

EASY at Work: Service & Hospitality

Unit 3, Lesson 1: Lesson Script

Mrs. Stevens Were you waiting for long?
Teresa No, I just got here. Hotel lobbies are great. The people here are so interesting.
Mrs. Stevens How is the tour of the hotel so far?
Teresa Very good. Everyone here has been very friendly and helpful.
Teresa I've learned a lot about the hotel in a short time.
Mrs. Stevens Good. You'll meet with the staff in your department later today.
Teresa That sounds good. Also, I need to set up my computer.
Mrs. Stevens The technical support people do that.
Mrs. Stevens I'll tell them to meet with you in the morning.
Teresa At 9 o'clock?
Mrs. Stevens Yes. OK. Let's continue our tour.
Teresa These flowers are so beautiful.
Mrs. Stevens Our local florist designs these for us every week.
Teresa They make our lobby special.
Mrs. Stevens When our guests come in they think: Wow, this place is so beautiful! I want to stay here.
Teresa That designer is really good.
Mrs. Stevens The designer was an assistant in the flower shop at first.
Mrs. Stevens Then she went to school and got a certificate in floral design. Now, she's the manager.
Teresa There are so many interesting jobs in this world. Mrs. Stevens, I have a question.
Mrs. Stevens Yes.
Teresa How do people get to this hotel?
Mrs. Stevens What do you mean?
Teresa Well, do most of them drive or do they take a taxi?
Mrs. Stevens Oh, that's a good question. Our guests arrive in different ways.
Mrs. Stevens Let's go over here and I can show you.
Mrs. Stevens Many of our guests drive and use our valet parking.
Doorman Welcome to the Baker Resort Hotel.
Valet Welcome, sir. Do you have any luggage?
Mr. Flores I just have this bag. I can take it myself. Please park the car.
Valet Very good. Please leave your key in the ignition.
Mr. Flores Is there a charge for valet parking?
Valet Yes, sir. If we park your car for you there is a charge.
Mr. Flores Can I park it myself with no charge?

Valet Yes, sir. That's self parking at the side of the hotel.
Mr. Flores OK, today I'll valet park.
Valet Thank you, sir. Here's your valet parking ticket.
Mr. Flores Where will my car be?
Valet In the underground parking garage.
Mr. Flores How can I get my car?
Valet Just come back here, give me your ticket and I'll get the car for you.
Mr. Flores OK. Be very careful with my car. I don't want to find any dents or scratches on it.
Valet Don't worry about a thing.
Mrs. Stevens Of course, many of our guests take cabs.
Doorman Taxi, sir?
Mr. Flores Yes, please.
Doorman Where are you going today, sir?
Mr. Flores I'm going to the Midtown Conference Center.
Doorman Midtown Conference Center.
Mr. Flores Thank you.
Doorman Thank you, sir. Midtown Conference Center.
Mrs. Stevens Some of our guests take limousines, town cars or the shuttle.
Teresa Where do they get the shuttle schedule?
Mrs. Stevens The concierge or the front desk has them. There is rental car information there as well.
Mrs. Stevens We want our guests to feel welcome.
Mrs. Stevens The doorman says welcome each time he opens the door for a guest.
Doorman Welcome to the Baker Resort Hotel.
Guest Thank you, and where's the Lincoln Room?
Mrs. Stevens Was Teresa waiting long?
Mrs. Stevens No, she just got there.
Mrs. Stevens How is the tour of the hotel so far?
Teresa Very good. Everyone here is very friendly and helpful.
Teresa Why does the hotel have beautiful flowers in the lobby?
Mrs. Stevens You want the guests to think: Wow, what a beautiful hotel. I want to stay here.
Teresa How do hotel guests park their cars?
Mrs. Stevens They use valet parking or they self park.
Teresa If they valet park, should guests leave the key in the car?
Mrs. Stevens Yes, guests should leave the key in the ignition.
Teresa Where can guests get the shuttle schedule?
Mrs. Stevens The concierge or the front desk have the schedules.

