

Técnico en Servicio de Recepción Hotelera – Guía Inglés

Competencia: *Supervisión de servicios de recepción hotelera*

Trimestre: 3

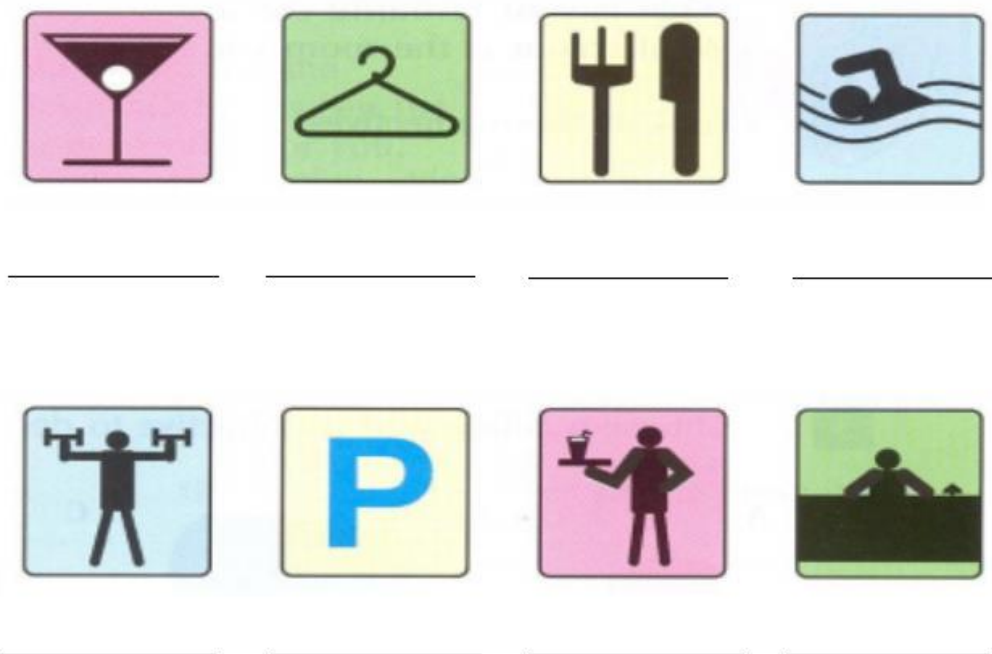
Resultado: *Atender en lengua inglesa los servicios de recepción hotelera empleando estructuras gramaticales y lenguaje técnico propios de este idioma. (144hrs.)*

1.1 First Activity: Exploring the hotel areas according to service protocols for different hospitality providers.

1.1.1 Hotel Facilities & Complementary Services

Look at the following icons and label each one of them according to the service you think they may be representing in the hospitality sector.

