

EASY at Work: Service & Hospitality

Unit 10, Lesson 1: Lesson Script

Pearl Do you need help?
Maria Oh, I can't open this locker.
Pearl Push the handle up and then pull back. Like this.
Pearl That's it.
Maria Oh, thank you.
Pearl Is this your first day?
Maria It is. I think I'm a little nervous.
Pearl Don't be. There's a lot to learn, but everyone here is very nice.
Pearl They'll help you if you ask. By the way, my name is Pearl.
Maria I'm Maria.
Pearl Come on. We need to clock in before the meeting starts.
Maria Do I look OK?
Pearl You look fine. Your uniform is clean and ironed.
Pearl Your hair is neat, and you have comfortable shoes. That's very important.
Pearl Where's your name badge?
Maria Here it is.
Pearl Put it on and we can punch in over there.
Maria I haven't done this before.
Pearl Watch me. Clock in like this. Now you try.
Pearl Write your name on the top of the card and line up the first slot with the red marker, and push down.
Pearl Perfect. Let's go to the meeting.
Irena Oh hi Maria. I see you have met Pearl.
Maria Yes. She helped me clock in.
Irena Great. Pearl, could Maria work with you today?
Pearl Sure.
Irena Here's a copy of your room list and the floor plan.
Irena Can you show her where you're going to work today?
Pearl OK.
Pearl Now we are here and we want to go here, to the third floor.
Pearl I work in the East Wing in rooms 300 to 317.
Pearl They are right here, on both sides of the hall.
Irena I think we can get started now. Good morning everyone.

Housekeepers Good morning.
Irena I know we are busy today, so I won't keep you long.
Irena First on the agenda, I want to introduce a new team member, Maria Osorio.
Irena Can you stand up Maria?
Irena She'll be working with Pearl today. Please make her feel welcome here.
Irena Thank you Maria. We're happy to have you here.
Maria I'm happy to be here.
Irena Next on the agenda. There is a mandatory safety meeting at 4:30.
Irena Mandatory means everyone must come.
Irena We are talking about our new cleaning products.
Irena So please be on time. The announcement is on the bulletin board over there.
Housekeeper How long will it last?
Irena About half an hour. We will finish at five o'clock.
Irena And finally, our last agenda item.
Irena The hotel is full again tonight, so we are all very busy.
Irena Just do your best, but if you need help, please tell me. I will get help for you. OK?
Irena OK. So that's the end of our meeting. Have a great day everyone.
Irena Good luck Maria.
Maria Thank you.
Housekeeper Welcome!
Maria Thank you.
Irena You'll do fine! You know Maria, this hotel is a great place to work.
Irena There is a lot of opportunity for people who are willing to work hard.
Maria Thank you, I'll try.
Maria How do you open the lock?
Pearl Push up and pull back.
Maria When do I clock in?
Pearl You clock in before the morning meeting.
Maria Do I look OK?
Pearl You look fine. Your uniform is clean and ironed. Your hair is neat.
Maria Do I have to go to the safety meeting?
Pearl Yes, the meeting is mandatory.

Unit 10, Lesson 1: Vocabulary & Phrases

locker

handle

nervous

uniform

comfortable shoes

agenda

swipe in

clock in

clock out

mandatory safety meeting

Unit 10, Lesson 1: Conversation Practice

Maria Let's see how you can ask for help.
Pearl Do you need help?
Maria Yes, I can't get this locker open.
Pearl Can I help you?
Maria Yes. Do you know how to open this?
Pearl Can I give you a hand?
Maria Please.
Pearl Need a hand?
Maria Yes, do you know how this works?
Pearl Have you got that figured out?
Maria Yes. I think I've got it.
Pearl Can I help you?
Maria Oh, I think I'm OK. Thank you though.
Pearl I'm here if you need me.
Maria Could you help me for a minute?
Pearl Sure, what do you need?
Maria Can you help me, please?
Pearl What can I do for you?
Maria Can you give me a hand with this?
Pearl Sure, I'll be right there.
Maria Pearl, I could use an extra pair of hands on this.
Maria I'm kind of stuck here.
Pearl No problem. What do you want me to do?
Maria Thanks, but I think I'm OK now.
Pearl If you feel ill, always tell someone.
Pearl Are you OK? Or do you need help?
Maria No, I'm OK. Thanks.
Pearl Are you sure? You look very pale.
Maria I feel pretty bad. My stomach really hurts.
Maria Could you get me some water?

