

Unit 1 Room Reservations

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
Listening -----100 minutes
Speaking -----50 minutes
Reading -----30 minutes
Writing ----- 20 minutes
Acting ----- 50 minutes
Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

Guide the students on how to receive reservations
Guide the students on how to confirm reservations
Encourage learner-centered orientation
Enhance learning process monitoring
Develop communicative competence
Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: write Hotel Confirmation Correspondence
- ✧ Speaking: how to present your opinions
 how to receive reservations
 how to confirm reservations
- ✧ Translation: translate the difficult sentences about Hotel Reservation Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to receive and confirm reservations
- ✧ Useful sentence structures on how to receive and confirm reservations

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your

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你可能目前衣食无忧, 但随着年龄的增长和社会竞争压力的增大, 因为得不到专业的全新培训而失去竞争的机会和面临被淘汰的危机。

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【教程特点】

- 1、完全实战教材，注重企业实战管理方法与中国管理背景完美融合，关注学员实际执行能力的培养；
- 2、对学员采用1对1顾问式教学指导，确保学员顺利完成学业、胸有成竹的走向领导岗位；
- 3、互动学习（专家、顾问24小时接受在线咨询，第一时间回答学员的提问和咨询）



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【咨询邮箱】xchy007@163.com



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own experience or view points

- 1) How to receive guests when they are arriving?
- 2) How to receive reservations?
- 3) How to confirm reservations?

II. Listening comprehension (100 minutes):

To cater for the different needs of their customers, hotel usually provides a variety of accommodation products. Hotel guest rooms can be grouped in a number of ways. For example, one way is according to the number or size of beds in the room; others are by the **décor**, room size or the view. In addition, some hotels may offer executive floor for business people, non-smoking rooms, and presidential suites for VIPs.

According to the number or size of beds in the room, there are single rooms with a single bed, twin rooms, suite rooms. There are two areas in suite rooms, one is for sleeping and the other one for a lounge area.

III. Reading Reservation Operations (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.
2. Second reading for information, and then do the comprehension questions
3. Third reading for text structure analysis and answer the questions before the text
4. Fourth reading for detailed study of the text

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

- S: Good morning. Reservations, Oskar speaking. How may I help you?
- G: Good morning. Pacific Office Supplies Ltd. Here. I'd like to reserve three single rooms from the 20th of April.
- S: Arriving on the 20th of April. For how many nights, please?
- G: Two nights.
- S: So that will be departing on Friday, the 22nd of April?
- G: Can you make that three nights, please?
- S: Checking out on Saturday the 23rd?
- G: Yes, please.
- S: Please hold the line one moment. I see your company has an arrangement with this hotel for standard single rooms. We do have three rooms available now. your rate will be RMB 1,200 per night.
- G: Yes, that will be fine.
- . S: May I have the guests' names, please?
- G: Please give the three single rooms to Mr. Stone, Mr. Carter, and me, Mr. Lehidec.

- S: What is your telephone number?
- G: 5566555, extension 605.
- S: Do you have the guests' estimated arrival time?
- G: Yes, they are arriving by air on flight MU 339, arriving at 9:40 a.m.
- S: Will the company settle the full account?
- G: Yes, that is right.
- S: Thank you, Mr. Lehidec.
- S: Thank you for your help. Goodbye.
- G: Goodbye, Mr. Lehidec. We hope we can be of help again soon.

V. Writing (30 minutes):

Evergreen Hotel
112 Sun Street
Shanghai
Fax No: 021 37577565

FAX TO: D. Eliot
Steven High School
1102 North Blvd. San Antonio, TX 78214
USA
October 19

MESSAGE

We are pleased to confirm your reservation of two deluxe doubles for 4 nights starting from November 10.

Please do not hesitate to contact me if I can be of any further assistance. Please guarantee—
VISA card number: 6623 50458 1001

Sincerely yours,

Emily Fong
Reservations Clerk

VI. Speaking (50 minutes)

- Receiving an FIT Reservation

1) *One deluxe twin-bedded room* 2) *Flight MU736*

- Receiving a Corporate Reservation

1) *Yes, the hotel will try their best to accommodate the guests*

2) *The company will those payment details in writing*

- Receiving a Guaranteed Reservation

1) *Two nights* 2) *He wants a credit card guaranteed reservation*

- Revising a Reservation

1) *He'd like to cancel one double room and have deluxe singles instead of standard singles*

2) *She assigns the guests a confirmation number*

VII. Homework(developing productive skills):

1. Exercise: you've just received a fax booking as shown in the following. Write a fax confirmation in your real name for Evergreen Hotel.

Requirement:

- a) Outline your writing
 - b) Brainstorm the ideas with your partner or partners
 - c) Draft the writing independently
 - d) Share your writing with your partners
 - e) Cross-polish or correct each other's writing
 - f) Hand in your final version to the teacher before the deadline
2. Do the substitution practice on Feature Reading

Unit 21 Handling Problems and Complaints

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

- ✧ Guide the students on how to receive guests who approach you with complaints, make apologies tot guests who are complaining and write a reply to guests’ complaints
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to expressions themselves on how to receive guests who approach you with complaints, make apologies tot guests who are complaining and write a reply to guests’ complaints
- ✧ Translation: translate the difficult sentences about Handling complaints into Chinese and vise versa.
- ✧ Acting: recreate the situation on how to receive guests who approach you with complaints, make apologies tot guests who are complaining and write a reply to guests’ complaints

- ✧ Useful sentence structures on how to receive guests who approach you with complaints, make apologies to guests who are complaining and write a reply to guests' complaints

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- 1) How to receive guests who approach you with complaints, make apologies to guests who are complaining and write a reply to guests' complaints.

II. Listening comprehension (100 minutes):

- 1) Listen-in

Guest Complain 1: During the whole of our stay, soap has never been put out, but the old ones left until they are impossible to use any more.

Guest Complain 2: why my room has been let to another guy? I am staying here next month.

Guest Complain 3: I did not receive my earlier morning call and now I am late for my flight. What is to be done?

Guest Complain 4: I wonder why my morning newspaper has not come for the last two mornings?

Guest Complain 5: We had cold food and slow service. The boy simply ignored us. We must see your manager.

Guest Complain 6: My dear! The coat costs me RMB800 and you simply told me it had been lost! Have you got a policy to deal with the problem?

- 2) Other related listening parts

III. Reading Leaving Guest a Good First Impression (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.
2. Second reading for information, and then do the comprehension questions

3. Third reading for text structure analysis and answer the questions before the text
4. Fourth reading for detailed study of the text

- ✧ Why do guests make complaints about a hotel? ---- *Guests will be sometimes disappointed or will find fault with something or someone at the hotel.*
- ✧ Are all hotel guests complain the same? ---- *No. There are 4 types of guests' complaints: mechanical complaints, attitudinal complaints,, service-related complaints, and unusual complai9nts.*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample 3.

- *Staff: Excuse me, Mrs. Bachran, but have you seen three bath towels from the bathroom?*
- *Guest: Sorry, I can not remember.*
- *Staff: I am sorry to tell you, Mrs. Bachran, we need to charge you RMB 89 for the three towels.*
- *Guest: No way! I did not take your towels, why will you charge me? Do you think I stole your towels? I can show you my bag!*
- *Staff: Please calm down, Mrs. Bachran. I will call our duty manager to handle this.*
- *Manager: Good morning, Mrs. Bachran. I am the duty manager Stone.*
- *Guest: Yes.*
- *Manager: Do you remember when you put the towels or if you brought them to the health club when you went to exercise?*
- *Guest: I already told your staff I did not take them, and I do not know where I put them.*
- *Manager: Ok, no problem. We always trust our guests, but please understand it is our job to accountfor all items in the room.*
- *Guest: So how much should I pay for my final bill?*
- *Manager: we will print it and show you. Please do not worry, Mrs. Bachran. We will not charge you.*
- *Guest: Of course, you will not. Thank you.*
- *Manager: You are welcome.*

V. Writing (30 minutes):

Responding to Complaints by Guests

Dear Guests,

I was extremely disturbed to hear about your unfortunate experience at one of our hotels. Let me assure you that I personally have looked into the matter and have fired the person responsible.

We pride ourselves on having the best accommodatiuon available, and just the thought of allowing insects in any of our hotels makes my blood boil.

Enclosed you will find a coupon allowing you to stay at one of our hotels for two nights, free of charge.

Please, again, accept my sincere apologies.

Yours truly,
Hotel Owner

VI. Speaking (50 minutes)

- Slow delivery of Luggage

Because 2 traveling groups were checking in th is afternoon. And the luggage has to be sent one floor at a time. // Oh, Mr. Bluster, sorry to have kept you waiting.

- A Mistake in a Table Reservation

He was promised a window table. // I am sorry indeed that this should have happened.

- A Complain about Room Cleaning

Unavailable dry-cleaning; the same two apples left in the fruit bowl for one week; the rude room maid who never says “ Good evening” and always slam the door hard when she she finishes turn-down service. // I do apologize that you have been troubled, sir.

- A Complaint about an Annoying Call

The call asked him if he would like a massage. // The clerk contacts the guest.

VII. Homework(developing productive skills):

Exercise: Design a Letter of Responding to Complaints by Guests

1. Requirement:
 - a) Outline your writing
 - b) Brainstorm the ideas with your partner or partners
 - c) Draft the writing independently
 - d) Share your writing with your partners
 - e) Cross-polish or correct each other's writing
 - f) Hand in your final version to the teacher before the deadline
- 3.
4. Do the substitution practice on Feature Reading

Unit 2 Bell Reservations

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

- ✧ Guide the students on *how to receive guests in front of the lobby door*
- ✧ Guide the students on *how to offer special bell service for guests*
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to express themselves on how to receive guests in front of the lobby door and how to offer special bell service for guests
- ✧ Translation: translate the difficult sentences about Bell Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to receive guests in front of the lobby door and how to offer special bell service for guests
- ✧ Useful sentence structures on how to receive guests in front of the lobby door and how to offer special bell service for guests

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- 1) How to receive guests in front of the lobby door?
- 2) How to offer special bell service for guests?
- 3) How to be a qualified bell person?

II. Listening comprehension (100 minutes):

- 1) Listen-in

Bell persons at the hotel lobby door are the first persons to receive guests. They help guests enter and leave the hotel, help guests with luggage, store and handle luggage, help guests getting in and out of motor by opening and closing doors, direct traffic in the hotel driveway. They also give information about roads, local directions, places of interest and help the hotel garage have guests' cars delivered and picked up.

