

EASY at Work: Service & Hospitality

Unit 2, Lesson 1: Lesson Script

Mrs. Stevens Guests at the Baker Resort Hotel receive excellent service.
Doorman Welcome to the Baker Resort Hotel.
Valet Welcome sir, do you have any luggage?
Mrs. Stevens They stay in clean comfortable rooms.
Mrs. Stevens And, they are very safe.
Teresa In what way? How?
Mrs. Stevens For example, we have smoke detectors in all the rooms, public areas and corridors or hallways, like this.
Teresa Oh, for fire.
Teresa I have them at home.
Mrs. Stevens The hotel has a loud alarm system for emergencies.
Teresa So people will wake up and get out fast.
Mrs. Stevens Exactly. The hotel also has a sprinkler system. It immediately puts water on the fire.
Mrs. Stevens We also have an evacuation plan. There is a map like that in all the corridors and rooms.
Teresa So everyone at the hotel will get out quickly.
Mrs. Stevens Our staff must be ready to help all guests in emergencies.
Mrs. Stevens All hallways have exit signs and fire doors.
Teresa That's a lot to think about.
Mrs. Stevens Well, safety and security are an important part of your job. You have to train the staff.
Teresa In what way?
Mrs. Stevens Oh, for example,
Mrs. Stevens housekeepers must never allow a guest to enter a room without a key...
Mrs. Stevens while the housekeeper is working in the room.
Mr. Grey Good afternoon, I just need to get my jacket - I won't interrupt.
Pearl Excuse me sir, but I need your room key before I can let you in.
Mr. Grey But this is my room.
Pearl It's for your own security, it's the hotel policy.
Mr. Grey Very well, here it is.
Pearl Please let me check it before I let you in.
Pearl Thank you.
Teresa I see. Because it might not be that guest's room.
Mrs. Stevens That's right.
Mrs. Stevens If an employee sees someone who does not belong in any part of the hotel they must report it to security.
Mrs. Stevens We also offer safe deposit boxes for our guests.

Mrs. Stevens So, let's continue down this stairway to the basement to see the inside of the hotel.
Mrs. Stevens Irena is the laundry supervisor. Teresa is learning the workings of the hotel.
Irena The workers are on break right now, but I can explain everything to you.
Mrs. Stevens The laundry room is an entry-level job.
Mrs. Stevens Some of the workers start here and then move up in other jobs at the hotel.
Irena Like me. I started as a part-time laundry worker in this department. Now I am a supervisor.
Mrs. Stevens And a very good one.
Irena Thank you!
Mrs. Stevens Well, it's true. Teresa, I will leave you with Irena. Irena can explain everything to you.
Mrs. Stevens I want you to call me at this number when you are finished.
Teresa OK. Fine, thank you.
Irena Well, Teresa, the laundry is put into these carts. Every floor has carts.
Teresa So the room attendants put the dirty laundry in the carts...
Teresa and bring them down the service elevator to the laundry room.
Irena That's right. Then we separate it.
Irena Sheets, pillowcases, duvet covers and towels. We put each thing in a different pile.
Irena Then we look for spots or stains. It's the hardest part of the job.
Teresa Why?
Irena Because we need to use the right chemical to remove, or take out, the stain.
Irena We need different chemicals for different stains.
Teresa Can you give me an example?
Irena Sure. This pillowcase has a coffee stain on it. So I spray this product on it before I wash it.
Irena The wrong chemical might hurt the material.
Teresa Did you put the pictures on the containers?
Irena I did. It's hard for my workers to read the labels.
Irena The print is small. The language is not easy. There are different warning labels.
Irena If in the eyes, flush with cool water. Do not mix with ammonia. Use with good ventilation.
Irena Avoid contact with skin.
Irena Then, we put the laundry into the washing machines.
Irena The load in this basket is ready to wash.
Irena We don't need to measure the detergent. This machine can measure it.
Teresa Do all the hotels have the same washing machines?
Irena No, in some hotels they have older style machines and they have to measure the detergent.
Teresa Older style?
Irena In older style machines you have to measure the detergent,
Irena there are lots of dials you have to set by hand.
Irena But here, with the newer machines, computers measure the detergent.

Irena If there is something wrong, I push this red button to stop the machine.

Teresa So, how long does it take to wash a load of sheets and pillowcases, for example?

Irena About 45 minutes.

Irena This load is ready for the dryer. You see the light is off. So, I can unload it.

