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1	Phone Inquiries	<ul style="list-style-type: none"> Accommodation and facilities Locations Phone reservations 	<ul style="list-style-type: none"> We have a 30-meter pool. Are there any rooms available on June 16th? May I ask who the booking is for? 	<ul style="list-style-type: none"> N. + rates vary depending upon / on + N. look forward to + N. / V-ing 	7
2	Drivers, Doormen, and Bellhops	<ul style="list-style-type: none"> Airport pickup Receiving guests Carrying luggage Hailing taxis 	<ul style="list-style-type: none"> Excuse me, are you Mr. Hopkins? Do you have any bags in the trunk? May I ask your destination? I'll get a cab for you. 	<ul style="list-style-type: none"> S. will be V-ing take care of sb / sth conjunctions – while, until suggest / recommend 	17
3	Reception	<ul style="list-style-type: none"> Hotel check-in Safe-deposit boxes Handling messages 	<ul style="list-style-type: none"> Do you have a reservation? Would you like to use the hotel safe? Are there messages for me? 	<ul style="list-style-type: none"> tag questions not only... but also... time preposition – in S. + V. + so (that)... 	27
4	Amenities	<ul style="list-style-type: none"> Electric appliances Bathroom Amenities 	<ul style="list-style-type: none"> The minibar is right over there. We have a full bathroom. The room is equipped with high-speed Internet. 	<ul style="list-style-type: none"> It's my pleasure to V. ... indefinite pronouns sensory verbs be able to / can V. 	37
5	Requests for Services	<ul style="list-style-type: none"> Housekeeping & Laundry Bellhop service Switchboard The Front Desk 	<ul style="list-style-type: none"> The toilet paper is running out. I'll bring it up right away. I'll arrange for your 6:30 a.m. wake-up call. 	<ul style="list-style-type: none"> have sb + V. / have sth + V-pp need V-ing / to be V-pp mind (sb) doing sth 	47
6	Directions	<ul style="list-style-type: none"> Directions inside and outside the hotel Places to visit 	<ul style="list-style-type: none"> Go past the sauna and turn right. It's within walking distance. You might want to check out the Bay. 	<ul style="list-style-type: none"> either A or B by / before / no later than have sth / sb in mind once / as soon as 	57
7	Tour Planning	<ul style="list-style-type: none"> Tour arrangements Restaurant recommendations Bike rentals 	<ul style="list-style-type: none"> What's your budget range? What kind of cuisine would you prefer? You can rent bikes on the island. 	<ul style="list-style-type: none"> How much will / does sth cost? S. prefers A (to B) superlatives Make sure to V. / (that) + S. + V. 	67



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8	Handling Complaints	<ul style="list-style-type: none"> Amenity complaints Complaint solutions 	<ul style="list-style-type: none"> What seems to be the problem? Please accept our deepest apologies. Your meal will be on the house. 	<ul style="list-style-type: none"> not as + adj. + as sb expected as long as as + adv. + as possible If it's not too much to ask, ... 	77
9	Restaurant / Bar	<ul style="list-style-type: none"> Reservations Greeting guests Bar & food orders 	<ul style="list-style-type: none"> The reservation is under the name White. I'd like a scotch on the rocks. Can I get you some dessert? 	<ul style="list-style-type: none"> can't / couldn't stand in the mood for after all Sth comes with a choice of... 	87
10	Business Center / Event Planning	<ul style="list-style-type: none"> Business center hours & services Meetings and banquets 	<ul style="list-style-type: none"> We're open year round. How many guests are you expecting? The room fits 15 to 25 tables. 	<ul style="list-style-type: none"> get sb / sth + adj. / V-pp get sb + to V. 	97
11	Small Talk	<ul style="list-style-type: none"> Popular night markets Local festivals Tours of Kenting 	<ul style="list-style-type: none"> It's made from eggs and oysters. There will be lots of lanterns on display. Kenting is famous for its beaches. 	<ul style="list-style-type: none"> Why not / Why don't you...? in case no / small / little wonder It is sth / sb that S. + V.... 	107
12	Paying the Bill	<ul style="list-style-type: none"> Hotel checkout Asking about and paying the bill 	<ul style="list-style-type: none"> How would you like to pay? The total is \$1,000 even. Here's your credit card receipt, sir. Do you take US dollars? 	<ul style="list-style-type: none"> Here is / are... That comes to... Feel free to contact sb if S. + V. 	117
13	Emergencies	<ul style="list-style-type: none"> Emergency situations & announcements Sick or injured guests 	<ul style="list-style-type: none"> Keep clear of the windows. Can I please have your attention? We have a doctor on call. Let's get your knee bandaged up. 	<ul style="list-style-type: none"> I'm / We're afraid / sorry... help / assist 	127
14	Job Interviewing	<ul style="list-style-type: none"> Interview questions Making a good impression Résumés & cover letters 	<ul style="list-style-type: none"> Could you describe yourself a little? I'm outgoing and a team player. What are the working hours? 	<ul style="list-style-type: none"> in charge of + N. / V-ing if – second conditional 	137