

HOTEL ENGLISH

—for Entry-Level Professionals—

STUDENT'S BOOK





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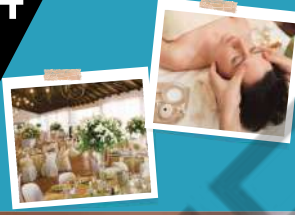
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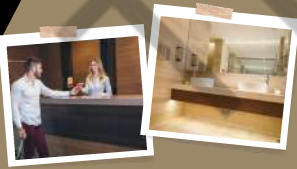
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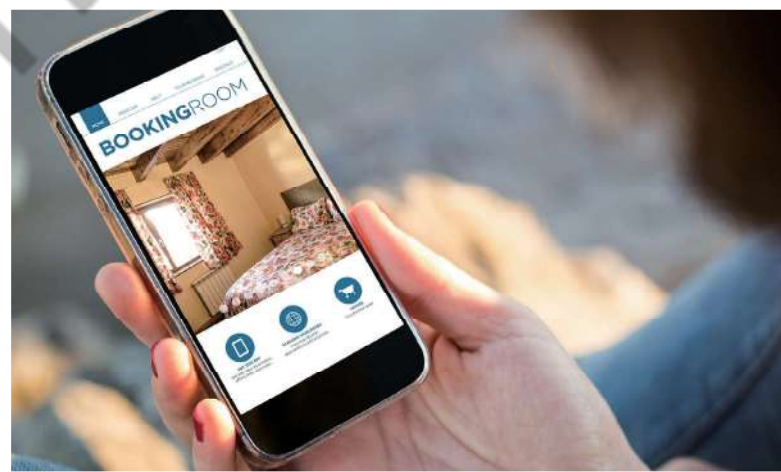
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RESERVATIONS



IN THIS UNIT, YOU WILL LEARN ABOUT ...

- Answering calls about vacancies
- Taking telephone bookings
- Handling changes and cancellations



DID YOU KNOW?



- A twin room has two single beds, whereas a double room has one bed that can fit two people.



- More than 80% of all travel bookings are made online.



HOTEL ROOM TYPES

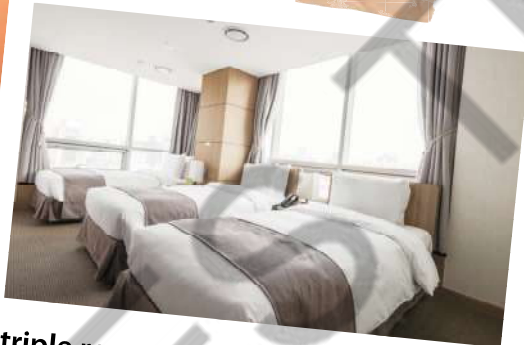
Track 001



single room
[ˈsɪŋɡl̩] [rʊm]



double room
[ˈdʌbl̩] [rʊm]
(one queen/king bed)



triple room
[ˈtrip̩l̩] [rʊm]



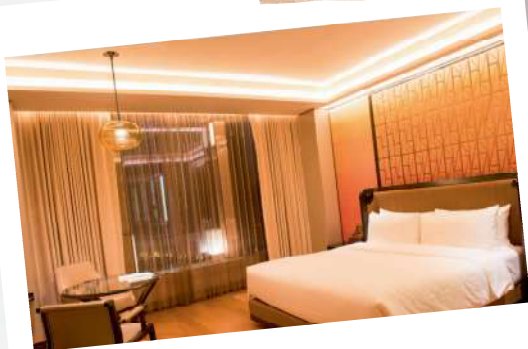
twin room
[ˈtwɪn] [rʊm]
(two single beds)



family/quad room
[ˈfæməli] / [kwɒd] [rʊm]



suite [swɪt]
(Usually the bedroom and the living room are separated.)



business/executive suite
[ˈbɪznɪs]/[ɪgˈzɛkjʊtɪv] [swit]



honeymoon suite
[ˈhʌniˌmun] [swit]



presidential suite [ˈprezɪdəntʃəl]
[swit]



WORDS IN USE

A double room	is good for is suitable for	two people.
A quad room		a family.
An executive suite		businesspeople.
There is	a queen-size bed	in the double room.
	a king-size bed	in the honeymoon suite.
There are	two single beds	in the twin room.
	two double beds	in the family suite.