Unit 10, Lesson 2: Lesson Script

Pearl OK Maria, first we have to stock the supply cart.
Maria Do you stock the cart everyday?
Pearl It's the first thing we do. Now we'll start with the toiletries.
Maria Toiletries?
Pearl Yes, toiletries: shampoo, hair conditioner, body lotion and soap.
Pearl We also call them amenities.
Maria Oh I see.
Pearl Here. Put these little bottles of shampoo and conditioner in that section.
Maria In here?
Pearl That's right. Now put these bars of soap next to them.
Maria Like this?
Pearl Right.
Pearl Here are the coffee supplies: filters and coffee.
Maria Where do they go?
Pearl In the section closest to you. These packets of creamer and sweetener go next to them.
Pearl Here, put in some stirrers too.
Maria This spray bottle is almost empty.
Pearl It's enough for today.
Maria This toilet cleaner is almost full.
Pearl Good.
Pearl OK. Now we need plastic bags, dust cloths, sponges, a toilet brush and paper towels.
Pearl Next, linens. Sheets: kings, queens, doubles and pillowcases.
Pearl Then we stack the towels next to them: bath towels, hand towels, wash cloths.
Pearl The bath mats go on top.
Pearl Are you wearing a support belt?
Maria Yes. Do you think I need it? I'm pretty strong.
Pearl Yes, you do. Didn't you watch the back safety video during orientation?
Maria Yes.
Pearl If you hurt your back, you can't work.
Maria You're right, I don't want to get hurt.
Pearl I think we're ready. Now, you pull and I'll push.
Pearl Press the up arrow.
Pearl If we meet a guest in the hall, let the guest go by first and...
Maria I know, look at the guest, smile and say, "Good morning".

Pearl You are a fast learner.
Maria I have a good teacher.
Maria Here it is.
Pearl Let's work together.
Maria What floor are we going to?
Pearl Push three. We're working on the third floor today. Remember the map?
Maria We're going up. First, second, third. Here we are.
Maria I'll hold the "open door" button.
Pearl What do we have to do first?
Maria Stock the supply cart.
Pearl What are sheets, pillowcases and towels called?
Maria They're called linens.
Pearl How do I fill the spray bottle?
Maria Take off the top. Pour in the cleaner. Put the top back on.
Pearl What do you call soap, shampoo, conditioner and lotion?
Maria Toiletries or amenities.
Pearl How do the housekeepers get upstairs?
Maria We take the service elevator.

Unit 10, Lesson 2: Vocabulary & Phrases

supply closet

toiletries

linens

spray bottle

plastic bags

dustcloth

vacuum cleaner

Do I need it?

What do you call that?

You're right.

It's almost full.

Take off the top.

Unit 10, Lesson 2: Conversation Practice

Maria Now, let's learn where to put things.
Maria Where does this go?
Pearl It goes on the top.
Maria Where do I put the soap?
Pearl Put it beside the shampoo.
Maria Does the lotion go over here?
Pearl That's right.
Maria Do the linens go here?
Pearl No, they go on the side.
Maria Is it OK to put the coffee supplies by the soap?
Pearl No, that's not a good idea.
Maria Can I put toiletries over here?
Pearl No, there's not enough room.
Maria Where should I put these plastic bags?
Pearl We don't need them. We have a lot.

