

CONTENT CHART

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2	Arrivals/Departures 	• Greeting guests arriving/ departing by taxi or on foot • Handling valet parking and guest self-parking	Part A: Greeting Customers Arriving/ Departing by Taxi Part B: Greeting Customers Arriving/ Departing on Foot Part C: Valet Parking and Guest Self-Parking  Discussing VIP Arrivals	19
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5	Food and Beverages 	• Taking room service orders • Hosting a morning buffet • Welcoming guests and taking orders at a hotel bar	Part A: Room Service Part B: Breakfast Buffet Part C: At the Bar  Discussing Expected Guests	49
6	Housekeeping 	• Providing turndown service • Handling requests for items • Taking care of laundry	Part A: Making up a Room / Turndown Service Part B: Requests for Items Part C: Laundry Services  Discussing VIP guest preferences	59

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8	Event Planning 	• Setting up a conference • Booking a meeting room • Arranging a wedding	Part A: Arranging a Conference Part B: Arranging a Meeting Part C: Arranging a Wedding  Discussing Wedding Preparations	79
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