ROLE PLAY

Practice the conversation with a partner, and replace the underlined words with other words you've learned.



Good morning, Central Hotel. This is Kevin. How can I help you?



Two adults and two children.



I need a room for two nights, starting on July 10th.



Then a family room is suitable for you. There are two queen-size beds in this room type.



How many people will be in your party?



Sounds good.

PART A:

No Vacancy

Track 002

Listen to the conversation. Then, fill in the blanks with the words below.

R: Reservation Agent C1: Caller 1



• available
• recommend

• future travel
• type of room

R: Morgan Bay, this is David. How may I help you?

C1: Yes, I'd like to **reserve**¹ a room for September 10th, please.

R: Certainly, sir. What ① _____ would you like?

C1: A single room.

R: Of course, sir. Please hold while I check for **availability**²... Oh, I'm terribly sorry, but all our single and double rooms are **booked**³ on September 10th.

C1: Oh, no! Really?

R: Yes. Let's see. We do have rooms ② _____ on the 9th, but I'm afraid the 10th and 11th are fully booked.

C1: No, it has to be the 10th.

R: I see. Well, then may I ③ _____ trying Morgan Arms, one of our **partner brands**⁴? They are located nearby and often have rooms when we are full.

C1: Sure, that would be alright.

R: Alright. Let me give you the number. It's 432-323-3329.

C1: 432-323-3329, right?

R: Yes, that's it.

C1: Great. Thank you.

R: Certainly, sir. We're very sorry we couldn't **accommodate**⁵ you this time, but please do **keep us in mind**⁶ for ④ _____.

C1: Of course. Goodbye.

R: Goodbye.

KEY WORDS Track 003

- reserve** [rɪˈzɜːv] *v.*
He **reserved** two seats on the airplane.
- availability** [əˌveləˈbɪləti] *n.* (**available** [əˈveləbəl] *adj.*)
This toy is very popular right now, so its **availability** in stores is quite limited.
- book** [bʊk] *v.*
Iris **booked** a table at the Italian restaurant.
- partner brand** [ˈpɑːtnə] [brænd] *n.*
The chocolate brownie company is a **partner brand** of a chocolate sauce company.
- accommodate** [əˈkʌməˌdeɪt] *v.*
Double rooms can **accommodate** two adults and a child (*under 12*).
- keep (sb./sth.) in mind** [kiːp] [ɪn] [maɪnd] *phr.*
Thanks for the advice—I'll **keep it in mind**.

USEFUL EXPRESSIONS

Answering the Phone

Good morning/ afternoon/evening.	This is (<i>hotel name</i>).	How can I help you?
	This is (<i>name</i>) speaking.	How may I assist you?
	(<i>Name</i>) speaking.	What can I help you with today?

No Rooms Available

I'm sorry,	but we're fully booked on the 1 st .
I'm terribly sorry,	but we do not have anything available on the 19 th .
I apologize,	but there are no vacancies on the 2 nd .
Unfortunately,	there is nothing available on the 3 rd .

SPEAKING TASK

Create a conversation using the cues. Take turns doing each part. Then listen to Track 004 for the sample conversation.

Student A

You work at Morgan Bay. Double rooms are fully booked on September 28-30. You can offer a different room type or recommend a partner hotel.



Student B

You want a double room for September 28-30. Decide if you are willing to accept an alternative room type, or if you prefer to book at a partner hotel.



PART B:

Taking a Booking

Track 005

Listen to the conversation. Then, fill in the blanks with the words below.