Unit 3, Lesson 1: Vocabulary & Phrases

florist shop

valet parking

ignition

underground parking

dent

scratch

taxi cab

shuttle

airport shuttle

flowers

luggage

ticket

garage

limo

limousine

technical support

self parking

conference center

Welcome.

Don't worry about a thing.

I have a question.

Unit 3, Lesson 1: Conversation Practice 1 of 3

Ms. Baxter When I arrive at a hotel I expect to be greeted and looked after.
Doorman Welcome to the Baker Resort Hotel.
Valet Are you going to be staying long?
Ms. Baxter No, I'm just picking up someone.
Valet May I have the keys to your car, in case we need to move it.
Ms. Baxter OK, here you go.
Ms. Baxter Now, if he had been more polite I might have given him a tip.
Ms. Baxter Let's drive up again.
Doorman Welcome.
Valet Good morning, madam. Welcome to the Baker Resort Hotel. Will you be checking in?
Ms. Baxter Yes, I'm attending a meeting.
Valet OK, we can park your car for you or you can use the self parking.
Ms. Baxter I need to unload some things first.
Valet Do you want help with that baggage?
Ms. Baxter Yes, I could use some help.
Valet I'll get a bellperson.
Doorman Welcome.
Valet Can we park your car for you?
Ms. Baxter Can I park it myself?
Valet Yes, miss. But if you are going to be more than a couple of minutes we'll need to hold your keys.
Ms. Baxter Well, I'll be right back.
Doorman Morning, welcome.
Ms. Baxter Thank you.
Valet Welcome to the Baker Resort Hotel. Will you be checking in?
Ms. Baxter Yes.
Valet Very good, miss. Would you like valet parking?
Ms. Baxter Yes, I would.
Valet OK, here's a parking stub.
Valet Just show it to the front desk and they can charge it to your room.
Ms. Baxter Do I get in and out privileges?
Valet Yes, you can go out and come back as often as you want as long as you're staying here.
Ms. Baxter Thank you.

Unit 3, Lesson 1: Conversation Practice 2 of 3

Bellman Do you need any help with your luggage?
Ms. Baxter Yes, I do. These things go to the conference hall.
Ms. Baxter Here you are.
Bellman Thank you. Is there anything else I can do for you?
Ms. Baxter That will be it, thank you.
Bellman Can I help you with your bags?
Ms. Baxter Can you put these in storage until I catch the shuttle?
Bellman Yes, miss.
Ms. Baxter Thank you.
Bellman May I help you?
Ms. Baxter Yes, you can take these bags to the front desk then up to my room.
Bellman Go ahead. Check in at the front desk and I'll meet you there.
Ms. Baxter Thank you.
Ms. Baxter Excuse me, can I store my bags after I check out?
Bellman Yes, I'll bring your bags down and give you a claim check.
Ms. Baxter Here you go.
Bellman Thank you, ma'am.

Unit 3, Lesson 1: Conversation Practice 3 of 3

Bellman Pardon me. Did anyone leave some boxes outside?
Ms. Baxter Oh yes, I did. I'll get them, thank you.
Bellman Excuse me, did anyone leave their boxes outside?
Ms. Baxter No, I didn't but you might check in the conference hall.
Bellman Excuse me, but I think you forgot your boxes outside.
Ms. Baxter Oh yes, I did. I'll be right out.
Bellman Excuse me, do the boxes outside belong to either of you?
Ms. Baxter No, not us.
Bellman Well, I guess I'd better call security then.
Bellman Security, I have some unattended boxes out front.

