

Hotel Front Office Operations and Effective Communication Soft Skills

- Read the text 'Hotel Front Office Operations and Effective Communication Soft Skills' and answer comprehension questions.
- Listen to the conversation and complete the missing words and expressions in the following dialogue: 'Room Reservation - Booking a hotel room'
- **Room Reservation** = Expressions used in **Making a Reservation** [CHECKING AVAILABILITY/ ASKING ABOUT FACILITIES/ DISCUSSING TERMS/MAKING THE BOOKING]
- **Check-in** = Listen to the conversation and complete the missing words/expressions in the dialogue
- **Check-in** = Read the dialogue and answer comprehension questions
- **Study of Possible Expressions Used by Receptionists and Guests at Hotel Check-In**
 1. **Receptionist Expressions:** [Greeting and Introduction/ Providing Information/ Explaining Facilities and Services/ Addressing Questions and Concerns/ Farewell and Well Wishes]
 2. **Guest Expressions:** [Check-In Details/ Inquiries About the Room and Facilities/ Clarifications and Instructions/ Requests and Complaints/ Gratitude and Farewell]
- **Hotel Check-Out** = Read the dialogue and answer comprehension questions
- **Common expressions used by receptionists and guests during a hotel check-out:**
 1. **Expressions Used by Receptionists:** [Greeting and Identification/Providing the Bill/ Explaining Charges/ Handling Discrepancies/ Issuing Receipts/ Finalizing the Check-Out]
 3. **Expressions Used by Guests** [Requesting Check-Out/ Inquiring About Charges/ Disputing Charges/ Confirming Adjustments/ Expressing Gratitude and Farewell]

Explanation and Discussion of 'Hotel Guest Services and Financial Transactions'

1. Introduction to Hotel Services

- **Financial Transactions:**
 - **Settling Accounts:** Ensuring the guest's bill is accurate and handling payments.
 - **Currency Exchange:** Providing guests with local currency in exchange for their money.
- **Customer Inquiries and Needs:**
 - Answering questions about hotel facilities, local attractions, and services.
 - Addressing special requests such as extra towels or room adjustments.
- **Arranging Guest Services:**
 - Booking tours, restaurant reservations, or transportation.
 - Handling any additional services the guest might need during their stay.

2. Comprehension Dialogues

- Read the short dialogues 'Settling Accounts: Check out', 'Currency Exchange', 'Customer Inquiries', and 'Arranging Guest Services' and answer comprehension questions

Telephoning in Hotel Front Office Operations

1. Introduction to Telephone Communication in Hotels

Common Telephone Scenarios in Hotels:

- **Guest Requests:** Taking requests for additional services or room changes.
- **Information Requests:** Providing information about hotel facilities or local attractions.
- **Handling Complaints:** Addressing and resolving guest issues.

2. Comprehension Dialogues

- Read the short dialogues 'Handling a Guest Request', 'Providing Information', and 'Handling a Complaint', and answer comprehension.

3. Study of Telephone Expressions [Handling Requests, Providing Information, Handling Complaints]

- Telephoning at the Hotel Front Office

1. Introduction to Telephone Communication in Hotels (10 minutes)

Hotel Front Office Operations Manual

SJ Ball



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