Irena We put the laundry in the dryer, we close the door, we set the timer for damp and we turn it on.

Teresa Why damp? Why not dry?

Irena Because we iron everything in that ironer over there. The linens have to be damp to iron.

Irena Finally, we fold everything and stack it over here.

Teresa Does the hotel have valet service for the guests' laundry?

Irena We do. Guests put their dirty clothes in a special bag in the hotel room,

Irena fill out a checklist and leave it for the housekeepers.

Irena The housekeepers give it to us. We go over the checklist.

Irena We also check the condition of the garments before we wash them.

Teresa Oh, so you don't get blamed for something you didn't do.

Irena That's right. We check the care labels inside the clothes.

Irena Then we wash, dry, fold and iron the clothes. We use the checklist again, so we don't lose anything.

Irena Then we return the clean clothes to the guest.

Teresa Do you do dry cleaning? Men's suits, for example?

Irena We have valet service for dry cleaning, but we send it out of the hotel to a local cleaner.

Irena So, I think that's everything we do.

Teresa You do a lot! Irena, thank you very much. You were very helpful.

Irena I hope so.

Teresa Now it's going to be easier for me to hire the right people for your department.

Irena We need good workers.

Teresa Where are the smoke detectors?

Mrs. Stevens There are smoke detectors in all the rooms, public areas and in the halls.

Teresa Why does the hotel have an evacuation plan?

Mrs. Stevens So the people can get out of the hotel quickly in an emergency.

Teresa What does a fire extinguisher do?

Mrs. Stevens It puts out fires.

Teresa Is the laundry an entry-level job for many workers?

Irena Yes, some workers start in the laundry and then move up to other jobs in the hotel.

Teresa After the laundry comes down in a cart, what do the workers do?

Irena They separate, or sort, the sheets, towels, pillowcases and duvet covers and then look for stains.

Teresa Is it important to know the kind of stain?

Irena It's very important. You need the right chemical for each stain.

Unit 2, Lesson 1: Vocabulary & Phrases

smoke detector

alarm

sprinkler

evacuation plan

spots and stains

fold

stack

checklist

laundry

hallway

exit sign

safe deposit box

guest

Get out quickly.

Let me check it.

I'll let you in.

Thank you.

I see.

Give me an example.

Unit 2, Lesson 1: Conversation Practice 1 of 2

Irena How do I ask someone to do something? Watch.
Irena Pearl, can you check the washing machines?
Pearl OK. I'll see if they're done.
Irena Pearl, can you start a load of towels?
Pearl OK. I'll get to that right away.
Irena Pearl, can you bring these sheets and pillowcases up to Maria on the 6th floor?
Pearl OK, is that all she needs?
Irena Yes.
Pearl Ms. Jackson, we need more detergent for the washers.
Irena OK, I'll open up the stock room.
Pearl Irena, this iron isn't getting very hot.
Irena It may be broken. I'll see about ordering a new one.
Pearl Irena, can I get some help with the ironing, there's a lot today.
Irena OK, let me see if I can get someone.
Pearl Thanks.
Irena Pearl, can I ask you to work on Sunday this week?
Pearl I can do that. Do I get overtime?
Pearl Miss Jackson. Can I leave early tomorrow at 1 p.m.? I have to take my daughter to the doctor.
Irena That should be OK, but let me check.
Irena I'll let you know by the end of the day.

Unit 2, Lesson 1: Conversation Practice 2 of 2

Irena Let's practice measurements and order of things to do.
Pearl How much detergent should I use?
Irena Each machine gets two measures.
Pearl When should I use the bleach?
Irena Use the bleach on the towels, sheets and pillowcases.
Pearl How much bleach should I use?
Irena Put a half a cup into two cups of water,
Irena then pour it into the first wash cycle.
Pearl So one-half cup, first wash cycle.
Irena Yes, but don't forget to mix with water first.
Irena That way it's not as strong.
Irena Pearl, you have to iron these pillowcases a second time. They're still wrinkled.
Pearl I'm sorry.
Irena You want to make sure they're still damp,
Irena then you get fewer wrinkles.
Pearl OK, thank you. I think they were too dry in the pile.