Figura 1. Hotel facilities and services

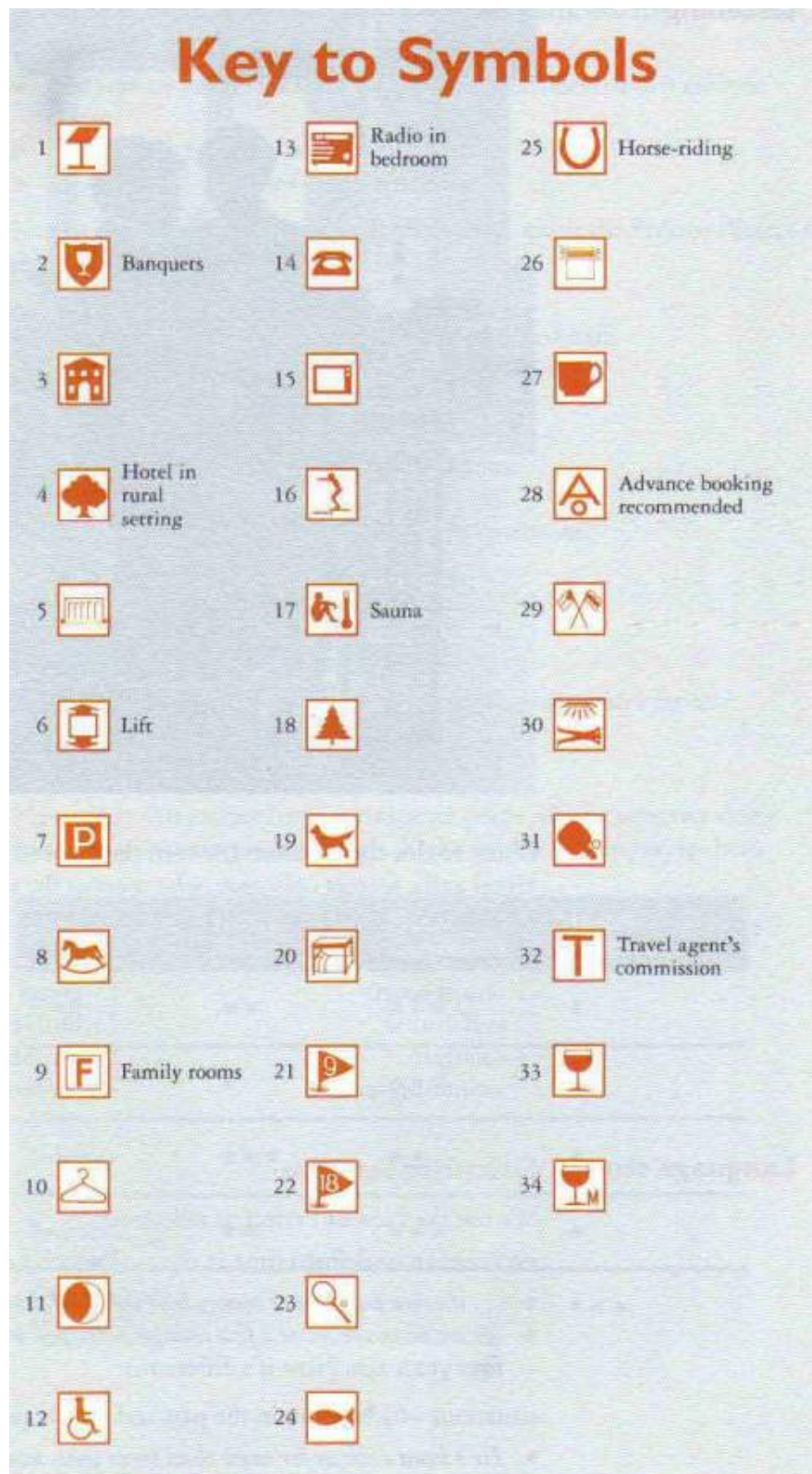


Nota. Tomado de Be my guest. (p.25) por O'Hara, F (2002). Cambridge University Press.

Compare your answers with the classmate next to you and analyze the coincidences and differences you had.

Watch the icons in the pictures below and think about a possible service at the hotel that they may be representing. Then write the number of the hotel facilities and services listed below with the corresponding symbol in the boxes and check if your initial guesses were right.

Figura 2. Key to Symbols



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

Nota. Tomado de High Season: English for the Hotel and Tourist Industry Por Harding, K. & Henderson P, Hotel services. p21.

Think about five additional facilities or services that you may find at the hotel and design an icon to represent them. Be creative in your selection and try to include non-conventional services as well. Then, socialize your icon with the rest of your classmates, convincing the whole group this is the most original idea. Your teacher will award the best explained and most creative one.

Go on a recognition tour around SENA hotel facilities and with the help of two classmates, identify the different places that are open to the guests and determine which services are offered there. Then, draw an informative plan for future guests in which they can easily find facilities and services at SENA hotel. Complement the plan with some sentences indicating the main features and their location (e.g., the gym is outside the main building, close to the chapel and next to the cafeteria). Check the following link <https://www.thespirehotel.com/floorplan/> with informative plan examples to guide yourself. Or check the PDF version on https://drive.google.com/file/d/1kkceVYOLGqJ-zYRPiWBcstWw_4_Tn2NO/view?usp=sharing

Socialize your plan in the class plenum and pay attention to the feedback given by your teacher. Also, listen to your partners' presentations and complement your vocabulary with the new words that may appear there.