R: Reservation Agent C2: Caller 2



- difference
- reservation

- make a note
- sounds good

R: Good morning. Morgan Bay. This is David. How may I help you?

C2: Hello. I want to make a ① _____. Do you have any doubles available on October 2nd?

R: Please wait a moment, madam. Let me check . . . Yes, we do. Is that for two?

C2: Yes, for two.

R: We have a standard double with breakfast for \$180 per night, and a **deluxe**¹ double with breakfast for \$225 per night.

C2: I see. And what's the ② _____?

R: The deluxe double is slightly larger, has a king-size bed, and includes a **complimentary**² buffet breakfast plus dinner for two.

C2: That ③ _____. I'll take it.

R: Certainly, madam. May I have your name, please?

C2: It's Mary Cage. That's C-A-G-E.

R: Alright, Ms. Cage. May I have a contact number and credit card number to **secure**³ the reservation?

C2: Sure. My cell number is 312-398-7592, and my VISA number is 2334-5466-3356-9902. The **expiration date**⁴ is 04/26.

R: Thank you. And may I have the three-digit **security code**⁵ on the back of the card?

C2: It's 452.

R: Great. You're all set then. Your **confirmation**⁶ number is DNPR42. We will send you a text message with your confirmation number and room details. And may I remind you that check-in is after 3 p.m. Is there anything else I can do for you?

C2: Actually, yes. We will be driving to the hotel, and if we get in early, maybe 2:30, will we be able to check in?

R: That shouldn't be a problem, Ms. Cage. I'll ④ _____ of that.

C2: Great. Thank you.

R: Certainly. We look forward to seeing you on the 2nd, Ms. Cage. Goodbye.

KEY WORDS Track 0061. **deluxe** [dɪˈlʌks] *adj.*

The **deluxe** model combines all the extras of the other models and includes a sunroof.

2. **complimentary** [ˌkəmpləˈmentəri] *adj.*

Some hotels welcome guests with a **complimentary** fruit basket in their rooms.

3. **secure** [sɪˈkjʊr] *v.*

The hotel requires guests to make deposits in order to **secure** rooms during high season.

4. **expiration date** [ˌɛkspəˈreɪʃən] [det] *n.*

The **expiration date** of the milk is 09/21.

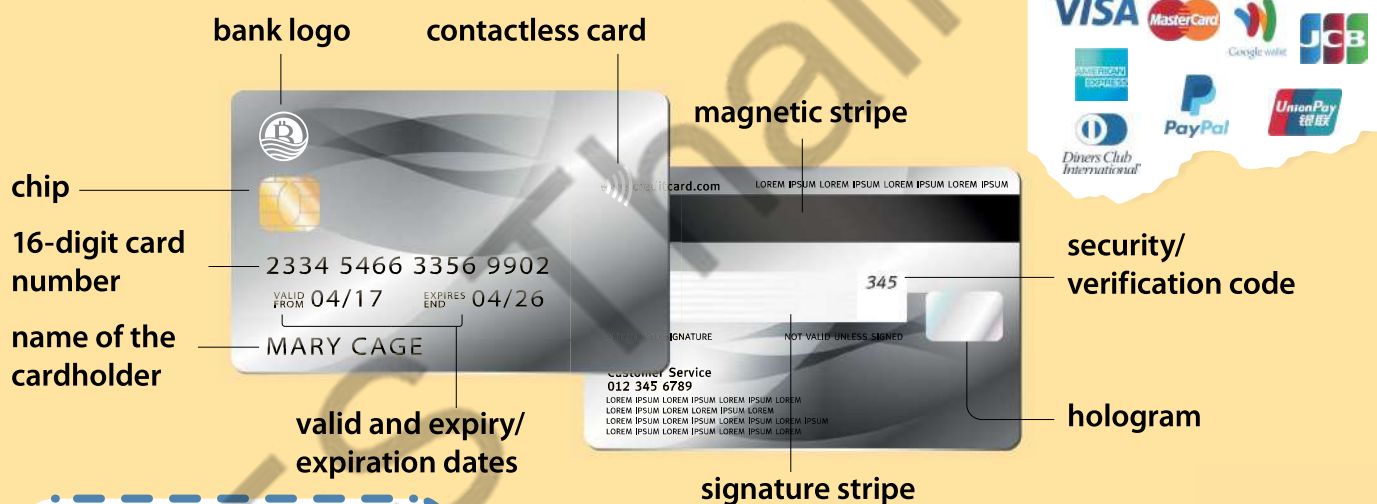
5. **security code** [sɪˈkjʊrəti] [kod] *n.*