- 2) Other related listening parts

III. Reading Leaving Guest a Good First Impression (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.

2. Second reading for information, and then do the comprehension questions
3. Third reading for text structure analysis and answer the questions before the text
4. Fourth reading for detailed study of the text

- ✧ What service should the front door bell person offer to the guests? ---- *They also provide information about roads, local directions, and places of interest, work with the garage to have guest cars delivered and picked up, and the hotel driveway to prevent unauthorized*

parking or standing of cars.

- ✧ How should the bell person greet the guests at the front door? ---- *These bellpersons report to the concierge, help guests enter and leave the hotel, help guests with luggage, store and handle luggage, aid guests getting in and out of autos by opening and closing doors, make necessary arrangements for dispatching taxi, and direct and oversees traffic in hotel driveway.*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

- *Staff: Good morning. Welcome to our hotel!*
- *Guest: Good morning.*
- *Staff: Mind your steps, madam.*
- *Guest: Thank you.*
- *Staff: Do you have luggage left in the car?*
- *Guest: Oh, yes, There are two suitcases left in the trunk.*
- *Staff: OK. Let me carry the luggage for you, madam.*
- *Guest: That's very kind of you.*
- *Staff: My pleasure. Shall we go to the Reception Desk to check in now?*
- *Guest: OK. After you.*

V. Writing (30 minutes):

Hotel Directory Signage

VI. Speaking (50 minutes)

- Opening the Car Door for the Guest

Opening the door of the car and helping with the guest's luggage. /After the guest has finished check-in.

- Meeting the Disabled Guest

She had her legs broken. / In their guest room.

- Valet Parking

She always find it difficult to back the car into the garage. / After the guest has finished check-in.

- Saying Goodbye to the Guest

I hope you've enjoyed your stay here. / Because the good services the hotel can offer.

VII. Homework(developing productive skills):

Exercise: Design a Hotel Directory Signage for Evergreen Hotel.

1. Requirement:

- a) Outline your writing

- b) Brainstorm the ideas with your partner or partners
 - c) Draft the writing independently
 - d) Share your writing with your partners
 - e) Cross-polish or correct each other's writing
 - f) Hand in your final version to the teacher before the deadline
5. Do the substitution practice on Feature Reading

Unit 3 Receiving Guests at the Front Office

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

- ✧ Guide the students to know how to receive guests at the Front Office
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring 1981122219821222
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Writing an Email to confirm the guest's reservation.

- ✧ Speaking: Guide the students to express themselves on how to receive guests at the Front Office
- ✧ Translation: translate the difficult sentences about Front Office Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to receive guests at the Front Office
- ✧ Useful sentence structures on how to receive guests at the Front Office

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended question from your own experience or view points

1) How to receive guests at the Front Office

II. Listening comprehension (100 minutes):

1) Listen-in

- *Staff: Good afternoon. How may I help you?*
- *Guest: I am John Stone. My wife and I made a reservation through the China International Travel Service the day before yesterday, that is, January 15.*
- *Staff: Just a moment, please, Mr. Stone... Yes, was it a double room for two?*
- *Guest: That is right.*
- *Staff: Please fill in this registration form.*
- *Guest: Ok. Let me take care of it.*
- *Staff: Thank you. May I see your passport?*
- *Guest: Sure, How much is the room, please?*
- *Staff: Your room is RMB 875 per night. What time would you like to check out tomorrow?*
- *Guest: Yes, I can be out of my room at about 9:00 a.m.*
- *Staff: How do you wish to settle your account?*
- *Guest: By Visa.*
- *Staff: May I have your card for an imprint, please?*
- *Guest: Yes, here you are.*
- *Staff: Thank you,. Here is your card, Mr. and Mrs. Stone, and here are your key to Room 1106 and your key card. We hope you will enjoy your stay with us.*
- *Guest: Thank you very much.*

2) Other related listening parts

III. Reading Personal Requirements of a Hotel Receptionist (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.

2. Second reading for information, and then do the comprehension questions
3. Third reading for text structure analysis and answer the questions before the text
4. Fourth reading for detailed study of the text

✧ *Does a receptionist only receive customers at the Front Office?*

---- *No, A hotel receptionist seems to “do it all” – register guest, assign rooms, distribute baggage, hand out keys to rooms, provide information and other services.*

✧ *Is it very difficult to become an ideal receptionist?*

---- *Yes, it is.*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

Sample 1

Staff: Good morning, sir. May I help you?

Guest: Yes, I made a reservation by fax for a suite at your hotel a month ago and my name is David Haper.

Staff: Just a moment, please.

(The receptionist checks the arrival list.)

Yes, you did reserve a suite here at our hotel. It's from today till Saturday, May 15.

Guest: Exactly.

Staff: Well, could you please fill out this registration form? Here is a pen.

Guest: Thank you. (filling out the form)

Is it all right?

Staff: Let me see. I'm afraid you need to write down your visa number and the expiring date of your visa.

Guest: Oh, yes. Is it ok now?

Staff: Yes, thank you. May I have a look at your passport?

Guest: Here you are.

Staff: Thank you. Here is your key card, Mr. Haper. Your room number is 1709. it's on the 17th floor. The lift is just around the corner. The bellboy will take care of your luggage and show you up in a minute. Have a nice day. I hope you will enjoy your stay here.

Sample 2

Staff: Good morning, Mr. Froh. It's nice to see you again. How are you?

Guest: I'm very well, thank you. And you?

Staff: We are fine, too. Thank you.

(presenting the registration form)

Could you sign your name here?

Guest: Yes, of course. By the way, can I take the same room I stayed last time? I enjoyed very much of the view from my room.

Staff: Yes, we all know you like the room. It will always be vacant until you come back, if possible.

Guest: Great. You are the most considerate receptionist I have ever met. Thank you.

Staff: We are always at your service.

V. Writing (30 minutes): Write an Email

Dear Mr. Smith:

Thank you for your attention to our hotel.

We are very pleased to confirm one twin room for you for 5 nights starting from 5th October.

Please notify us 2 days in advance of your arrival date should there be any changes about your reservation.

If there is anything else we can do for you, please do not hesitate to let us know.

We are looking forward to your coming.

Sincerely yours,

Susan Liu

Receptionist of Grand Hotel

VI. Speaking (50 minutes)

- Receiving a Guest with a Reservation

What kind of room has the guest booked?

---- *A single, non-smoking room.*

What does the receptionist ask the guest to fill out?

---- *The registration form.*

- Receiving a Walk-in Guest

How much discount will the guest get? ---- *10%.*

How much will the guest pay per night? ---- *RMB 540.*

- Receiving a Frequent Guest

Is it the man's first time to stay in the hotel?

---- *No, it is not. The receptionist knows about him.*

In which room will the man stay? ---- *Room 1205.*

- Group Check-in Service

How long will the group stay? ---- *Three nights.*

Will the members of the group fill out the registration form individually?

---- *No, they won't.*

VII. Homework(developing productive skills):

Exercise: Write an Email to Evergreen Hotel to confirm the guest's reservation.

1. Requirement:

- Outline your writing
- Brainstorm the ideas with your partner or partners
- Draft the writing independently
- Share your writing with your partners
- Cross-polish or correct each other's writing
- Hand in your final version to the teacher before the deadline

6. Do the substitution practice on Feature Reading

Unit 4 Luggage Service

➤ Teaching arrangement

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave "Reading" for self-study.

➤ II. Teaching orientation

- ✧ Guide the students on how to tag, store and deliver guest's luggage
- ✧ Guide the students on how to send guest's luggage to their rooms
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ III. Lesson objectives for this unit

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Greeting Cards
- ✧ Speaking: Guide the students to express themselves on how to tag, store and deliver guest's luggage and how to send guest's luggage to their rooms
- ✧ Translation: translate the difficult sentences about Luggage Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to tag, store and deliver guest's luggage and how to send guest's luggage to their rooms
- ✧ Useful sentence structures on how to tag, store and deliver guest's luggage and how to send guest's luggage to their rooms

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- 1) How to tag, store and deliver guest's luggage?
- 2) How to send guest's luggage to their rooms?
- 3) How to be a qualified bell person?

II. Listening comprehension (100 minutes):

1) Listen-in

- *Staff: This is Bill Captain's Desk. Wang Lin speaking. May I help you?*
- *Guest: Yes, I've been waiting for my luggage to be sent up for the last half hour. What's the matter?*
- *Staff: I'm terribly sorry to hear that, madam. May I have your name and room number,*

please?

- *Guest: Yes, it's Betty. Room 1212.*
- *Staff: How many pieces do you have, madam?*
- *Guest: Two suitcases and a shoulder bag.*
- *Staff: Could you describe them, please?*
- *Guest: One of the suitcases is pale blue leather; the other is brown leather. And the shoulder bag is dark brown.*
- *Staff: Is there a name tag attached to them, madam?*
- *Guest: Yes, they all have tags on them.*
- *Staff: We're very sorry for the delay, madam. I'll check immediately and call you back.*

2) Other related listening parts

III. Reading Guests Requests Met by the Service Staff (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.
2. Second reading for information, and then do the comprehension questions
3. Third reading for text structure analysis and answer the questions before the text
4. Fourth reading for detailed study of the text

- *What role does the bell staff play in the hotel guest service?*

-- *The bell staff plays a very important role in the hotel guest service.*

- *Should the bell staff accept tips?*

-- *No, he should not.*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

- *Staff: Excuse me, madam. I'm the bellman. Do you need any help?*
- *Guest: Yes. Can you show me where to deposit my valuables?*
- *Staff: Sure. This way, please. The cashier desk is just over there. (The cashier is helping the guest with the deposit of her valuables)*

Please keep the receipt. Now shall I escort you to your room with your baggage? Your room is on the sixteenth floor.

- *Guest: Yes, that is right.*
- *Staff: This way to the elevator, please. Let me take your suitcase.*
- *Guest: Good. It's facing a beautiful garden.*
- *Staff: Can I put the suitcase here, madam?*
- *Guest: Thank you. May I ask where the dining hall is?*
- *Staff: We have two dining halls on the second and the eighth floor respectively. The former serves Chinese food, and the latter western-styled cooking.*

- *Guest: where can I mail letters?*
- *Staff: The postal service is on the third floor. In addition, there is a beauty parlor, recreation centre and bar room there. The shopping section is next to the hotel lobby. The hotel clinic and business centre on the fourth floor provides around-the-clock service for the guests.*
- *Guest: Good. Pretty convenient. Thank you for the info.*
- *Staff: You are welcome, sir. I hope you ' ll enjoy your stay here.*

V. Writing (30 minutes):

Greeting Card

VI. Speaking (50 minutes)

➤ Storing Luggage

Where will the guest deposit her valuables? – At the Reception Desk.