Unit 10, Lesson 3: Lesson Script

Pearl OK. We start with 305.
Maria Do we take the cart in the room?
Pearl No. We leave it here, but lock the wheel.
Maria Like this?
Pearl That's right.
Pearl These guests have checked out.
Maria Are you sure they're not in the room?
Pearl Always knock three times, that's the law.
Pearl Say "Housekeeping", wait a minute and if there's no answer, you can go in.
Pearl Housekeeping, housekeeping.
Maria Do you have the key?
Pearl We have a master key.
Pearl Swipe it. When the green light goes on, open the door and go in.
Maria This room looks clean.
Pearl It's pretty clean, but we always follow the checklist.
Pearl Strip the bed, collect used towels, make the bed with clean sheets,
Pearl wipe off all surfaces, clean the bathroom, polish the mirrors,
Pearl empty the wastebaskets, refill the supplies, check the electrical equipment,
Pearl vacuum and do an inventory.
Maria What does inventory mean?
Pearl It means checking for missing or broken items.
Maria What if something is broken?
Pearl Check it on the list and report it to the supervisor. She takes care of that.
Maria Pearl, what happens if I break something - like a lamp or something?
Pearl Tell the supervisor. It's not easy to do, but it's important.
Pearl Everybody makes mistakes sometimes.
Pearl If you try to hide the problem, there's usually more trouble later.
Maria That's good advice. What about the mini-bar?
Pearl The barman restocks it. OK, let's get started.
Pearl Do you need gloves?
Maria I have some, thanks.
Pearl Shake the comforter when you change the bed.
Pearl Don't put it on the floor.
Pearl Take off the dirty sheets and pillowcases.

Maria Where should I put it?
Pearl In the laundry bag.
Maria This bed is really big.
Pearl It's a king so we need king size sheets.
Pearl Check the mattress pad. Brush it off. If it's dirty, change it.
Pearl Here, give me a corner, let's see...
Maria I think this room looks great.
Pearl Well, the supervisor always checks it again.
Maria What happens if I forget something?
Pearl If it's small, she'll fix it. Then she'll tell you about it in the morning meeting.
Maria What happens if it's something big?
Pearl Then she'll call you to fix it yourself.
Maria Oh.
Pearl That's why I always check my work.
Maria That's smart.
Pearl According to my list, they will be here for three days.
Maria What should I do with this clothing?
Pearl Pick it up.
Maria Should I put it on this chair?
Pearl No, hang it in the closet. Here's a hanger.
Maria Can I throw this newspaper away?
Pearl No, never throw anything away.
Pearl A guest might want it. Fold it and I'll put it on the desk.
Maria What's this white plastic bag for?
Pearl Oh, that's the guest's dirty laundry.
Pearl This checklist shows what items need to be washed by the hotel laundry.
Pearl We pick it up, put it in the cart and drop it off in the basement laundry.
Maria What about this make-up? And there's jewelry and money! Should I put it away?
Pearl No, just straighten it up, like this. Leave everything where you found it.
Maria This bed is really big. What sheet should I use: double, queen or king?
Pearl Use king sheets. They're the biggest.
Maria Where should I hang this?
Pearl Hang it in the closet.
Maria Should I throw away this newspaper?
Pearl No, fold it up.
Maria Should I put away this make-up?
Pearl No, straighten it up. Make it look neat.

Unit 10, Lesson 3: Vocabulary & Phrases

put on

pick up

straighten

put away

throw away

wipe off

empty

vacuum

polish

turn off

Strip the bed.

Make the bed.

Empty that can.

Are you sure?

Always knock three times.

Wait a minute.

Open the door.

Follow the check list.

Empty the wastebaskets.

Refill the supplies.

Let's get started.

Where should I put it?

Conversation Practice for Unit 10 Lesson 3

Maria I'm going to ask Pearl what to do.
Maria What should I do first?
Pearl Strip the bed.
Maria What do we do after that?
Pearl Make the bed.
Maria Then do we clean the bathroom?
Pearl That's right.
Maria What's next?
Pearl Wipe off all the surfaces.
Maria Now what should I do?
Pearl Clean the mirrors.
Maria What do I do now?
Pearl Vacuum the floors.
Maria Do you want me to set the air conditioner?
Pearl Yes.

