clerks help guests check in and check out. They answer guest questions.

Teresa Do the reservations operators work 24 hours a day?
Mrs. Stevens Yes. They make reservations for the guests around the clock.
Mrs. Stevens The concierge helps guests with restaurants, transportation and city information.
Teresa I see there's a spa.
Mrs. Stevens It's very popular. The spa workers help our guests in the exercise room. And there's also a hair salon.
Teresa The bellpersons help guests with their luggage.
Mrs. Stevens That's right. They load and unload luggage and carry bags.
Teresa I saw the doorman when I came in. He was really friendly.
Mrs. Stevens He's very important. He greets and smiles at each guest.
Mrs. Stevens He makes our guests feel welcome. He also calls taxis for the guests.
Teresa The valet parking attendants are in the front of the hotel, too.
Mrs. Stevens Yes, they park cars for our guests. We have a large underground parking garage.
Mrs. Stevens Now here's the housekeeping staff.
Teresa The housekeepers or room attendants clean the rooms.
Mrs. Stevens That's right. And we also have laundry service.
Teresa The laundry workers wash all the linens for the hotel.
Mrs. Stevens And they provide laundry service for the guests.
Mrs. Stevens The maintenance and custodian departments keep the public areas of the hotel clean and working well.
Mrs. Stevens The maintenance staff makes repairs.
Mrs. Stevens They also keep the hotel looking fresh, by painting, for example.
Teresa The gardeners mow and water the lawns and take care of the gardens.
Mrs. Stevens And, over here, is the Convention and Banquet Division.
Mrs. Stevens Marianne Polski is the manager.
Mrs. Stevens In the hotel, we have weddings and business meetings.
Mrs. Stevens We have a department that organizes the banquets and meetings.
Teresa I understand weddings have many guests that need to eat. That's a banquet.
Teresa And companies have conferences and conventions.
Mrs. Stevens That's correct. There's also a Gift Shop and a Business Center.
Mrs. Stevens Now, let's move on over to this section. Food and beverage or food and drink.
Teresa I'm sure that's an important part of the hotel's business.
Mrs. Stevens We make a lot of money on food and drink. But it's not easy.
Mrs. Stevens We have a big staff and David Brin is the manager.
Teresa I know it takes a lot of work to prepare the food.
Mrs. Stevens That's right. We have an executive chef.
Mrs. Stevens He manages the back of the house, or the kitchen area.
Mrs. Stevens He plans the menus and supervises the cooks.
Teresa So the cooks and the bakers follow his recipes.

Mrs. Stevens Right. The chef runs all the kitchen's cooks, bakers, expeditors and the dishwashers.
Mrs. Stevens Then there's the front of the house, where the customers are.
Mrs. Stevens The first person the customer sees is the host or hostess.
Mrs. Stevens Then there's the waiters who serve the customers.
Mrs. Stevens The bussers set the tables and clear the tables.
Mrs. Stevens They also take the dirty dishes to the dishwasher in the kitchen.
Mrs. Stevens He washes all the dishes, silverware and pans.
Teresa And when there's a banquet, there's banquet setup staff.
Mrs. Stevens Yes, it gets very busy then.
Teresa That's a lot to learn, but I see how everyone here works to look after the customer to provide good service.
Mrs. Stevens You need to understand this hotel.
Mrs. Stevens You will be hiring the staff for the other managers and that's providing a service.
Mrs. Stevens So, let's go see this hotel in action.
Teresa OK.
Mrs. Stevens What is my job?
Teresa You are the general manager of the hotel.
Mrs. Stevens Do all the department heads report to me?
Teresa Yes, all the department managers report to you.
Teresa What does excellent, consistent service mean?
Mrs. Stevens It means the same high quality service all the time.
Teresa What do accountants do?
Mrs. Stevens They are bookkeepers. They take care of the money.
Teresa What does security do?
Mrs. Stevens They make sure everyone and everything is safe.
Teresa What do the front desk clerks do?
Mrs. Stevens They help guests check in and check out.
Mrs. Stevens They also answer guest questions.
Teresa What do bellpersons do?
Mrs. Stevens They load and unload luggage. They also carry luggage.
Teresa What does the doorman do?
Mrs. Stevens He welcomes guests. He also calls taxis for the guests.
Teresa What does the head chef do?
Mrs. Stevens He plans menus and supervises the food for the hotel.
Teresa What do the cooks do?
Mrs. Stevens They cook the food.
Teresa What do the servers do?
Mrs. Stevens They take orders and serve the food.

Teresa What do the bussers do?
Mrs. Stevens They set the tables and clear the dirty dishes.
Teresa What does the dishwasher do?
Mrs. Stevens He washes all the dishes.

Unit 1, Lesson 4: Vocabulary & Phrases

general manager
accountant
supervisor
front desk clerk
bellperson
housekeeper
custodian
laundry worker
maintenance worker
groundskeeper
chef
waitstaff
bussers
dishwasher
organization chart
high quality
consistent
work as a team
high quality service
load
unload
carry
greet
smile
clean
wash
gift shop
cook

Unit 1, Lesson 4: Conversation Practice 1 of 2

Susan Kahn Let's practice directions.
Mrs. Stevens Where is the Business Center?
Susan Kahn It's up on the second floor.
Mrs. Stevens Where is the gym?
Susan Kahn Take the elevator to the mezzanine, then turn left and left again at the first hallway.
Mrs. Stevens Where is the Gift Shop?
Susan Kahn It's on the far side of the lobby.
Mrs. Stevens Where is the restroom, please?
Susan Kahn It's down the hallway on the right.
Susan Kahn How do I get to the exercise room?
Mrs. Stevens Take the elevator to the third floor.
Mrs. Stevens When you exit the elevator follow the signs down the hallway.
Susan Kahn Where is the spa?
Mrs. Stevens The spa is on the third floor, next to the exercise room.

Unit 1, Lesson 4: Conversation Practice 2 of 2

Teresa This practice is for "do" or "does".
Teresa Do you have change for a dollar?
Mrs. Stevens Yes, I do.
Teresa Do you have change for a dollar?
Mrs. Stevens No, I only have two quarters.
Teresa Do you have two fives for a ten?
Mrs. Stevens Sorry, I only have a five and a one.
Teresa Does anybody have change for a twenty dollar bill?
Mrs. Stevens Yes, I do.
Teresa Does anybody have change for a twenty dollar bill?
Mrs. Stevens Yes, I have two tens. Is that OK?
Teresa Do you know where the living room is?
Mrs. Stevens It's on the second floor.
Teresa Do you know where I can catch the bus?
Mrs. Stevens Four blocks up the road.
Mrs. Stevens Do you know when the bus leaves?
Teresa The bus leaves every hour from 6 a.m. to 6 p.m.
Mrs. Stevens Does the airport shuttle leave every hour?
Teresa Yes, it does.