How does the bellboy store the guest ' s suitcase with vases? – He puts a card onto the luggage, with the words “Handle With Care ” on the card.

➤ Escorting the Guest to the Room

Which room was assigned to the guest? – A room on the 10th floor.

On which floor is the Chinese food served? – On the 2nd floor.

➤ Delivering Luggage

What does the staff ask the guest to show? – Her passport.

When did the guest deposit her luggage? – The day before yesterday.

➤ Helping with the Guest' s Luggage at Check-out

What does the guest ask the bellboy to do for her? – To pack up some Chinese paintings.

What does the bellboy suggest? – To wrap the roll ends of the paintings.

VII. Homework(developing productive skills):

Exercise: Design a Greeting Card.

1. Requirement:

- a) Outline your writing
- b) Brainstorm the ideas with your partner or partners
- c) Draft the writing independently
- d) Share your writing with your partners
- e) Cross-polish or correct each other ' s writing
- f) Hand in your final version to the teacher before the deadline

7. Do the substitution practice on Feature Reading

Unit 5 Concierge Service

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

- ✧ Guide the students on how *to help guest with unscheduled guest service needs*
- ✧ Guide the students on how *to arrange tours and transportation for guests*
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Greeting Cards
- ✧ Speaking: Guide the students to expressions themselves on how to help guest with unscheduled guest service needs and arrange tours and transportation for guests
- ✧ Translation: translate the difficult sentences about Concierge Service into Chinese and vice versa.

- ✧ Acting: recreate the situation on how to help guest with unscheduled guest service needs and arrange tours and transportation for guests
- ✧ Useful sentence structures on how to help guest with unscheduled guest service needs and arrange tours and transportation for guests
- ✧ **I. Discussion (50 minutes):**
 Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points
 - 1) How to help guest with unscheduled guest service needs?
 - 2) How to arrange tours and transportation for guests?

II. Listening comprehension (100 minutes):

1) Listen-in

The concierge is a very important position to hotel guests. A concierge member has his or her own separate desk in the hotel lobby or on special concierge floors. The concierge often helps guests with a table at a restaurant that has no reservations available. Guests may ask the concierge to book airline tickets and tickets to the hottest shows in the city. It's usually the duty of the concierge to arrange the hire of a car or minibus for guests. And at all times the concierge is ready to give information to guests concerning hotel services and local activities.

2) Other related listening parts

III. Reading Giving Help to Guests in Specific Ways (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.
2. Second reading for information, and then do the comprehension questions
3. Third reading for text structure analysis and answer the questions before the text
4. Fourth reading for detailed study of the text

- ◆ *Why do most hotels hire concierge?*

-- *Because the concierge is a very important position to hotel guests.*

- ◆ *What will a concierge do for a hotel concierge?*

-- *The hotel concierge is best known as a person to recommend a good local restaurant and make reservations for guests and more.*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

- ◆ *Staff: Good morning, may I help you?*
- ◆ *Guest: Is that the ticket desk?*
- ◆ *Staff: Yes?*

- ◆ *Guest: I'd like 4 tickets for the performance by Russian Dancing Troupe tonight.*
- ◆ *Staff: You need four?*
- ◆ *Guest: That's right.*
- ◆ *Staff: Circle(剧场二楼厅座) or stalls(剧场正厅前排座位)?*
- ◆ *Guest: Stalls, I think. What prices are they?*
- ◆ *Staff: RMB 250, RMB 200, RMB 100. sorry, no. there are not any RMB 100 ones left.*
- ◆ *Guest: Where are the RMB 200 seats?*
- ◆ *Staff: Well, they will be at the end of the row. I'm afraid. Obviously the centres of the rows go first. I've got Row N26-29, or 01-4. in fact, if you would not mind sitting two and two, there are some central ones. Row K16 and 17, and Row M19 and 20.*
- ◆ *Guest: No, I think we'd like to sit together. It will have to be the RMB 200 seats, I suppose.*
- ◆ *Staff: In that case, you will be five rows back.*
- ◆ *Guest: That sounds fine. Thank you.*
- ◆ *Staff: Your name, please?*
- ◆ *Guest: Hilton.*
- ◆ *Staff: We charge RMB 800 in advance. Come to fetch the tickets this afternoon.*
- ◆ *Guest: That will be ok. Thank you.*

V. Writing (30 minutes):

Letter of Invitation

July 16, 2007

Dear President Thomas,

There will be a celebration party on our hotel's twentieth anniversary, to be held from July 6 to 9 at our convention hall. We cordially invite you to join us.

Besides, I'll arrange a meeting for you and Mrs. Moon, the hotel General Manager, during which you may have a talk about our future cooperation.

I can assure you we will make everything free and convenient to you. Please accept our warm welcome and sincere invitation.

Sincerely yours,

(Signature)

Oskar Reich

Concierge of Amor Hotel

VI. Speaking (50 minutes)

♦ Airport Pick-up Service

Has Li Wen met Mr. Milton before? – No, he has not.

How will Mr. Milton get to the hotel? – In a limousine.

What does Li Wen offer to do for Mr. Milton? – He offers to carry the luggage for Mr. Milton.

♦ Booking Flight Tickets

Where is the guest flying? – To Beijing.

When is the guest planning on her return flight trip? – On the 21st.

♦ Selling Hotel Rooms to FITS

What room does the guest want? – A single room.

How will the guest travel to the hotel? --By the hotel shuttle bus.

♦ Booking a Post-Conference Tour

What vehicle does the group need for the city tour? – A large limousine.

What languages does the tour guide expected to speak? – Both English and French.

VII. Homework(developing productive skills):

Exercise: Design a Letter of Invitation

1. Requirement:

- a) Outline your writing
- b) Brainstorm the ideas with your partner or partners
- c) Draft the writing independently
- d) Share your writing with your partners
- e) Cross-polish or correct each other's writing
- f) Hand in your final version to the teacher before the deadline

8. Do the substitution practice on Feature Reading

Unit 6 Mail and Information Service

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

- Guide the students on how to receive a visitor with an appointment with a guest
- Guide the students on *how to handle guests’ or visitors’ messages*
- Guide the students on *how to handle guests’ mail*
- Guide the students on *how to give on- and off-premise information*
- Encourage learner-centered orientation
- Enhance learning process monitoring
- Develop communicative competence
- Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to express themselves on how to receive a visitor with an appointment with a guest and handle guests’ or visitors’ messages, handle guests’ mail, and give on- and off-premise information
- ✧ Translation: translate the difficult sentences about Mail and Information Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to receive a visitor with an appointment with a guest and handle guests’ or visitors’ messages, handle guests’ mail, and give on- and off-premise information

- ✧ Useful sentence structures on how to receive a visitor with an appointment with a guest and handle guests' or visitors' messages, handle guests' mail, and give on- and off-premise information



I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- 1) How to receive a visitor with an appointment with a guest and handle guests' or visitors' messages, handle guests' mail, and give on- and off-premise information?

II. Listening comprehension (100 minutes):

- 1) Listen-in

- *Dialog 1 – underground station*

Guest: How far is the nearest underground station from here?

Staff: The station is only 5 minutes' walk north of here.

- *Dialog 2 – public WC*

Guest: Please, where is the gents?

Staff: At the end of the lobby, on the left.

- *Dialog 3 – some flowers*

Guest: Where can I buy flowers, please?

Staff: There's a flower shop just round the corner, on the left.

- *Dialog 4 – the department store*

Guest: Please, what time does the department store open?

Staff: At 8 in the morning.

- 2) Other related listening parts

III. Reading Leaving Guest a Good First Impression (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.
2. Second reading for information, and then do the comprehension questions
3. Third reading for text structure analysis and answer the questions before the text
4. Fourth reading for detailed study of the text

- *Why do hotels need to handle guests' inquiries?*

-- *Because handling mail and messages on behalf of a guest and the hotel is an important responsibility of the Mail and Information clerk.*

- *What would you do with a message received for a guest who has checked out?*

-- *Asking guests to complete a mail-forwarding card*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

- *Guest: Excuse me, how can I get to the American Consulate?*
- *Staff: The American Consulate is in the south of the city. You may take the number no. 123 bus.*
- *Guest: How far is it from the hotel?*
- *Staff: It is about 40 minutes bus ride, if there is no traffic jam.*
- *Guest: That is a little bit far from here.*
- *Staff: Then you can also go there by taxi.*
- *Guest: Sounds good. By the way, would you please give me an English newspaper?*
- *Staff: Here you are.*
- *Guest: Thank you. What is the date today, please?*
- *Staff: It is March the tenth. Anything else we can do for you, sir?*
- *Guest: Can you find me a taxi, please?*
- *Staff: I will ask the bellboy to find you a taxi.*
- *Guest: Thanks.*

V. Writing (30 minutes):

Message Record

VI. Speaking (50 minutes)

▪ **Receiving a Visitor**

Who is the visitor ask to see? - Mr. Levins.

Where will the visitor wait for the guest? - The lobby lounge.

▪ **Delivering Guests' Mail**

Has the guest's mail arrived? - No, not yet.

Does the guest has to pay for the newspaper? - No, it is free of charge.

▪ **Showing Directions**

Where is the supermarket? - Two blocks away from the hotel.

Where could the guest find an ATM? - At the bank next door.

▪ **Taking a Message for a Guest**

Why can't the guest meet Mr. Weihua Song? - He has an urgent meeting to attend this morning.

When will the guest return to the hotel? - He will be back at 2:00 p.m.

▪ **Giving Information about Sightseeing**

Where does the clerk advise the guest to visit first? - Tian'anmen Square.

Who will arrange the tour for the guest? - The concierge.

VII. Homework(developing productive skills):

Exercise: Design a Message Record

1. Requirement:

- a) Outline your writing
- b) Brainstorm the ideas with your partner or partners
- c) Draft the writing independently
- d) Share your writing with your partners
- e) Cross-polish or correct each other's writing
- f) Hand in your final version to the teacher before the deadline

9. Do the substitution practice on Feature Reading

Unit7 Operator Reservations

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave "Reading" for self-study.

➤ **II. Teaching orientation**

- ✧ Guide the students on how to transfer telephone calls
- ✧ Guide the students on how to take telephone messages

- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Telephone Message Record
- ✧ Speaking: Guide the students to transfer telephone calls and take telephone messages
- ✧ Translation: translate the difficult sentences about Operator Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to transfer telephone calls and take telephone messages
- ✧ Useful sentence structures on how to transfer telephone calls and take telephone messages

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- 1) How to transfer telephone calls?
- 2) How to take telephone messages?