Unit 10, Lesson 4: Lesson Script

Mr. Grey Oh! Sorry.
Pearl That's OK. Please go ahead.
Mr. Grey Thank you.
Pearl Have a good day.
Mr. Grey You too.
Maria What should we do? The sign says, "Do Not Disturb".
Pearl Don't bother them. We'll come back later.
Pearl This room is not checked out.
Pearl Housekeeping...
Guest Yes?
Pearl Good morning, sir. Sorry to bother you. We're here to clean your room.
Guest Uh, could you come back later?
Pearl Of course. When should we come back?
Guest Um, when will you be ready?
Guest Um, I'll be ready in ten minutes.
Guest She won't be ready in ten minutes. Give us thirty minutes.
Pearl There's no rush. We'll come back later.
Guest Oh, um. Could I have some shampoo and another roll of toilet paper, please?
Pearl Certainly.
Pearl Here you are. Shampoo and a roll of toilet tissue.
Guest Thanks.
Pearl Thank you.
Pearl Housekeeping...
Guest What? I'm trying to sleep here. Get out!
Pearl Pardon me. I'm sorry we bothered you.
Maria She's not very polite.
Pearl No, she's not, but we are.
Maria That's hard. I mean, it's hard to be polite when other people are rude.
Pearl Sometimes, but that's part of our job.
Pearl Polite customer service is very important.
Maria There's a lot to do in here.
Pearl I'm going to call Irena. We need help to finish on time.
Pearl Irena, this is Pearl. We're running behind schedule.
Pearl It's two o'clock and we have four more rooms to clean.

Irena OK, I'll get someone from laundry to give you a hand. And Pearl, thank you for telling me.
Pearl You're welcome.
Lenny Hi I'm Lenny. I hear you need some help.
Pearl Hi Lenny, I'm Pearl. We do need your help.
Lenny So, what do you need me to do? I can strip the beds and collect the towels.
Pearl That would be great. Here are some gloves.
Maria Whew! We did it. We finished on time.
Pearl I think we're a great team. Lenny, I really appreciate your help. Thank you so much.
Lenny No problem. Nice working with you, see you.
Pearl What should I say when I knock on the door?
Maria Housekeeping!
Pearl What did the guest want?
Pearl He wanted another bottle of shampoo and a roll of toilet paper.
Pearl Why is Ms. Pink angry?
Pearl She's trying to sleep.
Pearl Is she polite?
Pearl No, she isn't.
Maria Why did Pearl ask for help?
Pearl Because we're running behind schedule.

Unit 10, Lesson 4: Vocabulary & Phrases

do not disturb

knock

polite

rude

bath towel

toilet tissue

clean

Certainly.

Of course.

You're welcome.

Pardon me.

Excuse me.

Have a great day.

Go ahead.

A.S.A.P.

Unit 10, Lesson 4: Conversation Practice 1 of 2

Maria Let's help some guests.
Mr. Brown Excuse me. We need two more towels.
Maria Here you are.
Mr. Brown Could I get another roll of toilet paper?
Maria Of course. I'll get some for you.
Mr. Brown The light bulb's out.
Maria I'll call maintenance. They will be up soon.
Mr. Brown Could we get an extra blanket?
Maria Yes, there should be an extra one in your closet.
Mr. Brown We're using that one, but we need another.
Maria Certainly. I'll see to it.
Mr. Brown Do you have change?
Maria I'm sorry. We don't carry change. Ask the front desk.
Mr. Brown I cut myself. Do you have a bandage?
Maria Yes. There are three in this pack.
Mr. Brown Thank you.
Mr. Brown Do you have toothpaste?
Maria I'm sorry I don't. You can ask the front desk.

Unit 10, Lesson 4: Conversation Practice 2 of 2

Maria Let's answer a guest's questions.
Mr. Grey Excuse me, where is the ice machine?
Maria It's down the hall on the left.
Mr. Grey Pardon me. Is there an ice machine on this floor?
Maria Just ahead on the left.
Mr. Grey Where's the soda machine?
Maria It's across from the ice machine.
Mr. Grey Can I get ice around here?
Maria Yes, the ice machine is down on the left.
Mr. Grey Do you know where the soft drink machines are?
Maria Straight ahead on the left.
Mr. Grey Can I buy a soda on this floor?
Maria Yes, go down the hall, the machine is on the left.
Mr. Grey Are there any snack machines around here?
Maria No, but you'll find one downstairs off the lobby.