Unit 2, Lesson 2: Lesson Script

Teresa Yes. That's fine Mrs. Stevens. I understand.
Teresa I'll go to the maintenance department at eleven and then, the gym and spa.
Teresa After that, I'll meet you in the lobby. OK. Thank you. Good-bye.
Pearl Hi. Can I help you find something?
Teresa Yes. I'm looking for sugar for my coffee.
Pearl Oh, it's in the cupboard on the right.
Teresa Thank you.
Pearl You're welcome.
Teresa May I join you?
Pearl Sure. Please do.
Teresa Thank you.
Teresa Mmm, this coffee tastes good.
Pearl Are you new here?
Teresa I am. In fact, this is my first day. What about you?
Pearl Oh, I started in housekeeping about six years ago. What department are you in?
Teresa Human Resources.
Pearl Oh, I have a benefits question for you. Oh, but if it's your first day...
Teresa Ask me. I'm new at the Baker Resort Hotel, but I do know a lot about benefits.
Teresa And, if I don't know the answer, I'll find it for you.
Pearl Great. Well, I'm a single mom with two kids. Here, I can show you.
Pearl My kids, Michael and Melissa.
Teresa Aww, they're really cute.
Pearl Thanks. Now, the kids are still young and my ex-husband pays child support.
Pearl But, in a few years, I'll be on my own. I have to start planning for my future.
Teresa For retirement?
Pearl That's right. I hope to work for a long time, but someday I have to retire.
Teresa Well, you're smart to start saving now.
Teresa You know, the hotel has a good retirement savings plan.
Teresa Oops. It's almost eleven. I have to run. But call me or e-mail me.
Teresa We can make an appointment to sit down and talk.
Teresa I can explain everything to you.
Teresa My number is on my business card.
Pearl Good, thanks. Teresa. My name is Pearl, by the way.
Teresa Pearl, I look forward to working with you. Call me.

Pearl Thanks, I will. It was nice meeting you, Teresa.
Teresa It was nice meeting you, too.
Teresa When did Pearl start in the housekeeping department?
Teresa She started about six years ago.
Pearl If Teresa can't answer my benefits question, what will she do?
Pearl If she doesn't know, she will find the information.
Teresa Does Pearl's ex-husband pay child support?
Pearl Yes, he does.
Teresa What does Pearl want to start?
Teresa She wants to start a retirement savings account.

Unit 2, Lesson 2: Vocabulary & Phrases

sugar

coffee

business card

cabinet

looking

tastes

benefits

May I join you?

Can I help you find something?

It was nice meeting you.

I have to run.

single mom

ex-husband

pay child support

Unit 2, Lesson 2: Conversation Practice

Teresa Pearl and I sit and talk.
Pearl Do you have family here?
Teresa My dad lives in the United States and my mom is going to move here soon.
Pearl Oh, where does your mom live now?
Teresa She lives in Colombia.
Pearl Are you from Colombia?
Teresa Yes. I was born in Colombia but I moved here about ten years ago.
Pearl Do you have family here?
Teresa Yes, my dad and my mom live in California and my sister lives in Texas.
Teresa She's going to college there. What about you?
Pearl Can I talk to you about benefits?
Teresa Sure, what do you want to talk about?
Pearl I want to know more about our savings plan.
Teresa Well, I'm still learning the details myself. The company has a pension plan.
Teresa You can save some of your own money, pay no tax on it and
Teresa the hotel puts in some money also.
Pearl Yes, I want to know more about where our money goes.
Teresa I'm glad to hear that you are interested in the program.
Teresa Lots of employees don't want to bother.
Pearl Can I talk to you about benefits?
Teresa Of course. What do you want to know?
Pearl I want to know what the health plan covers.
Teresa Drop by the personnel office and I can give you a brochure.
Teresa I can also try to answer some of your questions.