II. Listening comprehension (100 minutes):

1) Listen-in

- *Telephone provides a simple and efficient means to function from day to day. There are basically 4 types of phone calls: local calls, long-distance calls, conference calls, and assistance calls. A station-to-station long-distance call is much less expensive than a person-to-person call. A person-to-person call can be only accepted by the particular person you are calling. Thus, if that person is not there, you will not be charged. With the IDD (international direct calling calls) phones available, both terms are seldom used nowadays. A collect call means the person who receives the call pays. This kind of call is more expensive, but it is convenient for the caller if he does not have money with him.*

2) Other related listening parts

III. Reading Guests Requests Met By The Service Staff (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.

2. Second reading for information, and then do the comprehension questions

3. Third reading for text structure analysis and answer the questions before the text

4. Fourth reading for detailed study of the text

- *Why is the Telephone Operator a vital part of guest service? – The guest is getting an impression of the hotel while talking with the operator. The voice and telephone manner of the operator can really influence the image of a hotel.*
- *What are the 2 most important things an operator should pay attention to? – Politeness and Clarity.*
- *What is the requirement for all telephone operators in large hotels nowadays? – Speaking English well.*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample 1.

- *Staff: Good evening. Evergreen Hotel. This is the operator. May I help you?*
- *Guest: Yes. I'd like to call my friend in the west building of the hotel and what shall I do?*
- *Staff: Do you know the room number, sir?*
- *Guest: Yes, it's Room 403.*
- *Staff: For 3-digit room in the west building, please dial 3 first and then the room number.*
- *Guest: Oh, I see. and what shall I do if he is not in? I have something important to tell him.*
- *Staff: If he is not in, please call me back. I'll take a message for you. My name is Li Yue.*
- *Guest: Thank you a lot.*

Sample 2

- **Staff: Good afternoon. Greenery Hotel . Lee Sungmin speaking. What can I do for**

you?

- **Guest:** Good afternoon. I'd like to make a long-distance call to N.Y.
- **STAFF:** Yes. May I have your name and room number?
- **Guest:** My name is Ben Richards and my room number is 1203.
- **Staff:** What is the name of the party you are calling and the phone number?
- **Guest:** Mrs. Susan Richards, and the phone number is 1837-0566.
- **Staff:** Do you wish to make a person-to-person call or a station call/
- **Guest:** A person-to-person call, please.
- **Staff:** Could I know how you will be paying for this call? Is it a collect call or a pay call?
- **Guest:** I think I'll make a pay call.
- **Staff:** Could you please hang up and wait a moment, please? We'll try to connect Mrs. Susan Richards right away.
- **Guest:** Ok. Thank you.
- (a few minutes later)
- **Staff:** Lee Sungmin speaking, may I speak to Mr. Richards?
- **Guest:** Speaking.
- **Staff:** Mr. Richards, the Overseas Operator is on the line. Go ahead, please.

Sample 3

- **Staff:** Good afternoon. La Vie En Rose Hotel . Donna Love speaking. What can I do for you?
- **Guest:** Good afternoon. I called Mr. More 's room twice, but no one answered. I'd like to invite Mr. & Mrs. More to dinner this evening. May I leave a message?
- **Staff:** Certainly. Could you tell me their room number, sir?
- **Guest:** Room 1802.
- **Staff:** Room 1802. Could you repeat that name, please?
- **Guest:** Yes, it's Mr. and Mrs. More.
- **Staff:** Mr. and Mrs. More of Room 1802. Is that right?
- **Guest:** That's it. Can you tell them Mr. Randy Honeycutt called to invite them to dinner tonight?
- **Staff:** Yes. Where and what time will that be, Mr. Honeycutt?
- **Guest:** At Seafood Restaurant at 7:30 p.m.
- **Staff:** May I read the message to you, please? Mr. Randy Honeycutt called at 12:00 to invite Mr. and Mrs. More to dinner this evening at 7:30 p.m. at Seafood Restaurant. Is that right?
- **Guest:** That's correct.
- **Staff:** May I have your phone number, Mr. Honeycutt? If necessary, the Mores can call back after returning.

- **Guest:** Yes, my phone number is 58757875.
- **Staff:** 58757875. thank you for calling, Mr. Honeycutt. We'll tell them as soon as they come back. If there is something further, do not hesitate to call me.
- **Guest:** Thank you.
- **Staff:** You are welcome.

V. Writing (30 minutes):

Telephone Message Record

VI. Speaking (50 minutes)

• **Transferring Calls**

How would you tell guests to make room-to-room calls? –For room-to-room calls, please dial the room number directly.

How would you tell guests to make calls inside the city? –For calls inside the city, please dial 9 first, and then the number.

• **A Long-Distance Call**

Is it a person-to-person call or a station call? – A person-to-person call.

To whom does Mr. Tony Black want to call? – John Hopkins.

• **Wake-up Call Service**

At what time does Mrs. Mary Stern want to be woken up? – At around 6:30.

How Mrs. Mary Stern change the set time? – She can dial the new wake-up time, the computer will cancel the entered time.

• **Dealing with an Emergency**

What's the matter with Miss. Jane Harris? – Her passport was lost.

Where ha her passport been left? – In the dining room.

VII. Homework(developing productive skills):

Exercise: Design a Telephone Message Record

1. Requirement:

- Outline your writing
- Brainstorm the ideas with your partner or partners
- Draft the writing independently
- Share your writing with your partners
- Cross-polish or correct each other's writing
- Hand in your final version to the teacher before the deadline

10. Do the substitution practice on Feature Reading

Unit 8 Service at the Business Centre

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

- ✧ Guide the students on how to send a fax for the customer
- ✧ Guide the students on how to photocopy and print documents for the customer
- ✧ Guide the students on how to receiving typing service
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to expressions themselves on how to photocopy and print documents for the customer and how to send a fax for the customer
- ✧ Translation: translate the difficult sentences about Business Centre Service into Chinese and vise versa.

- ✧ Acting: recreate the situation on how to photocopy and print documents for the customer and how to send a fax for the customer
- ✧ Useful sentence structures on how to photocopy and print documents for the customer and how to send a fax for the customer

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- 1) How to photocopy and print documents for the customer and how to send a fax for the customer

II. Listening comprehension (100 minutes):

- 1) Listen-in

Around-the-clock business centre services at Evergreen Hotel meet the needs of business guests.

One of the many ways that makes this hotel different is through the wonderful business centre services and amenities offered to business travelers. Whether you require a business hotel in Tokyo, in N.Y., or in virtually any other corner of the globe, you will find that 24-hour business services a standard company-wide offering.

The business centre at this hotel offers business support, secretarial service and translation service. Facilities such as computers, printers, scanners, high-speed Internet access, photocopy and fax are available.

In addition, many other business are offered, such as multi-line telephones with voice mail, speakers and data port.

- 2) Other related listening parts

III. Reading The Hotel Business Centre (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.

2. Second reading for information, and then do the comprehension questions

3. Third reading for text structure analysis and answer the questions before the text

4. Fourth reading for detailed study of the text

- ✧ What can modern hotels offer to guests? ---- *International communications, telephone, telex, fax, type-writing, duplicating and so on.*
- ✧ What can a fax machine do? ---- *Send and receive an exact copy of any image – typescript,*

handwriting, drawings or photographs.

- ✧ What are the principles to be followed by the personnel in the business centre? – *Patience, carefulness and enthusiasm*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample 1.

Staff: *Good morning, sir. What can I do for you?*

Guest: *Good morning. Would you copy these 22 documents for me?*

Staff: *Certainly. How many copies would you like, please?*

Guest: *4 copies each. What 's the rate?*

Staff: *RMB 1 per page.*

Guest: *Ok. Could you reduce it a little?*

Staff: *How small would you like me to try?*

Guest: *Let 's try reducing it by one-fourth.*

Staff: *Ok. We can try one page first. How 's this one?*

Guest: *Hmm .. Could you try it a bit darker, please?*

Staff: *No problem. How 's this?*

Guest: *Fine. This comes out quite well. Just according to this sample, please. I 'd like to copy on both sides of the paper.*

Staff: *In that case, they are countered by two pages.*

Guest: *Yes, I see.*

Staff: *Would you please wait a minute? I 'll see to it right now.*

Guest: *Thank you.*

(after finishing copying)

Staff: *Would you like me to staple these copies for you, sir?*

Guest: *Yes, thanks. How much is the charge, please?*

Staff: *You see, they are 48 pages, so the charge is RMB 48, sir.*

Guest: *Here you are.*

Staff: *Thank you. Here is the charge, sir.*

Sample 2

- **S:** *Good afternoon, sir. How can I help you?*
- **G:** *Yes, I wonder if you could provide internet service. I 'd like to reply an E-mail to my secretary.*
- **S:** *Certainly. There is an access to Internet in every guest room. The access is just under the writing desk.*

- *G: But I did not bring my portable computer with me.*
- *S: Oh, you can get on to the Internet in the Business Centre.*
- *G: What' s the charge?*
- *S: The price for hour an hour of connection is RMB 20.*
- *G: Fine . May I come in?*
- *S: Come in, please. (about one hour later)*
- *G: Your computer is convenient to manipulate. I' ve done everything I wanted.*
- *S: I' m glad to hear that. For 55 minutes, we charge you RMB 40.*
- *G: Ok, here is RMB 50.*
- *S: Thank you. Here are the change and receipt.*

Sample 3

- **S: Good afternoon, madam. Can I help you?**
- **G: Good after. Could you type and print this English letter for me?**
- **S: Certainly. For typing, RMB15 one page; and for printing, RMB10 per page.**
- **G: That is to say, RMB 25 per page. Is it right?**
- **S: That' s right. Here is a sample of our fonts. Which one would you choose?**
- **G: I prefer this one.**
- **S: how big would you like the print?**
- **G: It will be a little larger and single spaced.**
- **S: No problem. Would you like to wait here for a period? In case, there is something unclear, you can help me.**
- **G: Ok.**
- **S: I it an “m” or r/n?**
- **G: Oh, r/n please. (after a while)**
- **S: Ok. Here' s the first draft, miss. Could you check it and make any necessary corrections?**
- **G: Yes. Could you please indent the first line of each paragraph if we use indented style? Besides, this proper noun should use the capitalized letter instead of the lower-case letter.**
- **S: Yes. Are there any changes? Is everything the way you want it now?**
- **G: That' s ok. Would you please print one page first and let me see?**
- **S: Sure. … How' s this?**
- **G: It looks nice. Please print according to this sample.**
- **S: Would you like me to save it for you for one month? The charge will be much lower if you need to change it or reprint it.**
- **G: That' s fine. Thank you.**
- **S: The title of the document is “ Black' s letter.” please remember the name. in case you need it, you can find it easily.**

- **G:** It's kind of you to do this. Thanks a lot.
- **S:** You are welcome.