Unit 10, Lesson 5: Lesson Script

Mr. Grey Well hello, I'm looking for an ice machine. Is there one on this floor?
Maria Yes, sir. It's at the end of the hall on the right.
Mr. Grey OK, I'm also looking for a soft drink machine.
Maria The vending machines are next to the ice machine.
Mr. Grey Thanks. What's your name?
Mr. Grey Maria. Thanks Maria. Do you have change for a ten, by chance?
Maria No sir, I don't.
Pearl I'm sorry, sir. But we never carry change. The front desk can help you.
Mr. Grey Well, maybe I have enough here. Listen, ladies, what time do you get off work?
Mr. Grey We're having a little party down the hall..
Pearl I'm sorry sir, but we are working right now.
Mr. Grey No, I mean after work. Just stop in.
Pearl I'm sorry sir, but we never socialize with guests.
Pearl We're very busy right now and we need to get back to work. Good day.
Mr. Grey OK. Just trying to be friendly.
Maria Pearl, I did not know what to say. You were so strong.
Pearl I was assertive.
Maria What does assertive mean?
Pearl Assertive means being both strong and polite.
Pearl It's not always easy, but we practiced at night school.
Maria Night school? Why do you go to night school? Your English is so good.
Pearl Well, this job is fine for now, but I want to be a supervisor someday.
Pearl That means I need to write reports and lead meetings.
Maria I think you'd make a great supervisor.
Pearl Thank you, Maria.
Maria What is Mr. Grey looking for?
Maria He's looking for an ice machine.
Maria Where are the vending machines?
Maria They're down the hall.
Maria What does assertive mean?
Pearl It means being both strong and polite.

Unit 10, Lesson 5: Vocabulary & Phrases

ice machine

ice bucket

vending machine

assertive

hall

front desk

party

supervisor

meetings

I'm looking for change for a ten.

What time do you get off work?

We're working right now.

We need to get back to work.

I'm sorry, sir.

Unit 10, Lesson 5: Conversation Practice 1 of 2

Pearl We want to help our guests but security is very important, watch.
Pearl Are you lost, sir?
Mr. Brown Oh, no. I'm supposed to meet my business partners here.
Pearl Very good, sir. What room are they in?
Mr. Brown I'm not sure. They said to meet on the third floor.
Pearl Well, you can use the house phone by the elevator to ring the room.
Pearl But if they're not in their room, I have to ask you to wait in the lobby, please.
Mr. Brown Oh darn, I've lost my key. Can you let me into room 303 real quick?
Pearl I'm sorry. We're not allowed to open rooms for guests.
Mr. Brown What do you mean?
Mr. Brown This is my room and I have to get some important papers.
Pearl I wish I could help,
Pearl but our security policy does not allow me to open rooms for guests.
Mr. Brown Are you sure you can't make an exception in this situation?
Mr. Brown I'm really in a hurry.
Pearl Let me call the front desk and see if they can get a bellperson to get your key.
Pearl Can I get your name please?
Mr. Brown Never mind. I'll go to the front desk myself.

Unit 10, Lesson 5: Conversation Practice 2 of 2

Pearl Can I help you find your room?
Mr. Grey Oh, yes. I think I'm on the wrong floor.
Pearl Do you know your room number?
Pearl Can I help you find your room?
Mr. Grey Maybe you can. I think I'm on the wrong level.
Pearl Let me see your room card.
Pearl Are you lost, sir?
Mr. Grey Oh, yes. Could you help me?
Pearl What is your room number?
Mr. Grey I think I'm in room 628 or is it 826?
Pearl If I can get your name, I can call the front desk and check for you.
Mr. Grey Oh, thank you. I am so embarrassed.
Pearl That's OK. Don't worry.