Unit 3, Lesson 2: Lesson Script

Patricia Good morning. Welcome to the Baker Resort Hotel. How may I help you?
Ms. Smart I have a reservation. My name is Peggy Smart.
Ms. Smart That's spelled S-M-A-R-T. I have a reservation number somewhere.
Patricia That's not necessary. I have your reservation right here, Mrs. Smart.
Patricia We have a room for you with one king-size bed for three nights, non-smoking.
Ms. Smart That's correct.
Patricia Now, you gave us a credit card number for the reservation. Did you want to use that card?
Ms. Smart Yes. Here you are.
Patricia Thank you. Here is your key, Mrs. Smart. Please let us know if you have any questions. Enjoy your stay.
Ms. Smart Thank you. Oh, I need a wake-up call in the morning.
Patricia Certainly. What time, ma'am?
Ms. Smart 6 a.m. please.
Patricia Very good.
Ms. Smart Where is the elevator?
Bellman On the other side of the stairs. Just follow me, please.
Bellman What floor are you on?
Ms. Smart I'm in room 304.
Bellman So that's the third floor. I'll just press the "up" arrow.
Bellman Is this your first visit to Baker?
Ms. Smart No, I have been here before on business meetings. And I have some friends here.
Ms. Smart Oh good. This one's going up.
Bellman After you, ma'am.
Bellman I'll put this case on the luggage holder. Do you want the others beside it?
Ms. Smart Yes please, and hang the garment bag in the closet.
Ms. Smart It's a little cold in here. Could you please turn down the air conditioning?
Bellman Certainly. Is there anything else I can do for you, Ms. Smart?
Ms. Smart No thanks. That's all for now.
Bellman Thank you very much.
Bellman Who gets taxis for the guests?
Patricia The doorman does.
Bellman Who carries bags for the guests?
Patricia The bellman does. That's you!
Patricia Where does Mrs. Smart check in?
Bellman Mrs. Smart checks in at the front desk.

Patricia How does Mrs. Smart spell her last name?
Bellman S-M-A-R-T. That's Smart.
Patricia Does Mrs. Smart need a wake-up call in the morning?
Patricia Yes, she does.
Bellman What time does she want the call?
Patricia She wants the call at 6 a.m.

Unit 3, Lesson 2: Vocabulary & Phrases

cart

garment bag

wake-up call

reservation

air conditioner

up-arrow

luggage holder

Good morning.

How may I help you?

That's not necessary.

Enjoy your stay.

After you, please.

Unit 3, Lesson 2: Conversation Practice 1 of 2

Patricia Good afternoon, do you have a reservation?
Ms.Baxter Yes, the name is Baxter.
Patricia And a first name, please.
Ms.Baxter Isabel.
Patricia Very good, Ms. Baxter. You're staying for three nights?
Patricia Good afternoon, do you have a reservation with us?
Ms.Baxter I hope so. The name's Baxter.
Patricia Yes, here you are. One king, non-smoking.
Patricia Good evening, how can I help you?
Ms.Baxter I don't have a reservation but I need a room for two nights.
Patricia We're pretty booked. Let me check.
Patricia I do have a couple of smoking rooms, one king for \$189 or a double for \$209.
Ms.Baxter That's it? Only smoking rooms?
Patricia I do have the President's Suite but that's \$450 per night.
Ms.Baxter OK, the king will do but maybe you can switch me to non-smoking tomorrow.
Patricia I will make a note of it.
Patricia Can you fill this out?
Patricia And how will you be paying for that?
Ms.Baxter I'm going to play a game. Watch.
Patricia Good evening, may I get your name?
Ms.Baxter Ilianich, Ivanka.
Patricia I'm sorry could you spell the last name, please?
Ms.Baxter I-L-I-A-N-I-C-H
Patricia Thank you. Mrs. Ilianich.
Patricia Yes, I have you in a double for two nights.
Ms.Baxter And yes, is that a non-smoking room?
Patricia Oh, I don't have that down, but I can arrange a room on the non-smoking floor.