Read the hotel portfolios for two hotels in Edinburgh, UK and identify the most important facilities and services they offer. Then based on these samples, create a hotel portfolio including at least 10 conventional services and 10 that come from your own creativity. Remember to use an icon for each one of them.

Figura 3. *Edinburgh Lothian Johnstounburn House Hotel and Edinburgh Lothian King James Thistle Hotel*

- 1 **Edinburgh Lothian
Johnstounburn House Hotel**

Humbie EH36 5PL
Tel: Humbie (0875) 833696 Fax: (0875) 833626
Manager: Ken Chernoff
Mount Charlotte Thistle Hotels

 17th century country house hotel set in acres of lawns, gardens, and farm land, at the foot of the beautiful Lammermuir Hills, fifteen miles from Edinburgh. 20 bedrooms of distinction with private bathrooms. Scottish Tourist Board Commended.


- 2 **Edinburgh Lothian
King James Thistle Hotel**

St James Centre, EH1 3SW
Tel: Edinburgh (031) 556 0111 Telex: 727200
Mount Charlotte Thistle Hotels

 Just off world-famous Princes Street, the hotel is a great place to return to after a day spent exploring the Castle, the Royal Mile, and the city's celebrated galleries and gardens or after a tiring day's business. 147 rooms, all with bathroom. French Brasserie and American themed bar.



Nota. Tomado de High Season: English for the Hotel and Tourist Industry Por Harding, K. & Henderson P, Hotel services. p28.

Socialize your hotel portfolio with the rest of the class and pay attention to the feedback given by your teacher regarding your assignment. Take notes about the services the other groups propose.

Evidencia: Portafolio de servicios del hotel.

Activity Estimated Time: 24 hours

1.2 Second Activity: Preparing a reservation at the hotel according to the types of customers

1.2.1. Types of customers

Read the following information about customers and think about the importance of understanding their behavior when offering them a product or service.

Figura 20. *Reading Activity - Customer*

Customer



Customers play a significant role in any business. To understand customer behaviour and to better allocate resources to different customers to generate the highest profit, it is necessary to be able to identify and segment different types of customers. By better understanding the different types of customers, businesses can be better equipped to develop successful strategies.

Hence it's important for an organization to retain customers or make new customers and flourish business. To manage customers, organizations should follow some sort of approaches like segmentation or division of customers into groups because each customer has to be considered valuable and profitable.

Nota. Tomado de Types of Customers | Loyal Customers | Discount Customers | Need-Based Customers & More.. Explained! <https://www.youtube.com/watch?v=8feQb6bUbW0>

Read with a partner the following article that presents the 16 most common types of customers you may find and how to address them, considering that it is fundamental to characterize your future customers in the tourism and hospitality industry.

Link: <https://www.revechat.com/blog/types-of-customers/> "16 Different Types of Customers and How to Approach Them"

After reading the document, you and your partner will be assigned with a specific type of customer. Look on the internet for additional information about this type of customer and prepare a mind map describing it, pointing out how this type of customer may be represented in the hospitality sector and mentioning the strategies you will use to make them feel welcomed and provide them with a quality service.

Socialize your mindmap in the class plenum and pay attention to the feedback given by your teacher. While each couple presents, take notes and think about possible additional strategies you may use in case you face that type of customer at your future workplace.

1.2.2. Forms and procedures to document reservations.

Hotels use a wide variety of documents to deal with guests. Computerized and manual systems often have the same function, although they may have different names. Match the documents listed here with the definitions below:

- Hotel Register
- Reservation Form or Card
- Reservation Diary or Daily Arrival List
- Reservation Chart
- Room Status Board

- Guest Index
 - Guest History
- a) Provides a visual record of all reservations for a period and shows at a glance, rooms reserved and chosen remaining to be sold.
 - b) Lists all current guests in alphabetical order with their room numbers and provides an additional quick point of reference in larger hotels.
 - c) Standardizes the details of each booking, forms the top sheet of any documents relating to it, and enables a speedy reference to any individual case.
 - d) Records all previous visits to the hotel for any individual and contains important statistical reservation and revenue data.
 - e) Shows all rooms by room number and floor and gives the current and projected status of all rooms on a particular day, with details of occupation.
 - f) Records all bookings by date of arrival and shows all arrivals for a particular day at a glance.
 - g) Records all arrivals as they occur and gives details of all current and past guests.