To access the building, you need to enter a **security code**.

6. **confirmation** [kənˈfəˈmeɪʃən] *n.*

Once you have reserved the room at the hotel, an email **confirmation** will be sent to you.

A CLOSE LOOK AT A CREDIT CARD



SPEAKING TASK

With a partner, role-play a reservation conversation and fill in the form below. Practice switching roles as the reservation agent and the caller. Then listen to Track 007 for the sample conversation.



Student A

Reservation Agent



Student B

Customer

HOTEL BOOKING FORM

GUEST INFORMATION

Name	Phone Number
Email	

BOOKING INFORMATION

Arrival Date	Departure Date
Room Type	Number of Guests
Credit Card No., Exp. Date & Security Code	
Requests	

PART C:

Changing/Canceling a Reservation

Track 008

Listen to the conversation. Then, fill in the blanks with the words below.

R: Reservation Agent C3/C4: Caller 3/4



- booking number
- cancel
- moment
- under the name

R: Good evening. Morgan Bay. This is David speaking. How may I assist you?

C3: Hello. I have a reservation for the 19th ① _____ Hideo Tanaka that I'd like to change to the 20th. Is that possible?

R: Just a ② _____, Mr. Tanaka. Let me see . . . yes, that will be fine. I will change the date for your reservation to the 20th. Your ③ _____ will **remain**¹ the same.

C3: Great.

R: Is there anything else I can help you with today, Mr. Tanaka?

C3: No, that's all. Thank you.

R: Certainly. We will see you on the 20th then. Goodbye.

R: Good afternoon, Morgan Bay. David speaking. How may I assist you?

C4: Yes, I have a reservation for November 15th that I need to ④ _____.

R: Certainly, madam. May I have your name, please?

C4: Jessica Chu. You may call me Ms. Chu.

R: Certainly, Ms. Chu. Could you spell your last name, please?

C4: It's C-H-U.

R: Thank you. I see your reservation for a single on November 15th. Yes, I will cancel it for you. And since you have called more than 14 days **in advance**², there will be no **cancellation charge**³.

C4: Great. Thank you.

R: Certainly, Ms. Chu. We hope you will **consider**⁴ staying with us in the future.

C4: Oh, yes. I will. Thank you.

R: Certainly. Goodbye.

KEY WORDS Track 009

1. remain [rɪˈmen] v.

The government wanted to make sure that food prices **remained** stable.

2. in advance [ɪn] [ədˈvæns] phr.

You should have all of the paperwork prepared **in advance** before you go to the tax office.

3. cancellation charge

[ˌkænsəˈleɪʃən] [tʃɑrdʒ] n.

Tickets canceled within 48 hours of the performance will be subject to a **cancellation charge** of 25%.

4. consider [kənˈsɪdər] v.

Jean **considered** several factors before deciding which university to attend.

USEFUL EXPRESSIONS

Confirming Information

A: I'm sorry, but could you spell your last name?

B: It's J-A-C-K-S-O-N.

A: Excuse me, how do you spell your name? Is that Terry with a "Y"?

B: Yes, T-E-R-R-Y. / No, it's with an "I."

Making Cancellations

Cancellations may be made at no charge two days or more prior to the date of the booking.

As you are one of our VIP guests, Ms. Patel, we will waive the cancellation fee.

There is no charge for corporate account cancellations.