Unit 3, Lesson 2: Conversation Practice 2 of 2

Patricia Good morning. Are you checking out?
Ms. Smart Yes, I am.
Patricia OK, it looks like you're paid in full.
Patricia I'll just print your receipt and you're good to go.
Patricia Good morning. Are you checking out?
Ms. Smart Yes, but I was very unhappy with my room.
Patricia Oh, I'm sorry. What was the problem?
Ms. Smart Well, I was by the elevator and it was always running and squeaking.
Ms. Smart I could hear people getting on and off all night.
Patricia Oh, I'm sorry. I wish you would have called down so we could have switched your room.
Ms. Smart Well, I didn't know and I won't be staying here again.
Patricia Well, if you wouldn't mind waiting one minute, I'll call the manager.

Unit 3, Lesson 3: Lesson Script

Mrs. Stevens Let's watch Patricia work.

Mrs. Stevens When a guest arrives, she makes eye contact, smiles and says welcome.

Mrs. Stevens The check in is more or less the same for each guest,

Mrs. Stevens but sometimes there are special requests.

Mr. Brown Oh, by the way, some friends will be joining me tomorrow. I reserved a room for them.

Mr. Brown Could you please check that for me?

Patricia Of course. What is the name?

Mr. Brown Mr. and Mrs. Carl Holwitz.

Patricia Could you spell the last name for me, please?

Mr. Brown That's H-o-l-w-i-t-z.

Patricia Thank you.

Patricia Yes. That's for three nights.

Mr. Brown Mrs. Holwitz uses a wheelchair.

Patricia We have them in our handicapped accessible room.

Patricia There is a roll-in shower with a seat.

Patricia There are grab bars by the toilet and in the shower. The mirror is lower also.

Mr. Brown Very good. Will she have any problems getting around the hotel?

Patricia I don't think so. We have ramps throughout the hotel.

Patricia We are ready to serve any guests with disabilities.

Mr. Brown Thank you. That's really important.

Mrs. Stevens Sometimes there are problems at check in.

Mrs. Stevens We want to solve problems and keep the guests happy.

Patricia And may I see your credit card, please?

Patricia I'm sorry. This card doesn't seem to work. I don't know why.

Patricia Do you have another card you want to use?

Mr. Flores That card should be fine. It always works. Can't you call the company and check?

Patricia I can't do that, sir. Only you can talk to them.

Patricia But I can wait if you want to call them.

Mr. Flores No, I don't want to call them now, I'll do it later. Here. Use this card.

Mr. Flores I really don't understand. The card should work.

Patricia I am sorry for the delay.

Patricia Front Desk. I'll be with you in a moment, sir. Please hold.

Patricia Again, I apologize for the delay. Here is your key. Please enjoy your stay.

Mr. Flores OK. And that credit card is good.

Patricia I'm sorry for the problem, sir.
Patricia Thank you for holding. This is Patricia. How may I be of service?
Teresa How many people work at the front desk or the reception area?
Mrs. Stevens It depends. We are very busy late in the afternoon. Check in time is 3 p.m. It gets busy after that.
Teresa What time is check out?
Mrs. Stevens Check out time is 11 a.m. People are in a hurry.
Mrs. Stevens That's why we have express or fast check out.
Mrs. Stevens We prepare the bills and put them under the guest's door the night before check out.
Teresa Then you don't have long lines at check out time?
Mrs. Stevens That's right.
Mrs. Stevens How does Patricia greet guests?
Patricia I smile, make eye-contact and say welcome, to each guest.
Mrs. Stevens What kind of room does Mrs. Holwitz need?
Patricia She needs a handicapped accessible room.
Mrs. Stevens Why is Mr. Flores unhappy?
Patricia His credit card did not work.
Patricia Why didn't his credit card work?
Mrs. Stevens Patricia does not know.
Mrs. Stevens What time is check in?
Patricia Check in begins at 3 p.m.
Mrs. Stevens What time is check out?
Patricia Check out time is 11 a.m.