V. Writing (30 minutes):

Letter

VI. Speaking (50 minutes)

- Opening the Car Door for the Guest

Opening the door of the car and helping with the guest's luggage. / After the guest has finished check-in.

- Meeting the Disabled Guest

She had her legs broken. / In their guest room.

- Valet Parking

She always find it difficult to back the car into the garage. / After the guest has finished check-in.

- Saying Goodbye to the Guest

I hope you've enjoyed your stay here. / Because the good services the hotel can offer.

VII. Homework(developing productive skills):

Exercise: Write a Letter

1. Requirement:

- a) Outline your writing
- b) Brainstorm the ideas with your partner or partners
- c) Draft the writing independently
- d) Share your writing with your partners
- e) Cross-polish or correct each other's writing
- f) Hand in your final version to the teacher before the deadline

11. Do the substitution practice on Feature Reading

Unit9 Check-Out Service

➤ I. Teaching arrangement

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes

- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ II. Teaching orientation

- ✧ Guide the students on *how to collect cash, bank credit card, and check payment*
- ✧ Guide the students on *how to exchange foreign currencies*
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ III. Lesson objectives for this unit

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to expressions themselves on *how to collect cash, bank credit card, and check payment and exchange foreign currencies*
- ✧ Translation: translate the difficult sentences about Check-out Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on *how to collect cash, bank credit card, and check payment and exchange foreign currencies*
- ✧ Useful sentence structures on *how to collect cash, bank credit card, and check payment and exchange foreign currencies*

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- 1) How to *collect cash, bank credit card, and check payment and exchange foreign currencies*?

II. Listening comprehension (100 minutes):

1) Listen-in

Mr. Jack Smith is now at the cashier in Evergreen Hotel. He is checking out, but finds he has not enough RMB to pay off his bill. The cashier offers to exchange US dollars to Chinese RMB. Mr. Jack Smith gives the cashier 500 US dollars to be exchanged. The cashier receives the money and sets down his passport number. She tells Mr. Smith that today's exchange rate is RMB823 for every 100 US Dollars. After that, Mr. Smith is asked to sign his name on the memo. Then Mr. Smith wants to be given some RMB in 50s. The cashier gives him money in RMB and the exchange memo.

2) Other related listening parts

III. Reading Electronic Check-out (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.

2. Second reading for information, and then do the comprehension questions

3. Third reading for text structure analysis and answer the questions before the text

4. Fourth reading for detailed study of the text

- *What do computers do for hotel check-out clerks? -- It greatly helps to make the guest check-out work less tiring.*
- *What are the strong points of the computer check-out system? -- It helps increase hotel occupancy.*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

S: Good morning. How can I help you?

G: Yes, I want to change some US dollars into Chinese RMB.

S: How much is that?

G: 200 US dollars. Here you are.

S: We charge foreign currencies according to today's exchange rate .. 100 US dollars, an equivalent of RMB 810.

G: Ok. I'll take it.

S: Please fill in the exchange memo, your passport number and the total sum, and sign your name.

G: Here you are. Is that all right?

S: Yes, thanks. What denomination do you need?

G: What denomination do you have?

S: There are 100-yuan notes, 50-yuan notes, 20-yuan notes, 10-yuan notes, 5-yuan notes and 1-yuan notes.

G: Give me 20-yuan notes, 20 1-yuan notes, and the others are 100-yuan notes.

S: Certainly. Here is RMB 1,620. Check it, please, and keep the memo.

G: That ' s right. Thank you for your help.

S: Always at your service.

V. Writing (30 minutes):

Collection Letter

666 Highway

Shanghai 200000

021-12345678

April 5, 2007

Mr. James Carter, Accounts Payable

Maple Travel Service

555 Zhejiang Road

Nanjing, Jiangsu Province 210000

Dear Jim,

The following item totaling RMB 2,900 is still open on your account.

Voucher 8654

Voucher 8654, dated March 14, subtracts a credit for RMB 2,900 from the amount due. Our records do not show that any credit is due on this voucher.

Please send either an explanation or a check to cover the RMB 500 immediately.

Sincerely yours,

(Signature)

Oskar Reich

Credit Representative

Cc: Weiliang Lee, Credit Manager

VI. Speaking (50 minutes)

Paying the Bill in Cash

How many nights has the guest stayed at the hotel? - Three nights.

How much service charge must the guest pay to the hotel? - 10%.

Exchanging Foreign Currencies

What is today's exchange rate? – Today's exchange rate is RMB823 against 100 US dollars.

What does the clerk the guest to sign her name on? – The exchange memo.

Paying the Bill by Bank Credit Card

What is a guest folio? – The guest's account at the hotel.

What does the clerk do with the guest credit card? – To take an imprint of the credit card.

Paying the Bill in Traveler's Cheques

What charges does the guest's bill include? – Room rate, room service, laundry and drinks.

What does the clerk give to the guest after settling the payment? – The invoice and the exchange memo.

Settling a Check-put Dispute

What is the mistake in the guest's bill? – The RMB 37.50 minibar bill.

How does the clerk apologize to the guest? – I'm terribly sorry. This must be a mistake.

VII. Homework(developing productive skills):

Exercise: Design a Collection Letter

1. Requirement:

- a) Outline your writing
- b) Brainstorm the ideas with your partner or partners
- c) Draft the writing independently
- d) Share your writing with your partners
- e) Cross-polish or correct each other's writing
- f) Hand in your final version to the teacher before the deadline

12. Do the substitution practice on Feature Reading

Unit 10 Taking Restaurant Reservation & Seating Guests

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

- ✧ Guide the students on how to receive table reservations
- ✧ Guide the students on how to decline table reservations
- ✧ Guide the students on how to seat the guests
- ✧ Guide the students on how to present the menu
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to express themselves on how to receive table reservations, decline table reservations, present the menu and seat the guests
- ✧ Translation: translate the difficult sentences about Restaurant Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to receive table reservations, decline table reservations, present the menu and seat the guests
- ✧ Useful sentence structures on how to receive table reservations, decline table reservations, present the menu and seat the guests

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- 1) How to receive table reservations, decline table reservations, present the menu and seat the guests?

II. Listening comprehension (100 minutes):

- 1) Listen-in

S: Good evening, madam. Good evening, sir. Do you have a reservation?

G 1: Yes, we do.

S: Could I have the name, please?

G 1: Mr. and Mrs. Smith.

S: One moment, yes, Mr. and Mrs. Smith – a table for two. Shall I take your coats?

G 1: Yes, please. Can I leave my hat, too?

S: Certainly. Would you prefer to seat indoors or outdoors?

G 2: I think we'd prefer indoors. What about the small table near the piano?

S: I'm very sorry, madam. I'm afraid that table is not available. But the round one near the window is vacant.

G 2: Perfect. That's fine.

S: Follow me, please. I'll show you to your table.

G 2: Thank you.

S: Here is the menu.

- 2) Other related listening parts

III. Reading Guests Requests Met By The Service Staff (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.

2. Second reading for information, and then do the comprehension questions

3. Third reading for text structure analysis and answer the questions before the text

4. Fourth reading for detailed study of the text

❖ *Why is telephone manner so important? – Because potential customers are easily put off at this early age.*

❖ *What is the common procedure of receiving the dinners? – Omitted.*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

Staff: Good afternoon. Red Bird Restaurant. May I help you?

Guest: Good afternoon. I ' d like to reserve a table this evening. Can you tell me your service hours?

Staff: Certainly, sir. We are open from 6:00 p.m. to 9:00 p.m. in the evening.

Guest: Good. Please give me a table.

Staff: how many people are there in your party, sir?

Guest: 4

Staff: may I have your name?

Guest: Peter Josh.

Staff: Fine. A table for 4 this evening for Mr. Peter Josh. Am I correct, sir?

Guest: That ' s right.

Staff: Thank you, Mr. Smith. We look forward to serving you this evening. Goodbye!

V. Writing (30 minutes):

Hotel Introductory Words

The Garden is on the second floor of River Hotel, with a seating capacity of 200. It is decorated in the traditional Chinese style. The seats are well upholstered and the tables large. The menu offers you a wide variety of Beijing dishes and delicious local foods. The specialty of the restaurant is the Beijing Roasted Duck which is very popular and won the first prize in Cooking Competition last year. Many families eat at this restaurant when they wish to get together with their old friends or friends abroad. The price reflects the high quality of the food, but they are reasonable and the portions are large. Fresh juice, wines and beer are very well priced and valuable. The service is also excellent and the waiters and waitress are all capable of speaking both Chinese and English. The restaurant is highly recommended for families, oversea students and tourists. The excellent service and well-appointed atmosphere along with the well-prepared foods and wide selection of wines will make the meals enjoyable and memorable.

VI. Speaking (50 minutes)

❖ Receiving a Table Reservation on the phone

What does Li Li say immediately she picks up the phone? – Good morning. Fugui Restaurant.

How may I help you?

What information does Li Li get from the guest when taking the reservation? – Time, number of dinners, name and telephone number.

❖ Declining a Table Reservation Call

What does Li Li say about the restaurant hours? – We open at 5:30 p.m., sir, and we close at around 9:30 p.m.

What does Li Li say to decline the reservation? – I' m sorry, all the tables have been reserved at that time. Shall I contact the other restaurant for you?

❖ Seating Customers at the Table

When the customers come into your restaurant, what will you ask first? – Do you have a reservation?

When the customers would like to wait for their tables, what do you usually recommend they do? – To have a drink in the lounge.

What does Li Li say when showing the customers to the table? – Please step this way.

What does Li Li present to the customers after having them seated? – The menu.

❖ Table Overbooking Service

When the guests come to Rose Café, what does the waitress say to them? – Good afternoon. Welcome to our Rose Café!

When the guests want to drink some tea, what questions do you usually ask? – What kind of tea would you like, sir?

VII. Homework(developing productive skills):

Exercise: Write a Hotel Introduction.