Unfortunately, as the booking is for tomorrow, a cancellation fee of 50% of the booking will be made.

Reconfirming and Saying Goodbye

Thank you, Ms. Campbell. We look forward to seeing you on the 18th.

We will see you on the 12th, then.

Certainly, Ms. Paglioni. We look forward to your arrival on the 21st.

SPEAKING TASK

Role-play a changed/canceled reservation conversation. Use the following information when making your conversation. You may practice twice using the different situations. Then listen to Track 010 for the sample conversation.

Situation 1:

Caller	change date of stay from October 5 th to October 12 th
Reservation Agent	no charge for changing the date

Situation 2:

Caller	cancel reservation
Reservation Agent	15% cancellation fee

PRE-SHIFT BRIEFING

There are often pre-shift briefings prior to the start of your workday in a hotel, no matter which department you are working in. Pre-shift briefings can last anywhere from ten to twenty minutes and they may cover various topics that prepare staff for the upcoming shift.

MEETING A NEW TEAM MEMBER

Discussion

1. Who is Thao? How do you think Thao is feeling? Why?
2. What is Patty going to do?
3. Have you ever had a job before? How did you feel on your first day?
4. Why is grooming important for hotel staff?

To: reservations@morganbay.com
From: joe_tanaka@swu.edu.jp
Subject: Hotel Reservation

My name is Dr. Joe Tanaka from Osaka, and I would like to book two Deluxe Double Rooms (adjoining) with breakfast for me and my colleague, Dr. Antony Miller. We will stay for three nights from December 15th to the 18th.

Dr. Miller and I will take flight BR132, which arrives at Taoyuan International Airport at 11:55. Please arrange for a limo to pick us up.

Also, please make sure our rooms are located on a lower floor, far away from the elevator and facing the riverside.

Regards,

Dr. Joe Tanaka

EXERCISE

Patty is reviewing the email reservation with Thao. Imagine you are Thao. Fill in the chart with the info from the email reservation. Try to use the following abbreviations when filling in the chart. What questions might you ask in your reply to Mr. Tanaka?

ADJ = adjoining

Arr. = arrival

BF = breakfast

C/I = check in

C/O = check out

ETA = estimated time of arrival

ETD = estimated time of departure

L/F = low floor

HOTEL BOOKING FORM

GUEST INFORMATION

Name	Phone Number
Email	

BOOKING INFORMATION

Arrival Date	Departure Date
Room Type	Number of Guests
Credit Card Info	Requests

4 FACILITIES



IN THIS UNIT, YOU WILL LEARN ABOUT ...

- Handling business center requests
- Taking calls at the gym/spa
- Giving information about recreation



DID YOU KNOW?



- The Chatwal Hotel near New York's theater district offers a Broadway-themed afternoon tea with pastries.



- The Burj Al-Arab contains a turtle hospital which has rescued thousands of sick and injured sea turtles.

Hotel Facilities

Track 032



spa
[spa]



sauna
[ˈsaʊnə]



gym / fitness center
[dʒɪm] / [ˈfɪtnəs] [ˈsɛntə]



swimming pool
[ˈswɪmɪŋ] [pul]



restaurant
[ˈrɛstərənt]



banquet hall / ballroom
[ˈbæŋkwɪt] [hɔl] / [ˈbɔl.rʊm]

WORDS IN USE

There is	a lounge	next to the lobby.
	a fitness center	in the basement.
	a bar	on the roof.
	a gift shop	on the first floor.

The	restaurant	is open between 9 a.m. and 10 p.m.
	banquet hall	is available only on weekends.
	gym	opens at six in the morning.
	business center	closes at nine in the evening.



bar
[ˈbɑː]



lounge
[laʊndʒ]



business center
[ˈbɪznɪs] [ˈsɛntə]



conference room
[ˈkɒnfərəns] [rʊm]



gift shop
[ɡɪft] [ʃɒp]



boutique
[buˈtiːk]

ROLE PLAY

Practice the conversation with a partner. Check the directory on the right and replace the underlined words.