In partners, choose the two you consider as the most important ones to have at the front office department and write them down on a separate piece of paper. Share your answers with other two couples mentioning the reasons why you chose those ones above the others.

Look at the reservation form sample below. Would you include any additional information?

Figura 21. *Hotels – Resorts - Suites*



Reservation Form

Name(s) _____ Arrival Date _____ Time _____

Company _____ Departure Date _____ Time _____

Street Address _____

City _____ State _____

Phone Number _____

Please circle room request:

Double Standard-\$60 Double Business-\$80

Twin Standard-\$65 Twin Business-\$90

Quad Standard-\$75 Quad Business-\$100

Luxury Suite- \$200

Check in time is 4:00pm
Accommodations prior to this time cannot be assured

Check out time is 11:30am
A \$20 deposit is required at check in to facilitate the check out time. \$5 will be deducted from the deposit for late check outs up to thirty minutes. The full amount will be deducted for any time past this thirty minute time period.

Special Preferences: _____

(All rates are subject to tax)

Payment Type:
Cash _____ Credit _____

Card Type:
Visa _____ MasterCard _____
Visa Marriot Rewards _____
MasterCard Business _____
American Express _____

I understand that I am liable for one night's room and tax which will be deducted from my deposit or billed to my credit card in the event that I do not arrive or cancel 36 hours prior to arrival.

Card Number _____

Expiration Date _____ Signature: _____

Nota. Tomado de:

[https://www.eslprintables.com/vocabulary_worksheets/travelling/hotel_reservation/Hotel Reservation Form 514382/](https://www.eslprintables.com/vocabulary_worksheets/travelling/hotel_reservation/Hotel_Reservation_Form_514382/) : Creative Commons, licensed content

Fill in the required information and think about the questions you may ask your guest to complete each one of the blanks. Socialize your questions in the class plenum.

1.2.3. Making a phone reservation at a hotel

Look at the following comic strip representing a phone reservation at a hotel. Take notes about the step-by-step followed by the receptionist.

Figura 22. A Phone Reservation



Maryn Karini called the Pine Ridge Hotel to make a reservation.



Pat asked for the dates of her stay.



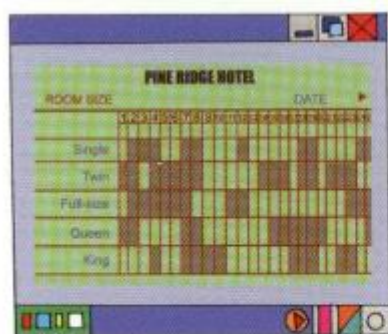
She pulled up the hotel's reservations calendar on her computer terminal.



Pat asked how many people would be in Maryn's party.



Maryn asked for a double-queen room.



Pat searched the reservation system for availability.



She quoted Maryn the room rate and Maryn wrote it down.



Nota. Tomado de Zwier, L. J., & Caplan, N. (2007). Everyday English for hospitality professionals. Compass. Unit 1.

Watch the following videos and compare the phone reservations with the one in the comic strip. What differences and similarities do you see? Create a parallel chart and share your findings in the class plenum.

