

ESP: Hospitality and Hotels



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17 January 2009



Introduction

The following pages are the student materials for the course with the above title. They are intended as handouts and reference documents.

Your teacher may also choose to use the pictures included on some of the materials. They are good sources of language. You may receive other materials not included here. Your teacher can decide if you need these in order to raise your level of English for purposes of your work.

Enjoy and best of success in this course.

2. Check-in

Instruction. Read and practice this dialogue.

Speaker 1. Good evening. May I help you?

Speaker 2. Yes, please. I'd like a room for the night.

1. Would you like a single room or a double?

2. A single room, please. How much is it?

1. It's \$550 per night.

2. Can I pay by credit card?

1. Certainly. We take Visa, Master Card and American Express. Could you fill in this form, please?

2. Do you need my passport number? No, just an address and your signature.

1. (fills out the form) Here you are.

2. Here's your key. Your room number is 212.

1. Thank you.

2. You're welcome. If you need anything, dial 0 for the reception area. Have a good stay!



Vocabulary

\$ = USD or MXN

0 or O (zero or Oh)

I'd = I would

can or may

fill in

good evening or good night?

key or card

passport number

reception or front desk?

room number

single, double room

1. Register assessment

Instruction. When do you say ____? Label each expression below as one of the following.

I--informal

G--good for everyday use

F--formal

Bye.

Catch you later.

Excellent, and you?

Fine.

Good day, Sir / Madam.

Good morning / afternoon / evening.

Goodbye.

Great!

Have a nice time.

Have a nice day.

Hello (name), how are you?

Hello.

Hi!

How are you doing?

How do you do.

How's it goin'?

It was a pleasure seeing you.

Later.

Nice to meet you.

Till we meet again.

Very well, thank you. And you?

Very well, thanks.

What's up?

Can you think of more common expressions? What are they and what level (register) are they?



3. Small talk

Introduction. Sometimes guests want to talk with you. They show interest in you, what you do, where you live, and so forth. Usually these conversations are short.

A. Instruction. Which topics are okay for small-talk conversations? From the list below, label which topics are appropriate and which are not (A = appropriate, NA = not appropriate). Think of one interesting comment to make about each topic. For those topics which are not appropriate, tell why you think it is not a good idea to talk about them with the guest.

A product you would like to sell to everyone	The current US president
Cars	The latest films
Gardening	The management
How much money you make	The weather
The death penalty	Your co-worker
Your religion	Your family
The correct political party	Your health problems
	Your hometown

B. Instruction. Play this game quickly in small groups. Throw one die to move forward from one subject to the next. When you get to the end, return to the beginning to start again.

You have thirty seconds to make a comment about the suggested subject. If you cannot, you lose your turn!

An interesting excursion nearby	would like to do
Diving	Teachers
Finding a job in Mexico	The Internet
Fishing	The guest's worst holiday
Human cloning	The last book you read
Keeping healthy	The last film you saw
Learning a language	Your best friend
Mexican food	Your current job
Pets	
Rock and roll	
Something you've never done but	

2. A note on differences

Instruction. Read and discuss.

Waiter, waitress, or food server? Those north of the border sometimes exchange one word or expression for a "better way of saying it." Better usually means nicer. This is what is called "politically correct speech." Do not be surprised if when talking about you or your job in a restaurant or bar that the expression "food server" is used. This term does not tell a listener if you are a man or a woman, which some people find unnecessary or impolite. Consider also this example: Steward, stewardess, and flight attendant.

Does Spanish have new and "better ways of saying things to sound nicer or friendlier?" What do you think of this idea of politically correct speech?

2. Scramble vocabulary

Instruction. Unscramble the following words. Hint: The words come from today's vocabulary.

1 istb _____

2 cbo _____

3 erlcbob _____

4 hiasgnr _____

5 lyelj _____

6 eedylm _____

7 meunreig _____

8 otomji _____

9 insgver _____.

10 iesd _____

2. Fine dining

Instruction. Read and practice this dialogue.

Maître d': Welcome to Andre's Fine Restaurant. Do you have a reservation?

Customer: Yes, the name is Juárez, Sr. Benito.

Maître d': Ah, yes, here you are. That was a party for one, correct?

Customer: Yes.

Maître d': Right this way. Our hostess will show you to your table.

Hostess: Here's the menu. Today's special is rack of lamb with creamed potatoes and vegetable medley, garnished with mint jelly. Your waiter will be with you in a moment to take your order.

Waiter: Are you ready to order, sir?

Customer: Yes, I'll have the T-bone steak.

Waiter: How would you like that cooked?

Customer: Well done, please.

Waiter: You have a choice of potatoes--French fried, mashed, or baked.

Customer: I'll have the baked potato.

Waiter: Would you like that with butter or sour cream? Perhaps both?

Customer: I'm on a diet, so only butter.

Waiter: Bacon bits on the side?

Customer: No, thanks.

Waiter: Chives?

Customer: No, just the baked potato with butter.

Waiter: As you wish.

Waiter: The vegetables today are corn on the cob, peas and carrots, or broccoli.

Customer: I'll take the corn on the cob. But corn is not a vegetable.



Waiter: As you wish, sir.

Waiter: And what would you like for dessert?

Customer: What do you have?

Waiter: We have apple, cherry, and lemon meringue pie, chocolate and vanilla cake, peach cobbler, and chocolate, vanilla, and strawberry ice cream.