Unit 2, Lesson 3: Lesson Script

Teresa Hello. I'm Teresa Lopez, the new manager for human resources.
Lenny I'm Lenny.
Teresa Nice to meet you. I'm looking for Araya Lam.
Lenny He'll be back in a minute. A delivery came in. He has to check it.
Teresa OK, thanks. I'll wait for him. Do you work here in maintenance?
Lenny Oh yeah. There's always something to fix or paint.
Lenny In fact, I'm going upstairs to paint something right now.
Lenny Excuse me. I need this step ladder. OK. I think I have everything:
Lenny a paint brush, a roller, an extension, a paint tray, tray liner, masking tape,
Lenny a rag, a drop cloth, two gallons of paint, a screwdriver to open the paint...
Lenny Oh, wall patch and a spackling knife.
Lenny OK, I think that's it.
Araya All OK, Lenny?
Lenny We're good.
Araya You must be Teresa. Mrs. Stevens called earlier.
Araya I'm Araya Lam, the Chief Engineer.
Teresa Nice to meet you, Araya. I'm Teresa Lopez. As you know, I'm new here.
Teresa Mrs. Stevens wants me to understand all the jobs in the hotel.
Teresa Can you tell me about the maintenance department?
Araya Well, we take care of problems in the guests' rooms. For example, we have a lot of plumbing calls.
Araya Hello. Engineering. This is Araya.
Guest Hello. I have a problem with the toilet.
Araya I'm sorry about that. What's the problem?
Guest The water doesn't go down. It doesn't flush right.
Araya You're in room 462? I'll send an engineer right away. Lenny, get the snake.
Araya Then I send one of our men up with a plunger and a snake.
Araya Usually our guy can fix it pretty quickly.
Teresa What other problems do you have?
Araya Oh, sometimes the faucet is dripping. So someone goes up and fixes it with a couple of wrenches.
Teresa Do guests have any other problems?
Araya Oh, sometimes the overhead lights burn out. We change those.
Araya Maybe a light switch doesn't work. So we fix it.
Araya We also do a lot of painting. We work a lot with the custodian.
Araya He does many of the smaller jobs.

Teresa What about the big things - like the elevators or the heating systems?
Araya The company we bought the system from usually takes care of it.
Araya They send their service people out if we call.
Teresa Do you always answer the phone?
Araya No. That can be a problem. Sometimes the other guys can't understand the guest on the phone.
Lenny Engineering. This is Lenny.
Guest The picture on my TV is extremely fuzzy.
Lenny Sorry? Could you say that again?
Guest I said, the picture on my TV isn't at all clear.
Lenny Your TV's all clear? It's all right?
Guest I said, there's something wrong with the TV.
Lenny OK, I'll be right up.
Teresa Do you take care of the outside, too?
Araya No, that's Roberto Vargas' job. He's the head grounds keeper.
Araya He's out sick today, but I can show you.
Teresa OK.
Teresa The hotel grounds are really beautiful.
Araya Roberto and his gardeners do a great job. It looks like a park.
Araya Here, let me show you some of the tools and equipment.
Araya They use the lawn mower to cut the grass; rakes and hoes to maintain the grounds;
Araya loppers, saws and pruners to cut the bushes and trees; spades to dig up and plant flowers;
Araya weed eaters to cut the weeds; leaf blowers for clean-up.
Araya These guys keep busy.
Teresa Does Roberto and his crew take care of the pool, too?
Araya Oh yeah. It's right through this gate. We can take a look.
Teresa Thank you.
Araya They sweep the pool, vacuum it, test the water, add chemicals, check the filters and the pump.
Araya They also take care of the outdoor furniture. They hose it down every morning and straighten it.
Araya They pickup any trash or wet towels the guests leave.
Araya Excuse me a second, I need to take this call.
Araya This is Araya. OK. Yeah. I'll be right up. Bye.
Teresa Araya, I know you're very busy. I won't take up any more of your time.
Araya Well, I hope I helped.
Teresa You did. You helped a lot. Thank you so much. One more thing, where is the gym from here?
Araya Oh, well, go through that door there and you'll see the sign.
Teresa Who is Araya Lam?
Teresa He's the Chief Engineer.

Teresa What do they use to fix the toilets?
Araya They use a plunger or a snake.
Teresa What do they do with the burned out light bulbs?
Araya They change them.
Teresa Where is Roberto Vargas today?
Araya He's out sick.
Teresa What do the gardeners use to cut the grass?
Araya They use lawn mowers.
Teresa What do the gardeners use to clean up?
Araya They use leaf blowers.

Unit 2, Lesson 3: Vocabulary & Phrases

step ladder

roller

extension

paint tray

masking tape

rags

drop cloth

screwdriver

wall patch

putty knife

paint brush

light

elevator

saw

clipper

plunger

snake

wrench

lawn mower

rake

hoe

weed eater

leaf blower

spade

I'm looking for the supervisor.

What's the problem?

Could you say that again?

Let me show you.

We're good.

I'm new here.

Sometimes.

Book an appointment.