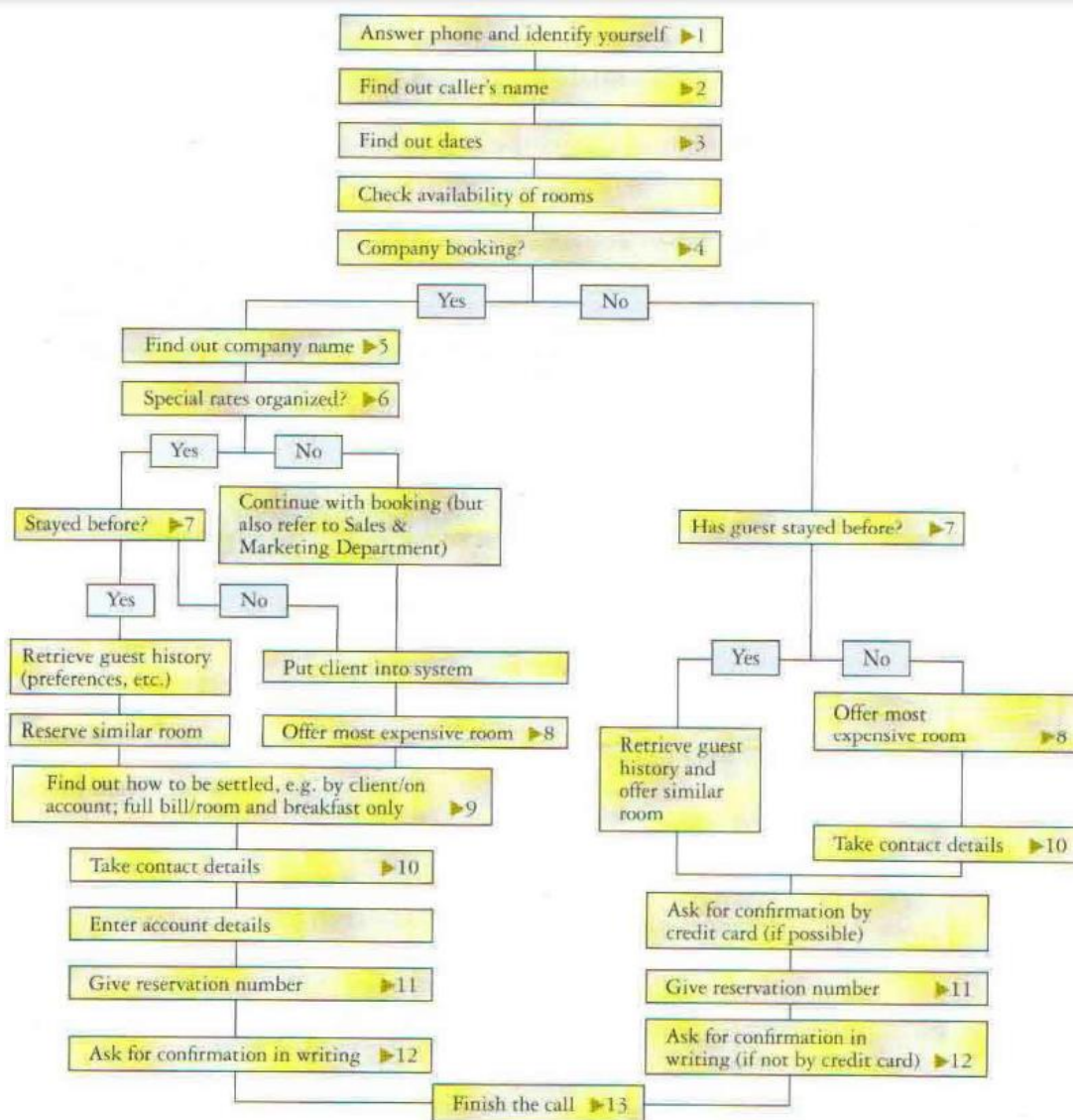
Video 1: <https://www.youtube.com/watch?v=aJ5wvl7RrQk&t=164s> "English conversation: Booking a hotel room".

Video 2: <https://www.youtube.com/watch?v=UXJ3DGxyKLk> "Booking a Room in a Hotel English Speaking Conversation"

Video 3: <https://www.youtube.com/watch?v=oUv2BcxAvjQ&t=46s> "Making a hotel reservation in English"

Look at the flow-chart below showing the procedure that hotel staff should follow when dealing with a reservation. Write down on a separate sheet of paper what the hotel employee says at each of the numbered places.

Figura 23. *Reservation Flow chart*



Nota. Tomado de Harding, K. & Henderson P. High Season: English for the Hotel and Tourist Industry. Oxford University Press. 2000. p.48.