Customer: I'll take the cherry pie, a la mode, please.

Waiter: Would you care for something to drink?

Customer: I'll take a large iced tea with my meal and a cup of black coffee with dessert.

Waiter: Very good sir.

Customer: Thanks.

Waiter: Can I get you anything else?

Customer: Could I get another serving of pie, please?

Waiter: That will be extra.

Customer: This is not a problem.

Waiter: Certainly, I will bring it right away.

Vocabulary

bits = small pieces

cob = what corn kernels grow on

cobbler = deep dish pie

diet = eating preference

fine = very nice, fancy, maybe

expensive

garnished = a little something that comes with

iced tea = "ice tea" (incorrect)

jelly = like a jam

lemon = not a lime but similar

maître d' = host in a fancy

restaurant

medley = mixture

meringue = sugar and egg white

mint = a leafy spice, as in a mojito

party = how many people

together--not a celebration

rack = finest cut of ribs and meat

serving = one dish of

side = food item on a plate by

itself

3. Bar tab

Instruction. Individually or with a partner, take a look at the food/bar bill. I am your customer. Explain the bill to me.

Trappas Bar & Restaurant
English Harbour No 3145

8/12/20 Jo.
2B

Table #.....

1 Plate	20	00
11 Sash.	40	00
11 Wine.	80	00
	140	00
BAR	35	00
	175	00
770 900 to	12	25
EQB	187	25

Service Charge
IS NOT Included

US\$ 72.00

Service Charge
IS NOT Included

DEC 8 2006

3. Checking out

Instruction. Listen to and practice the dialogue.

The screenshot shows a 'Check Out' window with the following fields and sections:

- Room:** 132, **Type:** Queen, **Pholio no:** 010503142602, **Date In:** 05/01/2005, **Date Out:** 05/01/2005
- Guest Information:**
 - Name: [Text Field]
 - Address: [Text Field]
 - Zila: [Text Field]
 - E-Mail: [Text Field]
 - Phone: [Text Field]
 - Birth Date: 05/01/2005 [Dropdown]
- Rate Information:**
 - Rate Type: [Dropdown], Days: [Text Field]
 - Numbers of Days: [Text Field] [Left Arrow] [Right Arrow]
 - Number of Persons: [Text Field] [Left Arrow] [Right Arrow]
 - Next Reservation: 02/08/2004
- Charges:**
 - Rate/Period: [Text Field]
 - Total Charges: [Text Field]
 - Transient Tax: [Text Field]
 - Total Rental: [Text Field]
 - Other Charges: [Text Field]
 - Total: [Text Field]
 - Amount Paid: [Text Field]
 - Balance: [Text Field]
- Identification Information:**
 - ID Type: [Dropdown]
 - ID Number: [Text Field]
 - ID State: [Text Field], ID Country: [Text Field]
 - Expire Date: 05/01/2005 [Dropdown]
 - License Plate: [Text Field], State: [Text Field]
 - Vehicle Make: [Dropdown]
 - Vehicle Model: [Dropdown]
 - Model Year: [Text Field]
- Remark / DNR Reason:** [Text Area]
- Room Comment:** [Text Area]
- Buttons:** Print, Chng Room, Check In, Exp. Chk-Out, Undo, Prev Chk-In, Update, Close

Receptionist: Good morning. May I help you?

Daniel Adams: Yes, I'd like to check out now. My name's Adams, room 312. Here's the key.

Receptionist: One moment, please, sir. (pause) Here's your bill. Would you like to check and see if the amount is correct?

Daniel Adams: What's the 14 pounds for?

Receptionist: That'd for the phone calls you made from your room.

Daniel Adams: Can I pay with traveller's cheques [checks]?

Receptionist: Certainly. May I have your passport, please?

Daniel Adams: Here you are.

Receptionist: Could you sign each cheque here for me?

Daniel Adams: Sure.

Receptionist: Here are your receipt and your change, sir. Thank you.

Daniel Adams: Thank you. Goodbye.

3. A note on differences

A. Instruction. Fill in the blanks using the words below.

Those who live up north of the border are used to tipping for good service, or just tipping because it part of the cost of the meal or service you get.

1 _____ workers in the USA are usually paid by the hour plus tips. The hourly wage is 2 _____ enough to live on, but tips are where the real money is made. If people like you and your attentiveness and 3 _____, the better the tip you will get.

Tips are 4 _____ for taxi drivers and anyone who carries your bag or provides some kind of 5 _____ service (as in a hairdresser's salon, foot massage parlor, etc.). Jars or 6 _____ to collect tips are somewhat common in places of 7 _____. Although "the hat," a place to put your tip, is common, people don't always tip--but they know what to do 8 _____ being asked.

Other than in these situations, northerners do not tip.

In the USA, sometimes if a waiter or service provider is not 9 _____ a tip, they ask for or demand it. When this happens, customers are usually 10 _____ and don't come back again. Tipping is, after all, 11 _____ and optional; and it shows appreciation. If you want a tip, you earn it by giving satisfactory or better 12 _____.

Sometimes the service provider (e.g., tour guide) asks for a tip. But this is done quite 13 _____. For example, you might hear this.

"If you enjoyed your tour and found it interesting and 14 _____, you can show your appreciation to us when you leave. Have a great day and thanks for. . . ."