Unit 3, Lesson 3: Vocabulary & Phrases

wheelchair

handicapped accessible

grab bar

ramp

reception area

shower

mirror

front desk

solve a problem

check in time

check out time

Thank you for holding.

I'm sorry.

I'm in a hurry.

Unit 3, Lesson 3: Conversation Practice

Patricia Saying thank you to your customers is very important. And, always try to use their name.
Ms. Smart Thank you so much.
Patricia No problem, I'm glad to help, Ms. Smart.
Ms. Smart Thank you very much.
Patricia You're welcome, Ms. Smart. It's my pleasure.
Ms. Smart Thanks for your help.
Patricia We are always happy to serve you.
Ms. Smart I want to thank you for your hospitality.
Patricia Thank you for staying with us, Ms. Smart.
Ms. Smart Thank you very much.
Patricia Glad to have helped, Ms. Smart.
Ms. Smart Thank you so much.
Patricia No problem.
Ms. Smart I really appreciate your help.
Patricia Please, don't mention it, Ms. Smart.
Ms. Smart Thank you very much.
Patricia I'm glad to be of service, Ms. Smart

Unit 3, Lesson 4: Lesson Script

Mrs. Stevens The concierge is an important person in our hotel.
Teresa What does a concierge do?
Mrs. Stevens She answers questions. She helps our guests find restaurants, theaters and transportation. Let's listen.
Linda Good afternoon. Please have a seat.
Mr. Flores Thank you.
Linda How may I assist you?
Mr. Flores I'm going to the North Beach Theater. What's the best way to get there?
Linda You have several options. You can take the shuttle bus from the hotel.
Mr. Flores Oh, I don't want to take the bus.
Linda Well, you can get a cab at the front of the hotel. Or, you can walk. It's not too far.
Mr. Flores Well, maybe I'll walk. It's a nice day.
Linda Here, I'll mark it on this map.
Linda Here is the hotel. Walk down Main Street,
Linda make a left onto 23rd Street, walk three blocks and you will arrive at the theater.
Linda Oh, excuse me for a moment.
Linda Good afternoon. This is Linda at your service. How may I assist you?
Linda Yes, Mr. Brown. A seafood restaurant that is wheelchair accessible.
Linda I'll do some research and call you back. Goodbye.
Linda I'm sorry for the interruption. May I assist you with anything else?
Mr. Flores Thank you. Is there a restroom down here?
Linda Yes, sir. Just round the corner to your right.
Mr. Flores Thank you very much.
Linda You're welcome.
Linda What does the concierge do?
Mr. Flores She helps guests with information about restaurants and transportation.
Mr. Flores How am I going to get to the theater?
Linda You're going to walk. It's a nice day.
Mr. Flores What kind of restaurant did Mr. Brown want to find?
Linda He wants a seafood restaurant that is wheelchair accessible.
Linda How will I find a seafood restaurant that is wheelchair accessible?
Mr. Flores You'll do some research and call the guest back.

Unit 3, Lesson 4: Vocabulary & Phrases

conciierge

wheelchair accessible

restroom

theater

transportation

shuttle bus

Good afternoon.

Please have a seat.

At your service.

Make a left.

Make a right.

Unit 3, Lesson 4: Conversation Practice 1 of 2

Mr. Flores Do you have a lost and found?
Linda We have a few items up here under the counter,
Linda but housekeeping keeps things people leave behind.
Mr. Flores I am looking for a pair of glasses.
Linda Where did you lose them?
Mr. Flores I think I left them in the lobby.
Linda When did you lose them?
Mr. Flores It was after breakfast. I was reading the newspaper.
Linda What did they look like?
Mr. Flores They are gold wire rims.
Linda Let me check in our lost and found box.
Linda Not here. I'll call housekeeping. And we'll keep our eyes out for them.
Linda What is your room number?
Mr. Flores I'm afraid I may have left my laptop computer in my room. And now I can't find it.
Linda Have you checked out already?
Mr. Flores Yes, I did.
Linda Let me call housekeeping and also security. Was it in the case?