Role-play, with a partner, a phone reservation situation at SENA hotel based on the previous conversations. Then present your conversation in front of your classmates and pay close attention to your teacher's feedback.

Evidencia: Juego de roles, reserva telefónica en el hotel.

Activity Estimated Time: 40 hours

1.3 Third Activity: Presenting the invoice in a check-out process at the hotel including fees, taxes and discounts according to the services taken by a guest.

1.3.1 Taxes and Bills Vocabulary

Watch the video “How to check in at a hotel” in the following link <https://www.youtube.com/watch?v=BiLzykOr1jI> and check the words used in the conversation:

____ Booking	____ Fee	____ No-show
____ Rate	____ Receipt	____ Reservation
____ Amenities	____ Deposit	____ Upgrade
____ Cancellation	____ Extra charge	____ Complimentary

In pairs, look up the definitions for each word and write them down in your notebook.

In groups of four, play the game taboo. Create a card containing a word from the exercise above. Place all cards facing down, take turns to choose a card from the pile and without using the exact word on the card, explain the meaning or definition of the word. Your classmates will try to guess the right word; the first one to say the correct words gets a point.

Consider the following information concerning services at a hotel

- **One star:** basic accommodation, small rooms; these properties do not guarantee ensuite bathrooms, 24-hour reception, or daily cleaning. Think hostels or backpacker motel rooms.
- **Two stars:** often, two-star hotels are in old buildings that can't be renovated. These properties are a step up from one-star spots in that they probably offer a 24-hour reception, cleaning, and a basic ensuite bathroom. Amenities are still limited, but you might get a continental breakfast and a room with a phone and TV.
- **Three stars:** a typical hotel will have three stars and offer room service, ensuite bathrooms, daily cleaning, a desk or table, and Wifi. This is a standard hotel experience that most travelers expect unless they're on a strict budget.
- **Four stars:** these hotels offer an on-site swimming pool, gym, bar/restaurant, or valet parking. They have nicer rooms and larger lobbies. Fast internet is standard.
- **Five stars:** high-end, luxury hotels get five stars. There will be a nice bar and restaurant on-site, as well as a spa, gym, big bathrooms, and comfortable beds.

Tomado de <https://hoteltechreport.com/news/hotel-star-ratings>

In groups of four, complete the information about services or amenities you can find in every hotel and define whether they have an extra charge or they are free. Consider at least five different services for every Hotel and services should not be repeated.

Hotel star rating	Services	Fee or complimentary
1 star hotel		
2 star hotel		
3 star hotel		
4 star hotel		
5 star hotel		

Compare the charts in the previous exercise with another group.

Read the following text about types of hotels and answer the questions below.



There are many types of hotel, big and small. Big hotels, which are part of a "group", offer guests a standard that does not vary from one location to another. Hotels can be granted "Stars" if their facilities match the Tourist Boards specifications. The more stars, the higher the standards. There is also a 'Red Star' accolade awarded for excellent cuisine.

People expect rooms with *ensuite* (private bathroom) facilities. There is also a choice of single, double or family rooms to book. Hotels in large busy cities often have triple glazed windows to help reduce the noise of passing traffic.

When you stay in a hotel, the facilities are reflected in the price of the accommodation. Many establishments have swimming pools, squash courts, health clubs, gymnasiums and indoor play areas for young family members. Non-residents, if they pay the subscription fee, can use some of these activities. There are hotels with golf courses in their grounds. Some have lakes that guests can go fishing or take out a boat to fill their leisure time.

A good hotel with pleasant helpful staff contributes to making a holiday enjoyable and encourages return visits. Christmas cards are sent to regular guests from the hotel management. A varied choice of fresh food beautifully presented in a dining area with lovely views, all add to the holiday experience.

If the guests do not wish to dine in the restaurant, room service is an alternative. A menu is supplied in the room from which guests can order. When the food is ready, a member of staff will bring it to the room. If the guests have to leave early in the morning before the dining room is serving breakfast, they can place an order the night before leaving and breakfast will be delivered to the room at the desired time. There is always a list of the restaurant opening times in the room.