See. It is very 15 _____ and subtle. A direct request for money sounds to some customers like begging or demanding. And begging or demanding more money for a service already paid for, well, that is not right, polite, or effective.

restaurant
service
typical
business
boxes
given
personal

entertaining
voluntary
soft
almost
offended
carefully
without

3. Short quiz

Instruction. Answer these questions in one or two sentences. Remember, a sentence has a subject, verb, and object or complement.

1. How would you handle not getting a tip after giving good service?

2. Did you learn a new word or expression today? What was it?

3. Was the listening easy or difficult for you? How many times did you need to hear the recording to understand each word?

3. Read and report.

Those who live up north of the border are used to tipping for good service, or just tipping because it part of the cost of the meal or service you get.

Restaurant workers in the USA are usually paid by the hour plus tips. The hourly wage is almost enough to live on, but tips are where the real money is made. If people like you and your attentiveness and service, the better the tip you will get.

Tips are typical for taxi drivers and anyone who carries your bag or provides some kind of personal service (as in a hairdresser's salon, foot massage parlor, etc.). Jars or boxes to collect tips are somewhat common in places of business. Although "the hat," a place to put your tip, is common, people don't always tip--but they know what to do without being asked.



Other than in these situations, northerners do not tip.

In the USA, sometimes if a waiter or service provider is not given a tip, they ask for or demand it. When this happens, customers are usually offended and don't come back again. Tipping is, after all, voluntary and optional; and it shows appreciation. If you want a tip, you earn it by giving satisfactory or better service.

Sometimes the service provider (e.g., tour guide) asks for a tip. But this is done quite carefully. For example, you might hear this.

"If you enjoyed your tour and found it interesting and entertaining, you can show your appreciation to us when you leave. Have a great day and thanks for. . . ."

See. It is very soft and subtle. A direct request for money sounds to some customers like begging or demanding. And begging or demanding more money for a service already paid for, well, that is not right, polite, or effective.

Instruction. Prepare a short briefing to instruct your teacher on how Mexican employment and compensation differ from what this text describes.

3. Terrible



Instruction. Read about one customer's experience and tipping. Answer the questions at the end.

"I just ate lunch at the Caffè Espresso with my sister. It was the second time I had been there, and we decided to go there because we enjoyed it the first time. We sat at a table in the back where you can see people preparing the food. I sat and watched our waitress prepare our food with her bare hands. She did not put any gloves on. She touched each part of my sister's salad in between waiting on tables, taking money from customers, and going in and out of the kitchen. There was a sink right next to the area, but she did not wash or even rinse her hands once. My sister told her that she could not eat it, because she saw her make it with no gloves on. She was obviously very upset, because she never came back to our table again. We flagged her down for the check and then waited 20 minutes for her to take our money. We finally had to leave and left enough money on the table for the bill but no tip. We will never go to this restaurant again, and we will be telling everyone about our experience. And I should also mention that the manager knew of the situation and never came to our table, either. Terrible!!!!"



Question. The customers did not leave a tip. What were their reasons? How are their reasons not completely fair for dining in Mexico? What would you do as a customer in this situation? as the waiter or waitress?

4. Promotional materials

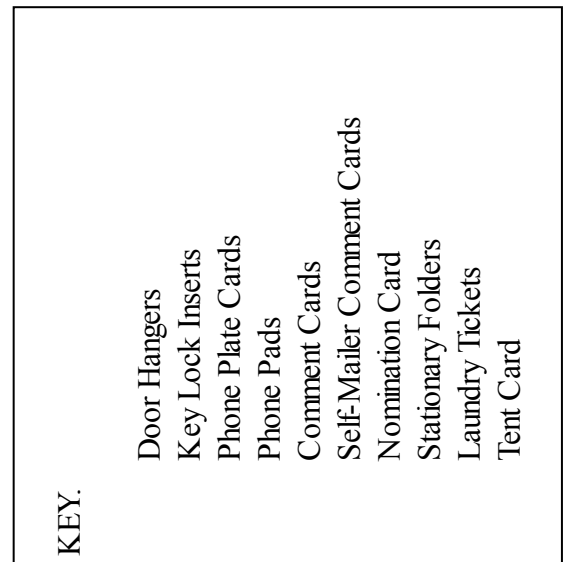
Instruction. We see these everywhere in hotels, restaurants and bars. What are they?

Choose the word for each blank that appears. You can use words from the list below. Some words may be used more than once. One or two words may not be used at all!

1. These _____ fit most doorknobs and are an easy way to tell guests and housekeepers of special requests. Notices include No Maid Service, Early Bird Breakfasts, Do Not Disturb.
2. Designed to fit most electronic locks, these plastic coated _____ are available in both top and front loading display, and they won't fall off! Messages include Do Not Disturb and Housekeeping.
3. These _____ are available in Pewter, White, and Cream for most hotel phone systems.
4. Have guests put those notes, messages and doodles where they belong with in-room _____. These allow the guests to record notes and messages.
5. Keep the quality of your hotel, and its service up by listening to your guests. With these guest _____, you can find out both the good and the bad. Standard _____ have questions that are directed to help cover employee attitudes and assistance, cleanliness, quality control and suggestions.
6. Collect valuable information and feedback about your customers' visit and ask for their comments for improved services. The _____ contain survey information, needed areas of improvement and the chance for the visitor to comment on the positive aspects of their stay.
7. Let your guests feel like part of the team. The _____ will let your guests recognize that special employee that has gone above and beyond the call of duty. They can simply complete the information on the reverse side and drop it off at the front desk.
8. Organize _____ and other written materials in a handy two-pocket _____. Imprinted and folded, they support regular envelopes, stationery and other promotional notices.
9. Custom imprinted, these _____ have your pricing and available _____ services. These 3-part carbonless forms allow you and your guest to track _____ orders and have the charges easily transferred to your guest's folio.
10. Display F and B [food and beverage] specials, phone instructions and other important information on a table top _____.