Unit 3, Lesson 4: Conversation Practice 2 of 2

Linda What's the difference between "Ask" and "Tell"?
Mr. Flores Can I ask you for directions to the museum?
Linda I can tell you how to get there.
Mr. Flores Can you tell me how long it takes to get to the airport?
Linda I'm not sure. Let me ask the cab stand.
Linda May I ask where you bought that suit?
Mr. Flores I got it at Lacy's. I hate to tell you but it was a bargain.
Sylvia I love your dress. Can't you tell I've been dying to borrow it?
Teresa All you had to do was ask.

Unit 3, Lesson 5: Lesson Script

Sylvia Teresa, is that you?
Teresa Yeah, it's me.
Sylvia How was your first day at work?
Teresa It was great! I got a tour of the hotel.
Teresa Everyone was so welcoming and nice.
Sylvia I'm very happy for you. Teresa, listen, I want your opinion.
Sylvia I need to find something to wear to the job fair.
Sylvia I want to look nice, but I don't know what to wear.
Sylvia What do you think of this skirt? It's new.
Teresa Oh, it's cute, but I think it's too short for work.
Teresa Everyone should look serious at work.
Teresa You don't want to wear anything too fancy. It's not a party.
Teresa And you don't want to wear anything too casual. It's not a barbecue.
Sylvia Well, what do you think of these slacks?
Teresa Those are good. They're very basic.
Sylvia And how about with this top? I love the colors.
Teresa That's great for dancing, but it's not right for work.
Sylvia Is this serious enough?
Teresa That's perfect. Now, what about your shoes?
Sylvia Well, I have these black sandals. They're cute.
Teresa Hmm. Many companies do not allow open toed shoes or sandals.
Sylvia How about these low heeled shoes?
Teresa Those are good.
Sylvia Do you think that my earrings are right?
Teresa Simple earrings are better. You should not wear flashy jewelry to work.
Teresa That's true for men, too. Employers do not like for you to wear flashy jewelry.
Teresa They want you to look ready for work and not ready for a party.
Sylvia All right. I think I get the picture.
Sylvia So, what do you think? Do I look ready for work?
Sylvia Where am I going?
Teresa You're going to a job fair.
Sylvia What about this skirt?
Teresa It's cute, but I think it's too short for work.
Sylvia What about this top?

Teresa
Sylvia
Teresa

It's good for dancing, but not for work.

Can I wear a lot of jewelry?

No, employers don't like a lot of jewelry.

Unit 3, Lesson 5: Vocabulary & Phrases

casual

sandals

earrings

jewelry

That's perfect.

Is that you?

What about these?

What do you think?

Unit 3, Lesson 5: Conversation Practice

Teresa When you go to work, you need the right kind of clothes.
Sylvia What should I wear to the job fair?
Teresa That depends on the type of job you are looking for.
Sylvia I'm looking for a job in an office.
Teresa Then you should wear a business suit, or a conservative jacket and slacks or skirt.
Teresa Also a clean and pressed blouse.
Sylvia Should I wear my big earrings?
Teresa If you are going for an office job, don't wear showy jewelry and don't wear strong perfume.
Sylvia What should I wear to the job fair?
Teresa What kind of job do you want?
Sylvia I am looking for a job in customer service.
Teresa Then wear neat clothes, but if you aren't going to see customers you can go "business casual".
Sylvia What's "business casual"?
Teresa If you're a man, you don't have to have a suit and you don't need a tie.
Teresa For you and me, it means wear neat clothes, not flashy, and not revealing.
Sylvia Like this skirt and this blouse?
Sylvia Or, these slacks and this shirt?
Teresa Exactly. But for a job interview it's OK to dress a little above the job you're going for.
Sylvia OK, thanks.