1. Requirement:

- a) Outline your writing
- b) Brainstorm the ideas with your partner or partners
- c) Draft the writing independently
- d) Share your writing with your partners
- e) Cross-polish or correct each other's writing

- f) Hand in your final version to the teacher before the deadline
13. Do the substitution practice on Feature Reading

Unit 11 F & B Service in Western Style

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

- ✧ Guide the students on how to serve the western style breakfast
- ✧ Guide the students on how to take orders and serve lunch a la carte
- ✧ Guide the students on how to make group / wedding banquet arrangements
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts

and opinions

- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to express themselves on how to serve the western style breakfast, make group / wedding banquet arrangements, take orders and serve lunch a la carte.
- ✧ Translation: translate the difficult sentences about Bell Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to serve the western style breakfast, make group / wedding banquet arrangements, take orders and serve lunch a la carte.
- ✧ Useful sentence structures on how to receive guests in front of the lobby door and how to serve the western style breakfast, make group / wedding banquet arrangements, take orders and serve lunch a la carte.
- ✧

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- 1) How to serve the western style breakfast, make group / wedding banquet arrangements, take orders and serve lunch a la carte?

II. Listening comprehension (100 minutes):

- 1) Listen-in

G1: a glass of white wine

G2: a whisky with ice

G3: oysters and duck

G4: mushrooms and scallops

G5: soup and scampi

G6: rare tournedos

G7: steak, with peas, mushrooms and tomatoes.

G8: herring salad and venison

- 2) Other related listening parts

III. Reading Taking Reservations and seating Guests (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.
2. Second reading for information, and then do the comprehension questions
3. Third reading for text structure analysis and answer the questions before the text
4. Fourth reading for detailed study of the text

- ✧ *What does the word “menu” mean to the waiter?*

The range of food items served in an establishment, including their organization into a number of courses. The arrangement by which the items are offered (the type of menu, as in set menu, a la carte menu) and the physical object on which the list of these items (and courses) is written for guests to choose from.

✧ *What are the 5 courses most commonly found on a modern menu?*

Appetizers, soups, entrees, main courses and desserts.

✧ *How is menu classified?*

A la carte menu, table d'hote menu, set menu, carte du jour, cycle menu.

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

W: Good afternoon, sir and madam.. What would you like for your dinner?

Mr. S: What's today's speciality?

W: We have onion soup, beef steak, and fried chicken.

Mr. S: I'd like a fried chicken, and a vegetable salad, an apple pie and a cup of coffee.

W: Yes, sir, fried chicken, and a vegetable salad, an apple pie and a cup of coffee. How about you, madam?

Mrs. S: I'd like to have onion soup, beef steak and fruit salad.

W: How would you like your steak, madam?

Mrs. S: Medium.

W: What would you like for your dessert, madam?

Mrs. S: I'd prefer some ice cream, and I need a fruit salad, and a cup of coffee.

W: Thank you, madam. Onion soup, beef steak, fruit salad, ice cream and a cup of coffee. What would you like to drink, please?

Mr. Smith: Please give us a bottle of Great Wall red wine.

W: Very well, thank you, sir and madam.

V. Writing (30 minutes):

A Letter of Confirmation for Banquets

Mar 5, 2007

Mr. Bill Brown

American Import Corporation Ltd.

8 Jiangsu Road

Shanghai

Dear Mr. Brown,

I refer to your telephone call of March 3, 2007 and would like to confirm the reservation of our Function Hall for your Dinner Party on Sunday, March 13, 2007 at 7:30 p.m. for approximately 20 guests.

Enclosed are two menus for your consideration. Menu 1 at \$30 and Menu2 at \$20 are exclusive of a service charge of 15%.

Drinks are charged at our standard price according to the quantities consumed. The final bill will be sent to American Import Corporation Ltd. As requested.

We look forward to your instructions and will do our best to make your dinner party a success.

Yours sincerely,

Wang Hong

Banqueting Manager

Evergreen Hotel

VI. Speaking (50 minutes)

● Serving an English Breakfast

What kind of breakfast does the guest order?

– An English breakfast.

What does an English breakfast usually include?

– Fruit juice, coffee, tea, cereal, toast with jam, butter

Or honey, eggs with ham, sausage or bacon.

● Serving Lunch A La Carte

What is the waitress' recommendation?

– The chef's salad.

What does the waitress say when the guest orders steak?

– How would you like your steak done?

Do you know the different ways of cooking potatoes?

– fried, baked, mashed, boiled, French fries.

● Tendering at the Bar

When the couple orders brandy, what question does the bar-tender ask?

-- What brand, please?

How does Mr. Smith like the whisky, on the rocks or straight up?

-- Straight up.

● Arranging a Banquet Buffet

How many people will there be for the lunch? What is the guaranteed number?

-- About 150, the guaranteed number is 100.

Are there any special requirements about the menu and food?

-- They would like some western food as well as some local Chinese traditional dishes.

VII. Homework(developing productive skills):

Exercise: Design A Letter of Confirmation for Banquets

1. Requirement:

- a) Outline your writing
- b) Brainstorm the ideas with your partner or partners
- c) Draft the writing independently
- d) Share your writing with your partners
- e) Cross-polish or correct each other's writing
- f) Hand in your final version to the teacher before the deadline

14. Do the substitution practice on Feature Reading

Unit 12 F & B Service in Chinese Style

➤ Teaching arrangement

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave "Reading" for self-study.

➤ II. Teaching orientation

- ✧ Guide the students on *how to recommend dishes*
- ✧ Guide the students on *how to explain bill*

- ✧ Guide the students on *how to handle the complaints*
- ✧ Guide the students on *how to serve the Chinese banquet*
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to expressions themselves on how to *recommend dishes, explain bill, serve the Chinese banquet and handle the complaints*
- ✧ Translation: translate the difficult sentences about Restaurant Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to *recommend dishes, explain bill, serve the Chinese banquet and handle the complaints*
- ✧ Useful sentence structures on how to *recommend dishes, explain bill, serve the Chinese banquet and handle the complaints*
- ✧ **I. Discussion (50 minutes):**
Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

1) How to *recommend dishes, explain bill, serve the Chinese banquet and handle the complaints*?

II. Listening comprehension (100 minutes):

1) Listen-in

G1: *plain rice*

G2: *Beijing Roast Duck*

G3: *pork shreds with fish seasoning*

G4: *ice cream*

G5: *sauteed finless eel with garlic*

2) Other related listening parts

III. Reading Chinese Cuisines (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.

2. Second reading for information, and then do the comprehension questions

3. Third reading for text structure analysis and answer the questions before the text

4. Fourth reading for detailed study of the text

- How many cuisines are there in China? -- 8.
- What are the most famous? -- Beijing, Cantonese, Sichuan and Shanghai cuisines.
- Do you know some well-known Beijing dishes? -- Beijing Roast Duck and Shuan Yang Rou.
- What's difference between Sichuan and Shanghai dishes?-- Sichuan dishes are spicy and hot while Shanghai dishes are oily, tasty, sweet and colorful.

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

S: May take your order now, sir?

G: Well. I haven' t decided yet. I know only a little about Chinese food. Can you recommend something to me? I' d like to have some light dishes.

S: Certainly, sir. You can try Cantonese dishes. Today' s speciality is the Steamed Crab. It' s not greasy at all.

G: Ok, I' ll take it. Well, do you have some prawn dishes?

S: Yes, we have. The Braised Prawn with Tomato Sauce is really very tasty.

G: Give me that one. And I want the mixed vegetables.

S: How about soup?

G: Oh, Bean Curd Soup, I love it.

S: Fine. So you' d like to have the Steamed Crab, the Braised Prawn with Tomato Sauce and mixed vegetables. What would you like to drink, sir?

G: A bottle of Tsingtao Beer.

S: Thank you. You' ll be served right away. Enjoy your meal

V. Writing (30 minutes):

Handling Complaints

Mar 5, 2007

Dear Mr. Brown,

Your letter came to us yesterday and we felt so happy to hear from you.

I' m extremely sorry that you found the standard of service in our Grill Restaurant was not so good as you expected. I do apologize for this and will make enquiries about it.

I also regret that you had to wait thirty minutes for your table, that the service was slow, and that the food was not good. We had some new employees last month, but now they' re quite qualified and I' m sure these won' t happen again.

Once again, sorry for the inconvenience and we look forward to serving you next time in our restaurant.

Yours sincerely,

Moon Seul Ki

Manager

VI. Speaking (50 minutes)

■ Recommending Chinese Food and Drinks

What is today' s speciality? – Steamed Crabs.

What is Mao Tai? Anything special about it? – Mao Tai is the best liquor in China. It' s very strong but it never goes to the head as most liquors do.

■ Serving Chinese Banquet

What is the first course in Chinese banquet? – Cold dish.

Is the soup served in the beginning of the meal? – No. Usually at the end of the meal.

■ Setting the Table Bill

Do you usually explain the bill to the guest? – Yes, we do.

How would you explain the bill to the guest? – We can explain tin this way: This item is for the dish; that is for your drink and it comes to RMB 100.

■ Handling a Complaint

What does the captain say when he comes to the table? – Good evening, sir. Is everything to your satisfaction?

How does the captain deal with this complaint? – First he apologize to the guest, then suggests the guest change another one and recommends today' s speciality, at last the dessert with his

compliments.

What will you say and do when facing his situation? – Omitted.

VII. Homework(developing productive skills):

Exercise: Design a Letter of Responding to Complaints

1. Requirement:

- a) Outline your writing
- b) Brainstorm the ideas with your partner or partners
- c) Draft the writing independently
- d) Share your writing with your partners
- e) Cross-polish or correct each other's writing
- f) Hand in your final version to the teacher before the deadline

15. Do the substitution practice on Feature Reading

Unit 13 Room Service

➤ Teaching arrangement

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ II. Teaching orientation

- ✧ Guide the students on how to introduce room service
- ✧ Guide the students on how to take room service orders on the phone
- ✧ Guide the students on how to send food to the room and serve the

guest

- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to express themselves on how to send food to the room and serve the guest, take room service orders on the phone and introduce room service
- ✧ Translation: translate the difficult sentences about Room Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to send food to the room and serve the guest, take room service orders on the phone and introduce room service
- ✧ Useful sentence structures on how to send food to the room and serve the guest, take room service orders on the phone and introduce room service

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- 1) How to send food to the room and serve the guest, take room service orders on the phone and introduce room service?