List of words to use:

Card(s)
Comment
Door
Folders
Guest
Hangers
Inserts
Key
Laundry
Lock
Nomination
Pads
Phone
Plate
Room
Self-Mailer
Stationary
Tent
Tickets



4. Small talk, again

Instruction. You have thirty seconds to begin making a comment about each subject. If you cannot comment, or fill the time you have with speaking, you lose your turn! Throw one die to move forward from one subject to the next. When you get to the end, return to the beginning to start again.



knows about
type
discuss

- A film you are sure the other person knows about
- An interesting excursion nearby
- Caribbean sharks, including the human type
- Condiments on the Mexican table
- Different prices for foreigners
- Dogs on the street [opportunity to discuss culture]
- E-mail
- Getting a job in paradise
- How to drink tequila
- Human cloning
- Hurricanes
- Keeping healthy

like to do
tact]

- Latest local news story
- Learning English
- Learning Spanish
- Mariachi music
- Most popular activity for tourists
- Something you've never done but would like to do
- The worst guests [opportunity to discuss tact]
- Your boss [opportunity to discuss tact]
- Your job
- Your favourite foreign food
- Your hometown
- Your worst holiday

4. The wow-factor

A Reading

When guests first arrive, or during their stay, they sometimes say, "Wow!" This exclamation is about what they see or taste or get as an unexpected extra from you or your company. It is called the wow-factor. And the idea is that your accommodation, service, product, whatever should have that memorable extra something. It makes for satisfied customers and helps create repeat business.



Instruction. List the things that guests usually react to by saying "Wow!" If your guests don't say wow or express something like it, what could you and your company do or give to get guests to say, "That was really special!"

5. "Happiness Hotel"

Cast: The Residents of Happiness Hotel, featuring Pops, Scooter, Rizzo, Crazy Harry, Lew Zealand, Rowlf, Swedish Chef, Sam the Eagle, and the Electric Mayhem (a band), Kermit, Gonzo, and Fozzie



Pops: HEY! Somebody's checking in!
All (emerging from their rooms): Somebody's checking in?!
(Music commences and continues throughout.)

Pops: Oh there's no fire in the fireplace there's no carpet on the floor.
Don't try to order dinner, there's no kitchen anymore.
But if the road's been kind of bumpy and you need to rest a spell,
All: Well, welcome home, to Happiness Hotel.

Pops: Hey, how you guys fixing to pay?
Kermit: What are our choices?
Pops: A) cash, b) credit card, c) sneak out in the middle of the night.
Fozzie: We'll take "c."
Pops: Very popular choice.

Scooter: If you got luggage, keep it handy but you're runnin' out of luck,

'Cause the bellhops ain't too organized, and the elevator's stuck.

Rizzo: So if you don't mind friendly animals and can learn to stand the smell,

All: Well, welcome home, to the Happiness Hotel.

Kermit: Ya know, I may be mistaken, but the bellhops look like rats.

Rowlf: You should see the chambermaids!

All: Welcome home (all echo--welcome home),

Welcome home (all echo--welcome home),

No matter where you wander you will never do as well.

Floyd: Okay, the lobby's looking shabby, and it's got the wrong address,

Dr.Teeth: And the whole dang thing has been condemned by American Express.

Janice: Still, the management is cheerful, though the whole joint's gone to hell,

The Electric Mayhem (all): Well, welcome home, to the Happiness Hotel.

Kermit (to the Electric Mayhem): You guys live here?

Floyd: Yeah, but only between gigs, so that means we've been here this time...what?...five years?

Janice: Well, like, okay, ya know, I mean, like, okay, things are really gonna break as soon as we get our new glossies!

Animal (growls furiously): RARGHHH!

Kermit: What's wrong with the drummer, he seems a little crazed.

Zoot: Oh, he's just upset about missing the Rembrandt exhibit at the Cozumel Museum.

Animal: DIEGO RIVERA! DIEGO RIVERA!

Rowlf (with Rizzo & Rats): Oh, there are bugs (all echo--there are bugs),

And there are lice (all echo--there are lice).

Scooter: Sure, we have our little problems, but you'll never beat the price.

Fozzie: You got every kind of critter,

Gonzo: You got every kind of pest,

Pops: But we treat 'em all as equals, just like any other guest.

Electric Mayhem: Though you're cleaner than the others, still as far as we can tell,

All: You'll fit right in at Happiness Hotel

Kermit, Fozzie, Gonzo et al.: We'll fit right in at Happiness Hotel!!

Gonzo: Say cheese! (flashes camera with huge bulb, blinding everyone)

Sam the Eagle (coming out from room upstairs): You are ALL weirdos! Ugh.