Most hotels ask their guests to vacate their rooms by 10 o'clock on the day of their departure. This is so the staff have enough time to clean the room, make up the bed and generally tidy the area, before the next occupants arrive. New visitors to a hotel do not usually have access to **their room until after mid-day**.

Tomado de <https://www.excellentesl4u.com/esl-hotel-reading.html>

- 1) Why are hotels awarded stars?
 - A) They indicate the number of rooms in the building.
 - B) The stars are a way of knowing what facilities they offer.
 - C) They tell guests the hotel is open all year.
 - D) The stars indicate the size of the grounds.

- 2) Why do hotels in busy cities have double and triple glazed windows?
 - A) It helps to reduce noise levels.
 - B) To stop the sun shining in.
 - C) To keep the window cleaners busy.
 - D) They give a clearer view.

- 3) What facilities are offered to non-residents?
 - A) Only the bedrooms.

- B) Non-residents are not welcome.
- C) Only play areas for children.
- D) The dining room, adjacent golf courses and the fitness areas.

4) What does room service mean?

- A) Food and drink can be delivered to your room.
- B) The guests have to leave.
- C) An electrician comes to turn off the lights.
- D) The room is ready for cleaning.

5) Why are guests asked to vacate their rooms by 10 am on departure day?

- A) To check nothing has been stolen.
- B) So that the room can be cleaned ready for the next occupants.
- C) So the room can be repainted.
- D) To let the staff sit in it when they are tired.

In groups of four, create a hotel booklet where you include 10 of the services or amenities and their respective fees for a night. Use both COP and USD. You may consider some amenities and extra services such as: wi-fi, breakfast, spa, gym, restaurant, parking, early check in, upgrades, etc. Every member in a group should find a member from a different group and discuss their hotel services. Take turns to assume the role of a potential customer for your hotel. Use comparative and superlative adjectives to determine which hotel offers a better option.

