

Lesson 6: What Does She Looks Like

Lesson Objective

By the end of this lesson, you will be able to:

- ✓ Describing hotel personnel
- ✓ Offering, asking, and responding to help

When you are staying at a hotel, maybe you will encounter some minor difficulties; you don't know what time the restaurant opens, you need additional facilities in your room, or perhaps the air conditioner in your room doesn't work. If you experience those difficulties, to whom should you ask for help? Don't worry, the hotel staffs are always ready to help you.

The hotel staffs have been prepared to provide the best service for the guests. They are trained to deal with various problems that may occur in the hotel. Of course, every staff has their own job desk and work area. Who are the personnel of a hotel? Each hotel has different personnel. A five star hotel usually has more staffs to support the best service.

Here is some of the staff working at a hotel.



Use your dictionary to find out the definition and job descriptions of each personnel!

- | | |
|------------------------------------|-----------------------------|
| 1. Receptionist/ front desk staff | 11. Pastry chef |
| 2. Bellboy/bellhop/porter | 12. Executive Chef |
| 3. Housekeeping/housekeeper | 13. Shuttle drivers |
| 4. Valet | 14. Swimming pool attendant |
| 5. Waiter | 15. Butler |
| 6. Maintenance | 16. Concierge |
| 7. Security guards | 17. Manager |
| 8. Bartender/Barman | |
| 9. Breakfast host/hostess | |
| 10. Kitchen Steward/Dishwasher | |

Some hotel personnel such as manager and chef work behind the scenes. They seldom interact with guests unless there is a serious problem that other staffs cannot count on. On the other hand, receptionists and bellboys are frontline workers in a hotel. They interact directly with guests and usually become the targets for the guests to ask questions or ask for help.

Asking, giving, and rejecting help

If you are a guest at a hotel, do you know how to politely ask for help? Here are some common expressions to ask for help.

Asking For Help	Giving Help	Rejecting Help
Can you + V1?	Certainly	Sorry,.....
Could you + V1?	Of course	I'm sorry.....
Would you + V1?	Sure	I'm afraid I can't.
Would you like to + V1?	Alright	I don't think.....
Would you be so kind as to + V1?	I'd be glad to	
I need some assistance, please.	Why not	
	No problem	
Would you mind + V_ing.....?	Not at all	
Do you mind +V_ing.....?		
<p>Example 1</p> <p>Guest : Can you carry these bags, please?</p> <p>Bellhop : Certainly, sir.</p>		
<p>Example 2</p> <p>Guest : Do you mind carrying these bags?</p> <p>Bellhop : Not at all. I'll bring them to your room soon, sir.</p>		

Offering Help

Even if guests do not ask for help, a professional hotel staff will usually try to offer his/her assistance. Here are some expressions for offering help

Offering Help	Approving Help	Refusing Help
Can I help you?	Yes, please.	No, thanks.
Can I give you a hand?	That would be very	It's OK, I can do it
Could I help you?	kind of you.	myself.
What can I do for you?	Thank you, that	Don't worry, I'll do
Is there anything I can do?	would be lovely.	it.
May I help you?	That would be great.	No, thanks a lot for
May I offer my assistance?	I would appreciate it.	asking.
Do you need any help?	If you wouldn't mind.	That's not
Would you like some help?		necessary.
Would you like me to help you?		
Shall I?		
I'd be happy to		
Let me help you with		
<p>Example</p> <p>Receptionist : Would you like some help, madam?</p> <p>Guest : Yes. I want to extent the booking period.</p>		

Exercise 1

Match the hotel staffs with their job desks.

Hotel staff	Job desk
1. Barman	A. A person who is responsible for cooking items such as eggs or waffles, and keeping a steady flow of the items to the breakfast bar.
2. Maintenance	B. A person who specializes in baking cakes , cookies, pies, bread rolls, muffins, laminated Danish, laminated croissants and doughnuts.
3. Breakfast host	C. A person who is responsible for the consistent preparation of innovative and creative cuisine of the highest quality, presentation and flavor for the dining rooms, banquets and other food facilities, resulting in outstanding guest satisfaction.
4. Valet	D. A person who is responsible for washing dishes, flatware, cutlery, crockery, kitchen vessels, sweeping and mopping floors in the kitchen.
5. Pastry chef	E. A person who deals with heating, air conditioning units, electrical wiring and plumbing, and how to troubleshoot, fix or replace these items.

Hotel staff	Job desk
6. Concierge	F. A person who parks guests' car
7. Swimming pool attendant	G. A person who primarily serves as a key point of contact for <u>Guests</u> and <u>VIP</u> Guests. He/she should be fully conversant with all services and facilities offered by the hotel and also about the local vicinity.
8. Executive chef	H. A person who is able to <u>mix</u> and match ingredients in order to create innovative drinks in accordance with customers' needs.
9. Kitchen steward	I. A person who performs <u>guest</u> safety and recreational work supervising, swimming and enforcing regulations at a <u>hotel</u> pool as well as providing for the guest-s comfort
10. Butler	J. A person who assists guests with needs such as arranging travel, booking local tours, calling taxis, etc.