5. Not small talk

Instruction. For at least three of the following, what do you do or say in the situation? Share your words and techniques. Ask your teacher to help you word your responses correctly.



- How can you apologize to a customer?
- How can you be a good listener?
- How can you be assertive with an abusive customer?
- How can you empathize with an upset customer?
- How can you establish rapport with a customer?
- How can you follow up a customer interaction?
- How can you get feedback from customers?
- How do you handle customer complaints?
- How do you interact with a customer you can't understand?
- How can you make a positive first impression on the customer?
- How can you make a positive lasting impression on the customer?
- How do you refuse an unreasonable demand from the customer?
- How can you say you don't have an answer?
- How do you say "Good-bye" to a customer?
- What words and phrases do customers like to hear?
- What words and phrases upset a customer?
- What words and phrases calm down an upset customer?
- How can you win a customer's trust?
- How can you work collaboratively with the customer?

6. Booking a hotel room

(This is also a tapescript for a listening.)

Receptionist: Good afternoon, San Felice Hotel. May I help you?

Mrs Ryefield: Yes. I'd like to book a room, please.

Receptionist: Certainly. When for, madam?

Mrs Ryefield: March the 23rd.

Receptionist: How long will you be staying?

Mrs Ryefield: Three nights.

Receptionist: What kind of room would you like, madam?

Mrs Ryefield: Er . . . double with bath. I'd appreciate it if you could give me a room with a view over the lake.

Receptionist: Certainly, madam. I'll just check what we have available. . . . Yes, we have a room on the 4th floor with a really splendid view.

Mrs Ryefield: Fine. How much is the charge per night?

Receptionist: Would you like breakfast?

Mrs Ryefield: No, thanks.

Receptionist: Its eighty four Euro per night excluding VAT.

Mrs Ryefield: That's fine.

Receptionist: Who's the booking for, please, madam?

Mrs Ryefield: Mr and Mrs Ryefield, that's R-Y-E-F-I-E-L-D.

Receptionist: Okay, let me make sure I got that: Mr and Mrs Ryefield. Double with bath for March the 23rd, 24th and 25th. Is that correct?

Mrs Ryefield: Yes it is. Thank you.

Receptionist: Let me give you your confirmation number. It's 7576385. I'll repeat that: 7576385. Thank you for choosing San Felice Hotel and have a nice day. Goodbye.

Mrs Ryefield: Goodbye.

6. Matching exercise

Instruction. Match the statement with the function

Functions:	Statements:
1. Asking for Someone	_____1 Can I ask who is calling, please?
2. Asking who is on the telephone	_____2 Can I have extension 321?
3. Connecting Someone	_____3 Can you hold on a moment?
4. How to reply when someone is not available	_____4 Can you hold the line?
5. Introducing yourself	_____5 Could (Can, May) I take a message?
6. Taking a Message	_____6 Could (Can, May) I tell him who is calling?
	_____7 Could I speak to . . . ?
	_____8 Excuse me, who is this?
	_____9 I'll put you through.
	_____10 I'm afraid . . . is not available at the moment.
	_____11 Is Jack in?
	_____12 Jesus speaking
	_____13 Mr Jackson is out at the moment.
	_____14 Mr Jackson isn't in.
	_____15 The line is busy.
	_____16 This is Fernanda.
	_____17 Would you like to leave a message?

6. Recap quiz

Instruction. Answer three of the following questions.

1. What is the difference between a single and a double room?
2. Which small talk topics shouldn't you talk about and why?

The company management

The current Mexican president

The latest Mexican film

The weather

Your co-worker

Your health problems

Your religion

3. Describe the dish called Chiles Rellenos. What are the ingredients, what does it taste like, and so forth?

4. What is a filet mignon? How is it prepared?

5. What is

a lemon

a maître d'

a medley

a mojito

a rack

a serving

a side

meringue

6. A host or hostess says, "Party of five by the window." What is s/he talking about?
7. What is the best way to get a tip without asking for it?

8. What do we call the idea that your accommodation, service, product, whatever should have that memorable extra something. It makes for satisfied customers and helps create repeat business.

9. Choose an amenity and describe it in three to five sentences.

10. Fill in the blanks.

Custom imprinted, these laundry _____ have your pricing and available _____ services.

These 3-part carbonless forms allow you and your guest to track _____ orders and have the charges easily transferred to your guest's folio.

11. What can you say to empathize with an upset customer?

6. Room service

(This is also a tapescript for a listening.)

Room service: Room service.

Mary Jones: Good morning. This is room 113. I'd like some breakfast, please.

Room service: Right. Excuse me. Mrs. Jones?

Mary Jones: That's right.

Room service: What can I do for you?

Mary Jones: I'd like some grapefruit juice, marmalade, two scrambled eggs with two sausages, toast, and a pot of black coffee, please. How long will it take?

Room service: Just a few minutes, ma'am.

