

CONTENT CHART

Unit	Topic	Learning Goals	Vocabulary	Useful Expressions	Pages
Hotel English – Getting Ready Hotel Staff and Job Interview					09-10
1	Inquiries 	- Giving location information - Explaining room types and rates - Taking phone reservations	Room Types	- Our hotel is located right in the heart of the city. - The rates vary depending upon the season. - May I ask who the booking is for?	11-20
2	Reception 	- Checking guests in - Introducing facilities - Introducing services	Hotel Facilities	- May I see your ID and the credit card you used to make the booking? - We have an indoor swimming pool. - A continental breakfast is provided every morning free of charge.	21-30
3	Requests for Services 	- Handling calls for housekeeping - Responding to requests - Receiving orders for room service	Bathroom Supplies Housekeeping	- I'm sorry that your room isn't satisfactory. - There is a laundry form and a bag in your closet. - Would you like to charge it to your room?	31-40
4	Amenities 	- Fulfilling room requests - Introducing room amenities - Connecting to the Internet	Room Amenities	- I've put you in a room on the non-smoking floor, as you requested. - I'd be happy to upgrade you to a suite. - The safe is in the closet. - The bedside console enables you to control the lights from your bed. - To make an outside call, please press 9 and then the number. - The Wi-Fi code is written on your card key.	41-50
5	Event Planning 	- Hosting wedding banquets - Providing meeting space - Arranging company events	Conference Room Equipment	- How many guests are you expecting? - Our boardroom can hold up to 60 people. - The conference room has room/space for 80 people.	51-60
6	Checking Out 	- Checking guests out - Setting up bellhop and shuttle services - Explaining the bill	Hotel Bill	- How are you going to pay/settle your bill? - The schedule is posted by the front entrance. - We accept major credit cards and traveler's checks.	61-70

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Restaurant English – Getting Ready Restaurant Staff and Duties					71-72
7	Taking Reservations 	- Taking phone reservations - Responding to inquiries - Handling special requests	Places to Eat	- How many people are there in your party? - What time can we expect you? - We do offer a vegetarian menu.	73-82
8	Welcoming and Seating Guests 	- Receiving guests with reservations - Receiving guests without reservations - Introducing a menu	Table Settings	- Do you have a reservation for this evening? - You've booked a table for a party of five, right? - We're fully seated at the moment. - I'm afraid you'll have to wait for about fifteen minutes.	83-92
9	Taking Orders 	- Recommending dishes - Taking food orders - Getting dessert orders	Western Menu Sample	- May I take your order? - Our signature dish is ... - Would you like any dessert?	93-102
10	Serving the Meal 	- Serving food - Checking on guest satisfaction - Responding to requests	Steak Cuts	- Here you are. - How's your ...? - May I get you a refill?	103-112
11	Taking Beverage Orders 	- Getting beverage orders - Providing information about beverages - Pairing beverages with dishes	Beverages & Alcohol Drinks	- The bar has everything from ... to ... - We have several international beers on tap. - We offer a wide selection of ... - A red wine would complement your steak perfectly.	113-122
12	Dealing with Situations and Bills 	- Taking care of complaints - Improving guests' satisfaction - Presenting the bill	At the Cashier	- We're dreadfully sorry about the mix-up on your order. - We're terribly sorry (that) ... - How is everything so far? - I'm really sorry for keeping you waiting. - The total comes to ...	123-132