Unit 2, Lesson 3: Conversation Practice 1 of 2

Araya Maintenance.
Patricia Hi Araya, this is the front desk. I have a customer with a leaky faucet.
Araya Which room?
Patricia Room 432.
Araya OK, I'll send one of the guys up as soon as possible.
Araya Call the guest and tell them we'll be there within 30 minutes.
Araya Maintenance.
Teresa Araya, this Teresa Lopez. I think my chair is wobbly. Can you get someone to check it out?
Araya Well, we don't want you to get hurt if it breaks.
Araya I can come up later and see if it can be adjusted.
Teresa OK, if I'm not in the office please go in.
Araya OK. And if it's broken I'll see about getting you a replacement.
Teresa Thanks.

Unit 2, Lesson 3: Conversation Practice 2 of 2

Araya Many hotel workers communicate with a two way radio.
Araya Sometimes we call them "walkie-talkie" phones. Let me show you.
Araya Lenny, I need you to go up to 432 and fix a leaky faucet.
Lenny OK, boss. I'll take a look.
Lenny If I can't fix it with a wrench, I'll have to get some spare parts.
Araya Come get the parts now so you don't disturb the guest twice.
Lenny OK, good idea. I will be down as soon as I finish this job. About 15 minutes.
Araya Lenny, this is Araya, come in please.
Lenny Lenny here.
Araya Lenny, what's your twenty?
Lenny What?
Araya That's CB radio talk. I mean what's your location.
Lenny Oh. I'm fixing a door in the conference center.
Araya I need you to check a thermostat in room 340.
Lenny OK, but I'm on this for another 30 minutes.
Araya OK, let me know when you're on the way.
Lenny 10-4.
Araya OK, smart guy. Thanks. Over and out.

Unit 2, Lesson 4: Lesson Script

Dan Good morning, Baker Gym and Spa.
Ms. Baxter Hi. I want to book a spa treatment.
Dan I'm sorry I can't hear you very well, hang on a moment. I'm sorry, it's noisy in here.
Ms. Baxter Yes, can I book a treatment at the spa today?
Dan Let me check our calendar. May I have your name and room number please?
Ms. Baxter Oh sure. Isabel Baxter, room 462.
Dan Thank you Ms. Baxter. I'm sorry, I can't schedule you for today, we're all booked up.
Dan But I can schedule you for tomorrow.
Ms. Baxter Can you schedule me for a facial at 7 p.m.?
Dan I'm sorry, I can't schedule anything after 7, but I can book you for 6 p.m. Will that be OK?
Ms. Baxter OK, I can make it then.
Dan Excellent Ms. Baxter, see you then. The spa is located on the second floor next to the workout area.
Ms. Baxter Thank you.
Pearl Housekeeping.
Dan Hi. This is Dan in the spa. I really need towels. Can you bring some over?
Pearl I'm sorry but I am the only one here for the moment. I can't come up now.
Dan I'm sorry, but I didn't understand.
Dan You can deliver them or you can't deliver them. Which did you say?
Pearl No. I can't deliver them now, but I can come up in about 30 minutes.
Dan OK. So you can deliver them in thirty minutes? Great. Thanks a lot.
Ms. Baxter Why did I call the spa?
Patricia You wanted to schedule a spa treatment.
Ms. Baxter Can I book a treatment today?
Patricia No, you can't. It is busy today.
Ms. Baxter Then, can I book a treatment tomorrow?
Patricia Yes, you can.
Ms. Baxter What time did I schedule?
Patricia 6 p.m.
Ms. Baxter Why does the spa attendant need to call the laundry?
Patricia Because he is almost out of towels.
Ms. Baxter Did the laundry worker say she can deliver them, or she can't deliver them?
Patricia She said, she can deliver them in thirty minutes.

Unit 2, Lesson 4: Vocabulary & Phrases

spa

equipment

work out

towels

can

can't

I can deliver them.

I can't deliver them.

Hang on a moment.

May I have your name?

I can book you at 6 o'clock.

I really need more towels.

See you then.

Unit 2, Lesson 4: Conversation Practice

Araya Let's listen to "can" and "can't".
Araya Can you help me?
Lenny Yes, I can.
Araya Can you give me a hand?
Lenny No, I can't.
Araya Can you give me a ride to work?
Lenny Yeah, I can do that.
Araya Can you pick me up at 5:30?
Lenny Sorry, I can't get off work early.
Araya Can you help me?
Lenny I don't think I can help you.
Araya Can you figure out these instructions?
Lenny No, I can't figure those out either.