II. Listening comprehension (100 minutes):

- 1) Listen-in

C1: R462 The consomme

C2: R201 French onion soups

C3: R23 Chef's salad

C4: R656 Ragout and the cold roast beef

- C5: R100 *Escalope, the Cordon Bleu*
 C6: R343 *The grilled sausages and a veal steak*
 C7: R701 *Fried fish and minute steak*
 C8: R1044 *Tomato soup and hamburger*

2) Other related listening parts

III. Reading Room Service (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.

2. Second reading for information, and then do the comprehension questions

3. Third reading for text structure analysis and answer the questions before the text

4. Fourth reading for detailed study of the text

✧ What is room service?

---It is the service of food or beverage in guests room in hotels or other accommodation establishments.

✧ What's the relationship between Room Service section and other departments?

---It must work closely with the Kitchen, Front Office, and House Keeping Departments to make sure that the standard of service satisfies, or more than satisfies, guests' expectations.

✧ Why should room service staff use guests' names when speaking to them?

--- It has the advantage of ensuring that the items requested are delivered to the right guest and charged to the right account as well as making the guest feel known and valued.

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

S: Room Service. May I help you?

G: Can I have my breakfast in my room?

S: Certainly, sir. What kind of breakfast would you like?

G: The continental breakfast.

S: Fine. What kind of juice would you prefer?

G: Orange juice.

S: Coffee or tea, please?

G: Coffee.

S: How about eggs, sir?

G: I like a cheese omelette and some yoghurt.

S: Would you like anything else, sir?

G: A vegetable salad.

S: So you'd prefer orange juice, coffee, a cheese omelette, some yoghurt and a vegetable salad. Am I right?

G: Exactly.

S: May I have your name and room number, sir?

G: Mr. Smith in Room 218.

S: Thank you, Mr. Smith. Your breakfast will be sent to your room in 15 minutes.

V. Writing (30 minutes):

Peking Roast Duck

Peking Duck gourmets are unanimous that this dish is best in Beijing. The raising of duck is called "tianya" ("tian" means "stuffing"). Specially prepared feed is provided at regular intervals so that they will gain more flesh and fat. Ducks are roasted whole, preferably cooked over a fire of Chinese palm wood. The ducks are roasted in such a way that the skin becomes crispy brown and the flesh juicy and tender. Peking Roast Duck is the most famous dish in China and also one of the exceptional delicacies in the world. It's our recommendation, we're sure you'll find it delicious.

Roast Lamb (kao yang rou)

This dish consists of minced mutton mixed with raw eggs, and it is cooked on a hot iron plate with preserved clam sauce. Traditionally, one stands while eating this dish. Come to our restaurant and taste it. You will have a fantastic experience of Beijing food.

VI. Speaking (50 minutes)

• Doorknob Menu Service

How do you give the orders by using doorknob menu?

– You can use our doorknob menu if you'd like.

Please check the items you would like to have for breakfast, mark down the time, and hang it outside your door before you go to bed.

What is the alternative way to have room service?

– You may have breakfast arranged on the phone.

The extension number for room service is 6.

• Taking Telephone Orders for Breakfast

What are the orders given by Mr. White? --Orange juice, egg and tomato, toast, butter, marmalade

*and coffee for Mr. White, grape fruit juice,
two soft-boiled eggs, toast, butter, marmalade and
one hot chocolate for his wife.*

- Taking Telephone Orders for Breakfast

What other information should the clerk get when taking orders? – The clerk should know the guest's name.

- Taking Telephone Orders for supper

What are the dishes ordered by Mr. White? – 2 tomato soups, 2 consommés, the grilled sausage and a veal steak, the wild duck with green salad and smoked Scottish salmon.

What is his room number? – 489.

- Serving Breakfast in the Room

What does the waitress say to the guest when sending food to the room? – Room Service. May I come in?

What does the waitress ask the guest to do before leaving the room? – He asks the guest to sign his name on his bill.

VII. Homework(developing productive skills):

Exercise: Write a short paragraph introducing Peking style food..

1. Requirement:

- a) Outline your writing
- b) Brainstorm the ideas with your partner or partners
- c) Draft the writing independently
- d) Share your writing with your partners
- e) Cross-polish or correct each other's writing
- f) Hand in your final version to the teacher before the deadline

16. Do the substitution practice on Feature Reading

Unit 14 Regular Services in Guest Rooms

➤ Teaching arrangement

- The recommended timing for this unit is 300 minutes

- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ II. Teaching orientation

- ✧ Guide the students on *how to clean guest rooms*
- ✧ Guide the students on *how to offer wake-up call service*
- ✧ Guide the students on *how to extra beds for the guest*
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ III. Lesson objectives for this unit

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to express themselves on how to *clean guest rooms, offer extra beds for the guest and offer wake-up call service*
- ✧ Translation: translate the difficult sentences about Regular Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to *clean guest rooms, offer extra beds for the guest and offer wake-up call service*
- ✧ Useful sentence structures on how to *clean guest rooms, offer extra beds for the guest and offer wake-up call service*

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- ✧ 1) How to *clean guest rooms, offer extra beds for the guest and offer wake-up*

call service?

II. Listening comprehension (100 minutes):

1) Listen-in

Good afternoon, Mr. Woolworth. Is there anything I can do for you?

Yes, could you bring me an English newspaper, please?

Certainly, sir, we will bring it as soon as possible. Would you like an evening newspaper tonight?

No, that's all right. How much will it be?

It's free, sir.

Fine. I am sorry to bother you but I need some cigarettes, too.

That's no trouble at all, sir. Which brand would you prefer?

Marlboro.

How many packs will you need, sir?

Two, please. Here are 5 dollars.

Thank you, sir. We will bring your newspaper and cigarettes as soon as possible.

2) Other related listening parts

III. Reading Leaving Guest a Good First Impression (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.

2. Second reading for information, and then do the comprehension questions

3. Third reading for text structure analysis and answer the questions before the text

4. Fourth reading for detailed study of the text

- ✧ What is the main goal of the hotel industry? ---- *It strives to create an environment which allows the customer to feel completely safe, release, comfortable and just plain prepared.*
- ✧ What would you find if you were to spend the night in the hotel with all the very latest features? ---- *You might find a panel of buttons at the end of your bed.*
- ✧ How do you understand service is the keynote of any hotel? ---- *If the service is not good, the customer will not come again.*
- ✧ What are the room attendants' duties? ---- *Their duties include recognizing the guest, introducing room facilities and services, making or hanging beds, dusting furniture, sweeping or cleaning floors and carpets, washing bathrooms, replacing towels and washing clothes, making up room and doing turn-down service.*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample 2.

- *Guest: Hello. This is Room 1100. Mrs. Green. I'd like to know if I can ask someone to do some shopping for me.*
- *Staff: Yes, of course, madam. Our hotel provides special services to guests on request.*
- *Guest: So glad to hear that. Then would you come to my room? I will tell you what to buy.*
- *Staff: Yes, madam.*
- *Guest: Today is my daughter's birthday. I'd like to hold a party for her in my room. But now she is on the train to Shanghai, I am going to the station to meet her after a while. Would you please run errands for me?*
- *Staff: I am glad to.*
- *Guest: Please buy me a bunch of flowers, some chocolates and some fruits.*
- *Staff: What kind of flowers would you like and how many?*
- *Guest: Nine red roses. Nine is her lucky number, and roses are her favorite.*
- *Staff: How many chocolates would you like to buy?*
- *Guest: A big packet. Two of my daughter's friends are coming, too. What brand would you recommend?*
- *Staff: "Dove". That is a well-known brand in China.*
- *Guest: That is all right. Here is RMB 150. Is it enough?*
- *Staff: More than enough, I think.*
- *Guest: By the way, would you please send these postcards for me on the way?*
- *Staff: No problem.*
- *Guest: Many thanks.*
- *Staff: You are welcome.*

V. Writing (30 minutes):

A Thank-You Letter

Man thanks for your kind invitation. 非常感谢您的邀请。

Thank you for doing me a real favor. 感谢您的真诚帮助。

Thank you so much for your generous hospitality. 非常感谢你慷慨的款待。

You were kind to send a gift. 承你好意，送来礼品。

It was very good of you to send us an announcement of your marriage. 承你们的美意，赐帖告知你们的婚事。

Dear Mr. Leighton,

My husband and I would like to thank most sincerely for the Christmas present you so kindly gave us. We very much appreciate not only the gift but the kind thoughts which prompted you to send it to us.

Yours sincerely,
Millie

VI. Speaking (50 minutes)

- Cleaning the Guest Room

Because “DND” sign hanged on his doorknob most of the day.

Yes, she checks the minibar and find the guest has not marked the minibar list for the item she has used.

- Wake-up Call Service

Call by operator; knocking at the door; in-room check-in service.

- Arranging an Extra Bed

An adult bed.

RMB 425 or US dollars 50 per night.

- Various Services in guest Rooms

Because the electricity in the bathroom does not go with his electrical shaver.

No, it is complimentary.

VII. Homework(developing productive skills):

Exercise: Write a Thank-You Letter

1. Requirement:

- a) Outline your writing
- b) Brainstorm the ideas with your partner or partners
- c) Draft the writing independently
- d) Share your writing with your partners
- e) Cross-polish or correct each other's writing
- f) Hand in your final version to the teacher before the deadline

17. Do the substitution practice on Feature Reading

Unit15 Personalized Housekeeping Service

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

- ✧ Guide the students on how to fulfill turn-down service
- ✧ Guide the students on how to attend to guest’s needs
- ✧ Guide the students on how to fulfill childcare / baby-sitting service
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to express themselves on how to fulfill turn-down service, fulfill childcare / baby-sitting service and attend to guest’s needs
- ✧ Translation: translate the difficult sentences about Bell Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to fulfill turn-down service, fulfill childcare /

baby-sitting service and attend to guest's needs_

- ✧ Useful sentence structures on how to receive guests in front of the lobby door and how to fulfill turn-down service, fulfill childcare / baby-sitting service and attend to guest's needs

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- 1) How to fulfill turn-down service, fulfill childcare / baby-sitting service and attend to guest's needs?

II. Listening comprehension (100 minutes):

- 1) Listen-in

I am room attendant, sir. Please let me introduce to you the guest room facilities. This is the switch for air-conditioner. And this is the mini-jar. Only if you turn on the heating switch, you can get hot water from it. Look here, the minibar. There are some soft drinks and some nuts and crackers in it. You may pick up whatever you like. We will charge them to your folio. If you want to get to the internet, the internet hook-up is available on that desk. We offer broadband internet service and charge nothing for the use. What's more, the telephone can also be used as a fax machine. If you send a fax by it, the charge will be automatically recorded. If there is anything I can do for you, please let me know. I hope you will enjoy your stay with us.