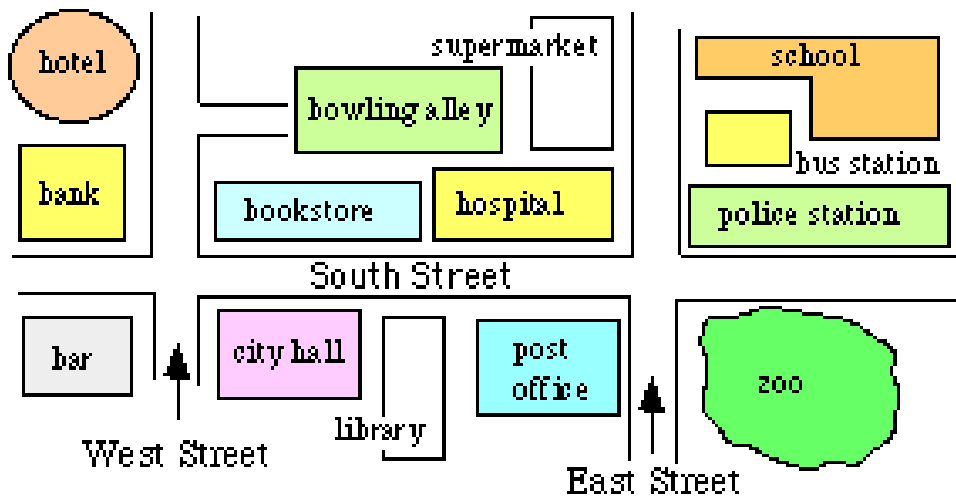
Mary Jones: Great. Thank you.



Can you identify the items on the plate?

7. Listening to directions

Instruction. Study the map. Choose TRUE or FALSE for each sentence, which may be missing one or more words.



1. The hotel is next to the _____. True False
2. The zoo is _____ the police station. True False
3. The _____ is between the post office and the supermarket. True False
4. The bowling alley is on _____ Street. True False
5. The _____ corner of _____ Street and _____ Street. True False
6. _____ front of _____. True False
7. _____. True False
8. _____. True False
9. _____. True False
10. _____. True False

8. Directions revisited

INSTRUCTION: Fill in each blank with north, south, east, or west.

San Miguel, a town of about 80,000 residents, sits on the leeward side of Cozumel Island, and swells to 100 or more thousand when tourists come to stay, or multiple cruise ships disgorge shoppers. Known as Cozumel, the town is laid out in a grid with streets running _____ and _____ and _____ and _____, many one way.

From the sea in the _____ moving _____ wards, there is first the main tourist shopping street, Rafael Melgar. It runs _____ and _____ of the center where ferries from the mainland arrive and depart. The _____ - _____ street dividing the town roughly in half is Benito Juarez. Melgar is lined with shops for about ten long blocks, and beyond this, luxury hotels and condominium projects are scattered _____ and _____. They mostly avoid the foot and taxi traffic that make Cozumel's downtown, if you can call it this, bustle. The shopping and tourist area continues from the center _____ wards two blocks till 10th Avenue, a main thoroughfare running _____ to _____. Thus forms a rectangle about ten blocks by two blocks for English and Spanish speakers, pedestrian friendly and colorful, where the tourist police in khaki shorts safeguard the economy.

Continuing _____, another section of town begins on 10th. This is mostly a locals' shopping area, dotted with small hotels and houses with room-for-rent signs. This area includes a public market. This section runs to 30th Avenue, making another rectangle about ten by four blocks.

_____ and _____ of the center from the sea _____ wards, bordering both the tourist and locals shopping areas are posher neighborhoods where the wealthy absentees, expatriots, or sunbirds hide behind high walls and imposing facades. These neighborhoods mostly shed their foreigners around 30th Avenue.

Extending six blocks from 30th _____ wards and bordered by the outskirts of town north and south, there is a mixture single family and small apartment houses, small businesses, and all manner of eateries and miscellaneous services, many situated in the front or as a part of private homes. There are several large stores for building materials and such along 65th, another main thoroughfare.

From 65th _____ and _____ and _____ to 100th or more, there are neighborhoods and parks and mom-and-pops and bars with cement floors and plastic chairs and tables,

a landscape of unfinished dwellings, and some that look as if they have been constructed using the last hurricane's debris.

A short-canopied jungle borders or surrounds all developed areas and encroaches onto vacant lots and wherever it can. To the _____ of town, there is a military base and the international airport. Further, opposite luxury condominium and high rise hotels, there is a golf course with several resident reptiles on about the tenth T.

The town will grow into the jungle areas as the population grows. A public-minded housing project of 1000 very small and modest homes begins to rise beyond the current _____ east outskirts near a state university branch campus.

Running through town in roughly a _____ - _____ line is high ground, from one or two meters above sea level to about eight, less than a town block wide. Although logically a desired location to avoid overflowing streets when it rains, this raised spine of limestone hosts structures as diverse as the non-tourist areas of town itself.



Local sources and dubious incident records show Cozumel to be a safe place, but there are neighborhoods where caution is wise. The tourist areas are carefully monitored by different police forces. However, as safe as these areas are, everyone local is being paid by someone or some business to hook any foreign looking person into a place of business and spend money. Dollars exchange hands more often than pesos, and competition reigns. Prospective customers hear the offers of another adman as the pitch from the previous has hardly settled into consciousness. It is a feeding frenzy when the streets are crowded.

The central Plaza, Benito Juarez, draws tourists and locals alike each week for concerts, extravaganzas, fiestas. One block from the Plaza the Church of San Miguel rings its bells daily and nightly for services to the locals and shy or curious others who listen from the sidewalk and pedestrian areas.

3. Checking out

Instruction. Listen to and practice the dialogue.