Student A

Excuse me. Does this hotel have a fitness center?



Student B

Yes, it does. It's in the basement.



Student A

Great. What about a business center?



Student B

Yes, there is one on the second floor.



Student A

Thanks for your help.



Floor Directory

20th Floor Swimming Pool

4-19th Floors Guest Rooms

3rd Floor Gift Shop,
Boutique

2nd Floor Business Center

1st Floor Lobby, Lounge

Basement Fitness Center,
Bar

PART A:

The Business Center

Track 033

Listen to the conversation. Then, fill in the blanks with the words below.

B: Business Center Attendant G1/G2: Guest 1/2



• charts
• log on

• concierge
• sent out

G1: Good afternoon. I need to print a couple of documents.

B: Certainly, sir. We have both Mac and PC computers that you can use.

G1: A PC is fine. Thanks. One of the documents has a couple of ① _____ that are in color.

B: Of course, sir. We have **inkjet**¹ and **laser**² printers that can print in color. Prices are right here.

G1: Oh, great. I'd like to use the laser printer.

B: Sure. May I have your room number, sir?

G1: Yes, I'm in 2532.

B: Thank you. Just open a browser, and the computer will connect to the Internet. You don't need a **password**³ to ② _____. When you're ready to print, let me know so I can help you.

G1: Thank you.

B: Hello, Ms. Potts. How may I help you today?

G2: I need help with a few things. First, I need this document **scanned**⁴ and sent to my email.

B: No problem, Ms. Potts.

G2: I also need three copies of this document.

B: Of course.

G2: Finally, I need each copy sent by **express**⁵ mail. Please try and get them out before noon.

B: That's no problem at all. I will get them to the ③ _____ right away.

G2: I have **labels**⁶ here with my information, and here is the info on the people receiving the mail.

Oh, and I'd like them ④ _____ in A4 envelopes.

B: Certainly, Ms. Potts. I will take care of everything right away.

G2: Thank you so much.

KEY WORDS Track 034

1. **inkjet** [ˈɪŋkdʒet] *n.*

Inkjets take longer than laser printers to print, but they're cheaper.

2. **laser** [ˈleɪzə] *n.*

Andy had **laser** surgery to correct a problem with his eyesight.

3. **password** [ˈpæs.wɜːd] *n.*

Your **password** should contain at least five letters and one number.

4. **scan** [skæn] *v.*

I **scanned** a few old photographs and then attached the files to an email.

5. **express** [ɪkˈspres] *adj.*

The **express** train is more expensive, but it arrives an hour earlier than the standard one.

6. **label** [ˈleɪbəl] *n.*

There is a **label** on the package that shows the price of the item.

USEFUL EXPRESSIONS

Offering Information

- The Wi-Fi password is on the back of your room key card holder.
- Each room has broadband access, so you can just plug the cable into your device.
- We have computers to rent. We have both PC and Mac laptops available. In addition, if you need a repair service for your laptop, we can help you arrange an estimate for repairs.

Offering Services

- The Business Center offers a photocopying service. The rates are in the room information folder on the desk in your room.
- We can do single-sided or double-sided printing, as well as black-and-white or color printing.
- If you need anything scanned, we can send the documents to you as an email attachment.

SPEAKING TASK

Role-play two business center conversations. Use the following information when making your conversations. You may practice twice using the different situations. Then listen to Track 035 for the sample conversations.

Situation 1:

Guest	You want to print out a document and rent a laptop.
Business Center Attendant	You have two kinds of printers available for use, both in color or black-and-white. You also rent out PC and Mac laptops.

Situation 2:

Guest	You want to have a package mailed via priority mail and get a pair of scissors, a stapler, and some folders.
Business Center Attendant	You can assist with package delivery and have an express mail option. You can also provide stationery.

PART B:

The Gym/Spa

Track 036

Listen to the conversation. Then, fill in the blanks with the words below.