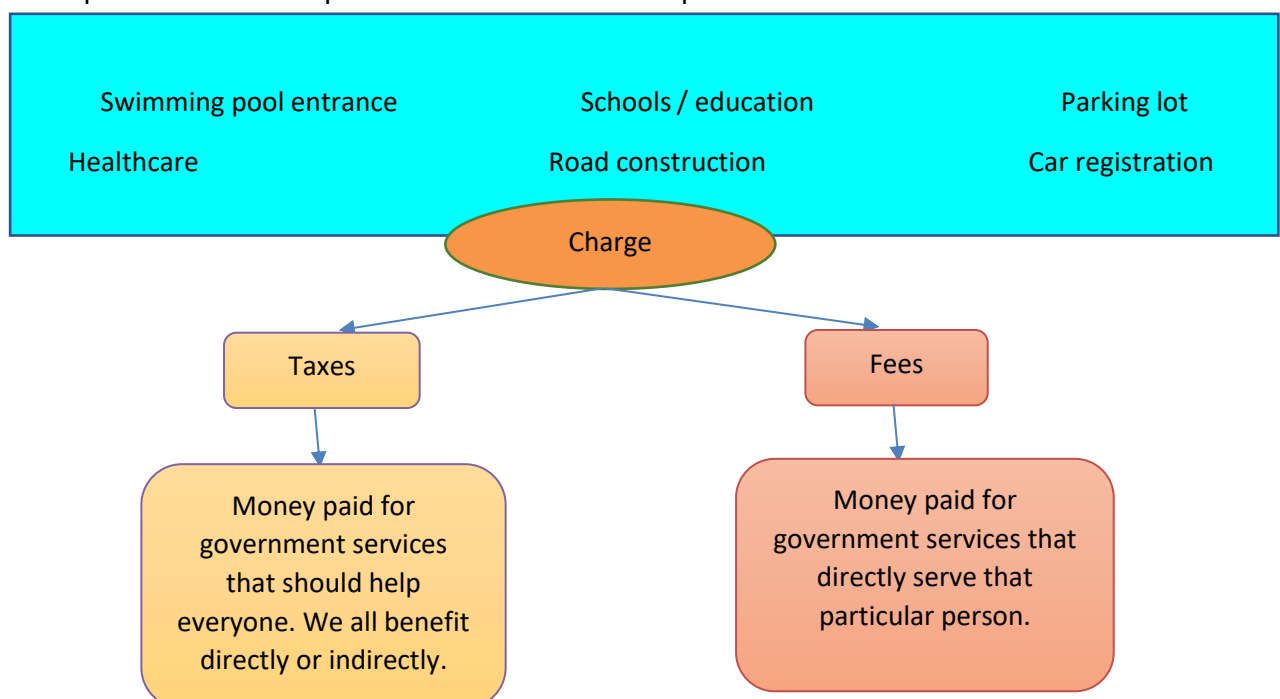
1.3.2 Receipt vs Invoice

Check the video *"Invoices vs Receipts: What is the difference?"* in the link: <https://www.youtube.com/watch?v=Vw1CBF124Uw>. Complete the following sentences based on the information from the video:

_____ is proof of payment.

_____ seeks payment.

Complete the word map with the words in the turquoise box.





VAT or Value-Added Tax in Colombia is 19%. Service Taxes can be 8%. Tips are fees that can be paid at restaurants for example, and they can be either 10%, 15% or 20%.

Calculate the taxes for the following services.

- Double Room Rate: \$350.000 COP (VAT)
- Restaurant Meal and drink: \$85.000 COP (VAT, service, tip)
- Spa treatment: \$175.000 COP (service, tip)
- Transfer service: \$45.000 COP (service, tip)

Look at the following invoice example and identify its parts.

Supplier details

Invoice Example

Bill to: John Smith
442 Swansea Street Denver, CO 80303
United States

Invoice: 2021-001
Invoice Date: 03.01.2021
Due Date: 03.15.2021

Description	Quantity	Unit	Price	Amount
Consultation	1	each	150.00	150.00
Discount 10%				-15.00
Subtotal without Tax				150.00
Total USD				135.00
Amount Paid				0.00
Amount Due (USD)				135.00

Terms & Conditions
10% new customer discount.
Please pay the invoice within 14 days via the payment link below.

Invoice date
Due date and number

Total payment

Charge details including taxes

Create your own invoice where you charge a customer for different services at the hotel. Include services or amenities and calculate the taxes or fees that may apply. Practice telling a partner next to you the different amounts and the total in both, COP and USD.

1.3.3 Check-out process

Watch the video “Hotel check-out procedure” in the link: <https://www.youtube.com/watch?v=tW5ntOpZITg>. Organize the steps for the check-out process:

- _____ Ask for the room keycard
- _____ Call housekeeping
- _____ Prepare guest folio and ask for payment method
- _____ Greet and assist the guests
- _____ Clarify details with housekeeping
- _____ Thank guest for his/ her stay
- _____ Clarify guest booking and details before Check-out

Complete the following activity about a check-out process in the link: [https://www.liveworksheets.com/worksheets/en/English as a Second Language \(ESL\)/Vocabulary/Check out at a hotel lv2417890of](https://www.liveworksheets.com/worksheets/en/English+as+a+Second+Language+(ESL)/Vocabulary/Check+out+at+a+hotel+lv2417890of).

Write down some useful questions and expressions for every step of the check out process.

In pairs, roleplay a conversation for a receptionist and a customer during the check-out process of a hotel, including information about the booking, reservation, services or amenities at the hotel, taxes and fees, payment method, and their opinion about the hotel and their stay. Guests narrate an uncomfortable experience or service issue during their stay that affected them while there was another situation taking place at the same time. Hosts ask questions to request a satisfaction survey and provide some feedback or recommendations to the hotel.

Evidencia: Juego de roles proceso de check-out.

Activity Estimated Time: 24 hours

Evidencia de conocimiento: <i>Juego de roles proceso de check-out.</i>	Participa en juegos de rol guiados o situaciones simuladas sobre situaciones cotidianas y	Simulación – Juego de roles / Lista de verificación
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	laborales actuales, pasadas y futuras en contextos sociales orales y escritos.	
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CONTROL DEL DOCUMENTO

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