The screenshot shows a 'Check Out' window with the following fields and sections:

- Room:** 132, **Type:** Queen, **Pholio no:** 010503142602, **Date In:** 05/01/2005, **Date Out:** 05/01/2005
- Guest Information:**
 - Name: [Text Field]
 - Address: [Text Field]
 - Zila: [Text Field]
 - E-Mail: [Text Field]
 - Phone: [Text Field]
 - Birth Date: 05/01/2005 [Dropdown]
- Rate Information:**
 - Rate Type: [Dropdown], Days: [Text Field]
 - Numbers of Days: [Text Field] [Left Arrow] [Right Arrow]
 - Number of Persons: [Text Field] [Left Arrow] [Right Arrow]
 - Next Reservation: 02/08/2004
- Rate/Period:** [Text Field]
- Total Charges:** [Text Field]
- Transient Tax:** [Text Field]
- Total Rental:** [Text Field]
- Other Charges:** [Text Field]
- Total:** [Text Field]
- Amount Paid:** [Text Field]
- Balance:** [Text Field]
- Identification Information:**
 - ID Type: [Dropdown]
 - ID Number: [Text Field]
 - ID State: [Text Field], ID Country: [Text Field]
 - Expire Date: 05/01/2005 [Dropdown]
 - License Plate: [Text Field], State: [Text Field]
 - Vehicle Make: [Dropdown]
 - Vehicle Model: [Dropdown]
 - Model Year: [Text Field]
- Remark:** [Text Field]
- DNR Reason:** [Text Field]
- Room Comment:** [Text Field]
- Buttons:** Print, Chng Room, Check In, Exp. Chk-Out, Undo, Prev Chk-In, Update, Close

Receptionist: Good morning. May I help you?

Daniel Adams: Yes, I'd like to check out now. My name's Adams, room 312. Here's the key.

Receptionist: One moment, please, sir. (pause) Here's your bill. Would you like to check and see if the amount is correct?

Daniel Adams: What's the 14 pounds for?

Receptionist: That'd for the phone calls you made from your room.

Daniel Adams: Can I pay with traveller's cheques [checks]?

Receptionist: Certainly. May I have your passport, please?

Daniel Adams: Here you are.

Receptionist: Could you sign each cheque here for me?

Daniel Adams: Sure.

Receptionist: Here are your receipt and your change, sir. Thank you.

Daniel Adams: Thank you. Goodbye.

9. Tension relief

Introduction. As guests check out or diners leave the table, or drunks leave the bar, the staff has to laugh. Funny things happen, or could happen. Here are some jokes to get you going.

Instruction. Read and enjoy. Then, tell a funny story or create a short interchange that leaves you laughing, even if the guest will not.

Customer-waiter interchanges.

Customer: Waiter, do you serve crabs?

Waiter : Please sit down sir, we serve everyone.

Customer: Waiter, is this a lamb chop or pork chop?

Waiter : Can't you tell the difference by taste?

Customer: No, I can't.

Waiter : Then does it really matter?

Customer : Waiter, there's a dead beetle in my soup.

Waiter : Yes sir, they are not very good swimmers.

Customer : Waiter, there's a fly in my soup.

Waiter : That's all right sir, he won't drink much.

Customer : Waiter, there's a fly swimming in my soup.

Waiter : So what do you expect me to do, call a lifeguard?

Customer : Waiter, what's the meaning of this fly in my tea up?

Waiter : I wouldn't know sir, I'm a waiter, not a fortune teller.

Customer : Waiter, this soup tastes funny.

Waiter : Funny? But then why aren't you laughing?

Waiter : Do you want dinner?

Customer : Sure, what are my choices?

Waiter : Yes and no.



10. Satisfaction survey

Instruction.

1. Brainstorm criteria with which to evaluate this language course. Using the scale below, rate how how satisfied were you with each criterion listed. You can use the back of this sheet for your list and your ratings.

Scale:

Very Satisfied (VS)

Satisfied (S)

Neutral (N)

Dissatisfied (D)

Very Dissatisfied (VD)



2. Answer in the same way how satisfied you were with the following aspects of this language course.

How satisfied are you?

- _____ 1 that you were understood and appreciated in the lessons?
- _____ 2 the emphasis on speaking and practical words, expressions, and sentences you could use?
- _____ 3 with the amount of time in class to practice new language?
- _____ 4 with the choice of topics for the different lessons?
- _____ 5 with the classroom and room setup?
- _____ 6 with the helpfulness of the teacher's answers to your questions?
- _____ 7 with the helpfulness of what was put on the whiteboard?
- _____ 8 with the instructor's teaching?
- _____ 9 with the practical value of the English presented?
- _____ 10 with the quality of the course?
- _____ 11 with the quality of the learning materials and handouts?
- _____ 12 with the quality of the learning tasks or activities?
- _____ 13 with the quality of the lessons?
- _____ 14 with the usefulness of the language presented?

10. Tension relief revisited

Introduction. This is a continuation of the previous lesson's tension relief activity. It is an extended reading with details. The language is not difficult, and the situation isn't either. This is an oldie but a goodie. This story has been around for a long time (oldie) and is still fun to follow (a goodie).

Instruction. As guests check out or diners leave the table, or drunks leave the bar, the staff has to laugh. Funny things happen, or could happen. Read and enjoy. Then, tell a funny story, true or made-up, that will leave you and others laughing, even if the guest will not.