GA: Gym Attendant
S: Spa Attendant

G3/G4: Guest 3/4



- advance notice
- stop by

- openings
- wondering

GA: This is the gym. How may I help you?

G3: Yes. I was ① _____ what types of **equipment**¹ you have.

GA: We have free weights, and weight machines, treadmills, stationary bicycles, a recumbent bike, stair climbers, ellipticals, a rowing machine, and a couple of exercise balls.

G3: Perfect. Do you have a space for yoga or **aerobics**²?

GA: Yes, we do. We have a special area for yoga and aerobics. We can also **arrange**³ yoga and aerobics **instructors**⁴ if you give us at least three-hours ② _____.

G3: Great. That won't be necessary.

GA: You're welcome, sir.

S: Relax Spa. How may I help you?

G4: Hello. I would like some information about your spa services.

S: Certainly, sir. What would you like to know?

G4: I see here from the brochure in my room that there is a special on **massages**⁵.

S: Yes, that's correct, sir. We have specials on both full-body and foot massages. Full-body massages are 20% off now, and we have a special rate on a foot massage and facial **package**⁶.

G4: I see. Can I just ③ _____, or do I need to arrange an appointment?

S: We do not have any available openings right now, but we have ④ _____ after 4 p.m.

G4: Great. This is Ollie Gans in 1402. I'd like to arrange for a full body massage at 7 p.m.

S: No problem at all, Mr. Gans. I will arrange that for you.

G4: Great. Thank you.

S: You're most welcome.

KEY WORDS Track 037

- equipment** [ɪˈkwɪpmənt] *n.*
Josh keeps most of his sports **equipment** in the garage.
- aerobics** [ɛˈrɒbɪks] *n.*
Aerobics are vital to maintaining a healthy body.
- arrange** [əˈrendʒ] *v.*
We need to **arrange** for a car to take us to the airport tomorrow morning.
- instructor** [ɪnˈstrʌktə] *n.*
Sam works as a tennis **instructor** during the summer months.
- massage** [məˈsɑːʒ] *n.*
The best **massage** I ever had was one I got at Morgan Bay.
- package** [ˈpækɪdʒ] *n.*
Our **package** price includes the cost of the hotels and airfare.

GYM EQUIPMENT

Free weights

dumbbells



Weight machines

lat pull-down



chest press



elliptical treadmill

treadmill



stationary bicycle



recumbent bike



rowing machine



exercise ball



SPEAKING TASK

Role-play a *spa appointment* conversation. Use information in Part B and the information below to help you create your conversation. Then listen to Track 038 for the sample conversations.

Student A:

Spa Attendant

You offer various treatments (mention a few), and currently have 30% off on mud facials.



Student B:

Business Traveler

You want to go to the spa. Call and ask about treatments and specials. Then book an appointment.



PART C:

Recreation Areas

Track 039

Listen to the conversation. Then, fill in the blanks with the words below.

F: Front Desk Agent

G5/G6: Guest 5/6

S: Swimming Pool Attendant



• finished

• lounge chairs

• free activities

• rented

(Two guests have just finished checking in.)

F: Is there anything else I can do for you, madam?

G5: Yes, we have three kids aged 6 to 14. Can you tell me about the **recreation**¹ facilities?

F: Certainly, madam. The children's recreation area is on B2. There's a **toddler**² area with toys and games. There's also a reading area with books for **elementary**³ school-aged children. We have an **arcade**⁴ zone with ① _____ for children to enjoy, as well as air hockey, pool tables, and table tennis. Xbox and PlayStation consoles can also be ② _____ by the hour.

G5: Great. What are the hours of the recreation area?

F: The recreation area is open from 8 a.m. till 10 p.m. every day.

G5: I see. Thank you.

F: Absolutely, madam. I'm sure your children will have a great time.

S: Good afternoon, madam.

G6: Hello.