Dear Maid,
Please do not leave any more of those little bars of soap in my bathroom since I have brought my own bath-size Dial. Please remove the six unopened little bars from the shelf under the medicine chest and another three in the shower soap dish. They are in my way.

Thank you,
S. Berman

Dear Room 635,
I am not your regular maid. She will be back tomorrow, Thursday, from her day off. I took the 3 hotel soaps out of the shower soap dish as you requested. The 6 bars on your shelf I took out of your way and put on top of the Kleenex dispenser in case you should change your mind. This leaves only the 3 bars I left today which my instructions from the management is to leave 3 soaps daily. I hope this is satisfactory.

Kathy, Relief Maid

Dear Maid,

I hope you are my regular maid. Apparently Kathy did not tell you about my note to her concerning the little bars of soap. When I got back to my room this evening I found you had added 3 little Camays to the shelf under my medicine cabinet. I am going to be here in the hotel for 2 weeks and have brought my own bath-size Dial so I won't need those 6 little Camays which are on the shelf. They are in my way when shaving, brushing teeth, etc. Please remove them.

S. Berman

Dear Mr. Berman,

My day off was last Wednesday so the relief maid left 3 hotel soaps which we are instructed by the management. I took the 6 soaps which were in your way on the shelf and put them in the soap dish where your Dial was. I put the Dial in the medicine cabinet for your convenience. I did not remove the 3 complimentary soaps which are always placed inside the medicine cabinet of all new check-ins and which you did not object to when you checked in last Monday. Please let me know if I can be of further assistance.

Your regular maid,
Dotty



Dear Mr. Berman,

The assistant manager, Mr. Kensedder, informed me this A.M. that you called him last evening and said you were unhappy with your maid service. I have assigned a new girl to your room. I hope you will accept my apologies for this past inconvenience. If you have any future complaints please contact me so I can give it my personal attention. Call extension 1108 between 8AM and 5PM. Thank you.

Elaine Carmen
Housekeeper

Dear Miss Carmen,

It is impossible to contact you by phone since I leave the hotel for business at 7:45AM and do not get back before 5:30 or 6PM. That's the reason I called Mr. Kensedder last

night. You were already off duty. I only asked Mr. Kensedder if he could do anything about those little bars of soap. The new maid you assigned to me must have thought I was a new check-in today, since she left me another 3 bars of hotel soap in my medicine cabinet along with her regular delivery of 3 bars on the bathroom shelf. In just 5 days here I have accumulated 24 little bars of soap. Why are you doing this to me?

S. Berman

Dear Mr. Berman,

Your maid, Kathy, has been instructed to stop delivering soap to your room and remove the extra soaps. If I can be of further assistance, please call extension between 8AM and 5PM. Thank you, Elaine Carmen,
Housekeeper

Dear Mr. Kensedder,

My bath-sized Dial is missing. Every bar of soap was taken from my room including my own bath-size Dial. I came in late last night and had to call the bellhop to bring me 4 little Cashmere Bouquets. S. Berman

Dear Mr. Berman,

I have informed our housekeeper, Elaine Carmen, of your soap problem. I cannot understand why there was no soap in your room since our maids are instructed to leave 3 bars of soap each time they service a room. The situation will be rectified immediately. Please accept my apologies for the inconvenience.

Martin L. Kensedder

Assistant Manager

Dear Mrs. Carmen,

Who the hell left 54 little bars of Camay in my room? I came in last night and found 54 little bars of soap. I don't want 54 little bars of Camay. I want my one damn bar of bath-size Dial. Do you realize I have 54 bars of soap in here? All I want is my bath-size Dial. Please give me back my bath-size Dial. S. Berman

Dear Mr. Berman,

You complained of too much soap in your room so I had them removed. Then you complained to Mr. Kensedder that all your soap was missing so I personally returned them. The 24 Camays which had been taken and the 3 Camays you are supposed to receive daily. I don't know anything about the 4 Cashmere Bouquets. Obviously your maid, Kathy, did not know I had returned your soaps so she also brought 24 Camays

plus the 3 daily Camays. I don't know here you got the idea this hotel issues bath-size Dial. I was able to locate some bath-size Ivory which I left in your room.

Elaine Carmen

Housekeeper

Dear Mrs. Carmen,

Just a short note to bring you up to date on my latest soap inventory.

As of today I possess:

- On shelf under medicine cabinet
- 18 Camay in 4 stacks of 4 and 1 stack of 2.
- One Kleenex dispenser
- 11 Camays in 2 stacks of 4 and 1 stack of 3.
- On bedroom dresser
- 1 stack of 3 Cashmere Bouquet soaps,
- 1 stack of 4 hotel-size Ivory,
- 8 Camay in 2 stacks of 4.
- Inside medicine cabinet
- 14 Camay in 3 stacks of 4 and 1 stack of 2.
- In my shower soap dish
- 6 Camay, very moist.
- On northeast corner of tub
- 1 Cashmere Bouquet, slightly used.
- On northwest corner of tub
- 6 Camays in 2 stacks of 3.

Please ask Kathy when she services my room to make sure the stacks are neatly piled and dusted. Also, please advise her that stacks of more than 4 have a tendency to tip.

May I suggest that my bedroom window sill is not in use and will make an excellent spot for future soap deliveries. One more item, I have purchased another bar of bath-size Dial which I am keeping in the hotel vault to avoid further misunderstandings.