S: Feel free to use any of the ③ _____. If you need help opening or closing the umbrellas, please let me know.

G6: Alright. Thank you.

S: Also, towels are available. When you are ④ _____ with them, please put them in this **hamper**⁵.

G6: Got it. That end looks pretty deep.

S: Yes. The **shallow**⁶ end is 1.5 meters deep, and the deep end is 3 meters. However, we do ask, for guest safety, that guests not do running dives on the diving board.

G6: Right. I'll let my kids know.

KEY WORDS Track 040

1. **recreation** [ˌrɛkrɪˈeʃən] *n.*

The hotel doesn't have many options for **recreation**, but there are lots of fun things to do in the local area.

2. **toddler** [ˈtɒdlə] *n.*

Once babies become **toddlers**, it becomes very hard to keep a house clean.

3. **elementary** [ˌɛlɪˈmentəri] *adj.*

Reading and writing are **elementary** skills that children have to learn.

4. **arcade** [ɑrˈked] *n.*

The parents went hiking while the kids played games in the resort's **arcade**.

5. **hamper** [ˈhæmpə] *n.*

There is a laundry **hamper** in the bathroom where guests can put used towels.

6. **shallow** [ˈʃælo] *adj.*

The water was **shallow** enough so that beachgoers could wade out quite far into the sea.

USEFUL EXPRESSIONS

Kid's Area Games and Activities

- There's a pinball game in the arcade.
- We have a number of car and motorcycle racing games.
- The Kid's Area has some board games.
- We have staff on hand to help teach children how to play the games.
- There is a daily arts and crafts time for children from 3 to 5 p.m.
- The DIY activities include face-painting, washable tattoos, bracelet-making, and origami.
- There's a story time for toddlers every morning from 10 to 11 a.m.

Bowling Equipment

- The bowling alley is open from 9 a.m. to 10 p.m. every day.
- We do have dinosaur ramps for young children who want to bowl.
- We also have bumper rails if your children are too old for the ramps.
- We have low-weight balls for children.
- You'll need to swap your shoes for bowling shoes at the counter.

SPEAKING TASK

Role-play a request for information about the children's area. Use information in Part C and the information below to create your conversation. Then listen to

Track 041 for the sample conversation.

Student A:

You are on a family vacation and have children aged 5, 10, and 12. Ask the front desk Agent about activities for your children.



Student B:

You are a front desk Agent. Answer a guest's requests for information about children's activities.



PRE-SHIFT BRIEFING

During the pre-shift briefing, announcements are usually made, and supervisors will sometimes ask staff to report on any situations or questions they may have.

ASKING STAFF TO REPORT ISSUES

Discussion

1. How is this pre-shift briefing different from previous ones?
2. What type of situation does the staff member bring up?
3. What does Mia mean when she says, "run wild"?
4. What advice would you give Mia about handling similar situations?
5. The customer is always right. Do you agree/disagree? Why?



Alina's response in full.

Sure. I guess I've had to deal with similar type situations, as well. So, what I've done is to remind them of the posted safety rules, as I'm sure you have done. The rules are posted in multiple languages, so hopefully that's not an issue. Sometimes, I will also mention our liability disclaimer. Any time you mention legal responsibility and "use at your own risk" type policies, that tends to get people's attention. As you are new here, our guest culture and policies may be different from your previous hotel. Some guests will even leave the swimming area to go to the spa or health club, leaving their children here. We do not really discourage this. We do have lifeguards, and we ask parents to leave contact information if they are going to leave the pool area. Honestly speaking, the hotel can make more money if the parents use other services, especially the spa.

EXERCISE

Imagine you are Mia and the Duty Manager. Read Alina's response in full. Do you agree with Alina's ideas? Discuss with a partner and try to answer the following question.

Q1 Which things do you agree/disagree with?

Q2 Can you think of something else to suggest?

Q3 What types of things do hotel swimming pool areas do to ensure guest safety in the pool area besides posting "Pool Rules" signs and having lifeguards available?