- 2) Other related listening parts

III. Reading Leaving Guest a Good First Impression (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.

2. Second reading for information, and then do the comprehension questions

3. Third reading for text structure analysis and answer the questions before the text

4. Fourth reading for detailed study of the text

- ✧ Can you list some of the high-tech facilities in the hotel room? ---- *Data-ports and Internet access.*
- ✧ How can a hotel solve guest's computer-related problems? ---- *Some hotels are now introducing wireless internet connections into hotel rooms for the convenience of their guest.*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample 1.

- *Staff: Good afternoon. How may I help you?*
- *Guest: Yes, I heard there is a very good market nearby. It sells cotton clothes. .*
- *Staff: The market is called "Textile Centre" and very popular among local people.*
- *Guest: How far is it from here?*
- *Staff: It is very close to the hotel.*
- *Guest: Can I go there on foot?*
- *Staff: I am afraid not. You'd better take the bus No. 754 bus. It will take only 15 minutes, and you get off at the Changfeng Park stop.*
- *Guest: Wonderful. Where is it?*
- *Staff: Let me show you on the map.*

Sample 2

Staff: Room attendant. May I come in?

Guest: Yes, please.

Staff: good evening. Would you like me to do the turn-down service for you now?

Guest: What do you mean by turn-down service? Can you tell me about it?

Staff: By turn-down service, it means I will switch on the floor lamp, tidy slippers, check the minibar, clean up the room, empty the wastebin, make the bed, clean the bathroom, replace the linens, and draw the curtains, etc. the service also includes replenishing fresh fruits, refreshments, bathrobes, newspapers, etc.

Guest: I have just taken a bath. There is no bathrobe in the bathroom.

Staff: Do not worry, I will bring in a new bathrobe.

Guest: Have you brought me the new evening newspaper?

Staff: Yes, here you are.

Guest: The miniar has no more refreshments, you know.

Staff: I will have it refilled right away.

Guest: By the way, could you put some extra chairs in the room? Some of my Chinese friends will come over.

Staff: Ok. I will have the housemen do that. Anything else we can do for you, sir?

Guest: Yes. I would like you to bring in 4 cups of hot coffee when my friends arrive.

Staff: No problem, sir. We shall put the charge onto your folio.

Guest: Good.

.

V. Writing (30 minutes):

Lost and Found

Lost & Found

Someone has picked a gold ring in the hotel lobby and turned it over to the Room Centre. The owner of the ring may come to claim it, bringing his or her passport.

VI. Speaking (50 minutes)

- Turn-Down Service

For the turn-down service, the room attendant will take away the bed-coverlet, fold the upper corner of the blanket. Besides, I will drop the curtains together and turn on some lights.

The bed by the window.

- Attending to the guest Returning from Sightseeing

A cup of decaf.

Some refreshments and one more blanket.

- Handling Computer Problems

His computer might have been hit by the virus.

In the local computer repair shop.

- Saying Goodbye to the Guest

A minimum of 1 hour.

The housekeeper.

VII. Homework(developing productive skills):

Exercise: Design a Lost and Found

1. Requirement:

- a) Outline your writing
 - b) Brainstorm the ideas with your partner or partners
 - c) Draft the writing independently
 - d) Share your writing with your partners
 - e) Cross-polish or correct each other's writing
 - f) Hand in your final version to the teacher before the deadline
18. Do the substitution practice on Feature Reading

Unit 16 Dealing with Special Circumstances in Guest Rooms

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave "Reading" for self-study.

➤ **II. Teaching orientation**

- ✧ Guide the students to know how to take care of sick guests, claim payments for damaged properties and handle reports on theft
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring 1981122219821222
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts

and opinions

- ✧ Writing: Writing an Email to confirm the guest's reservation.
- ✧ Speaking: Guide the students to express themselves on how to take care of sick guests, claim payments for damaged properties and handle reports on theft
- ✧ Translation: translate the difficult sentences about Dealing with Special Circumstances into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to take care of sick guests, claim payments for damaged properties and handle reports on theft
- ✧ Useful sentence structures on how to take care of sick guests, claim payments for damaged properties and handle reports on theft

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended question from your own experience or view points

- 1) How to take care of sick guests, claim payments for damaged properties and handle reports on theft

II. Listening comprehension (100 minutes):

1) Listen-in

2) Other related listening parts

- ▶ Dialog 1
- ▶ What can I do for you?
- ▶ Do not worry.

- ▶ Dialog 2
- ▶ the jacket looks like
- ▶ Please do not worry.
- ▶ your husband's jacket

Dialog 3

- ▶ On which floor
- ▶ go to your rescue

- ▶ Dialog 4
- ▶ What's the news
- ▶ send someone from
- ▶ pay for the damage

- ▶ Dialog 5
- ▶ How many pieces
- ▶ give me some features

- ▶ Dialog 6
- ▶ Shall we send
in a few minutes

- ▶ Name of the guest ---- Mr. Smith
- ▶ Reason ---- not feeling well
- ▶ Suggestions from the F. A . ---- drink plenty of water and have some rest
- ▶ The guest's 1st request ---- a glass of milk and two slices of buttered toast
- ▶ The guest's 2nd request ---- ask the F.A. to mail some letters for him

- ▶ *May I clean the room*
- ▶ not feeling so well today
- ▶ *call a doctor*
- ▶ Take it easy
- ▶ *Do you want to have something*
- ▶ Room Service
- ▶ *Is there anything I*
- ▶ Yes, of course.
- ▶ *You are most welcome*

III. Reading Personal Requirements of a Hotel Receptionist (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.
2. Second reading for information, and then do the comprehension questions
3. Third reading for text structure analysis and answer the questions before the text
4. Fourth reading for detailed study of the text

Take care of sick guests

*Mr. ** is staying in bed. He has a bad cold and feels a little dizzy just then the floor attendant comes in.*

Does the floor attendant agrees to buy medicine for the guest ?

What does she answer ?

What does the doctor say after examining the guest ?

Handle reports on theft

- ▶ *A room guest calls the Room Centre to report a suspicious man on the floor. The Room Centre staff records the case and asks the security to check it out.*
- ▶ What does the man look like ?
- ▶ What was the man doing when the security came ?

Claim payments for damaged properties

Mr. Smith is calling a staff telling her what happened last night in his room.

Whose birthday was it yesterday ?

What did Mr. Smith's friends do last night after he went out ?

Accidents

- ▶ *What kind of guests will visit the same hotel again ?*
- ▶ *How do you understand "A dissatisfied guest means a loss of potential future business" ?*
- ▶ *What is one of the most remarkable traits to be a quality service-giver? Give an example.*

IV. Writing (30 minutes): Replies to Guest's Letters Inquiring about Lost Properties

Mr. Brown
23 Oxford Street
London

Dear Mr. Brown,

In reply to your letter of the 11th of May, we are glad to inform you that your shirt and tie have been discovered in the wardrobe of Room 309. we have sent them to

your permanent address in London. They will be received within a few days.

*yours
sincerely,*

(signature)

V. Speaking (50 minutes)

Please discuss about the role—play part in the book. Then act it out with your partner.

VI. Homework(developing productive skills):

Exercise: Write a Reply to Guest's Letters Inquiring about Lost Properties

1. Requirement:

- a) Outline your writing
- b) Brainstorm the ideas with your partner or partners
- c) Draft the writing independently
- d) Share your writing with your partners
- e) Cross-polish or correct each other's writing
- f) Hand in your final version to the teacher before the deadline

19. Do the substitution practice on Feature Reading

Unit 17 Laundry Service

➤ Teaching arrangement

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave "Reading" for self-study.

➤ II. Teaching orientation

- ✧ Guide the students to know how to explain laundry service hours to room guests, handle express laundry service, and pick up laundry at guest rooms
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring1981122219821222
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ III. Lesson objectives for this unit

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Writing an Email to confirm the guest's reservation.
- ✧ Speaking: Guide the students to expressions themselves on how to explain laundry service hours to room guests, handle express laundry service, and pick up laundry at guest rooms_
- ✧ Translation: translate the difficult sentences about Laundry Office Service into Chinese and vise versa.
- ✧ Acting: recreate the situation on how to explain laundry service hours to room guests, handle express laundry service, and pick up laundry at guest rooms
- ✧ Useful sentence structures on how to explain laundry service hours to room guests, handle express laundry service, and pick up laundry at guest rooms

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended question from your own experience or view points

- 1) How to explain laundry service hours to room guests, handle express laundry service, and pick up laundry at guest rooms

II. Listening comprehension (100 minutes):

- 1) Listen-in

- 2) Other related listening parts

• Dialog 1

- is received
 - the same day
 - **Dialog 2**
 - Have you any laundry
 - the laundry bag
 - ironed, washed, dry—cleaned
 - **Dialog 3**
 - can I help you
 - put them in
 - the laundry form
 - **Dialog 4**
 - Sure
 - your room number
 - We'll dry-clean it
 - **Dialog 5**
 - for today's laundry
 - special four-hour service
 - **Dialog 6**
 - What can I do for you
 - all the inconvenience
-
- Why call --- asking to send someone up for the laundry
 - Name of the guest ---- Mrs. Bell Room number --- 604
 - Names of the articles to be laundered ----- 1. silk dress 2. jacket
 - Unusual days for the laundry to be returned --- two days
 - Prices for express service ---- 50 % more
 - Hours for express service ---- 4 hours
 - Time for all the deliveries returned on same—day ---- before 6:00 p.m.
-
- send someone up
 - A valet will be
 - We'll dry—clean the dress.
 - stitch it before washing
 - would you like express service
 - 50 % more
 - All deliveries
-
- Attend a party
 - It is RMB 107.5 all told.

- Express service
- Silk blouse laundry 35
- Sweater laundry 40
- Remark : blouse ---- sew on a new button
- Sweater ---- by hand , in cold water

III. Reading List For Laundry and Dry—cleaning (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.

2. Second reading for information, and then do the comprehension questions
3. Third reading for text structure analysis and answer the questions before the text
4. Fourth reading for detailed study of the text

- 1) If you want to have your clothes washed, what should you do ?
- 2) Does the hotel take the risk of the laundry service ? Why ?

What do Customers Really Want ?

- 1) What are the 12 needs for the guests ?
- 2) In practical work, what aspects have you achieved ? How do you achieve them ?
- 3) If you are a customer of a hotel, apart from these needs, what else do you want ?

IV. Vocabulary

- (行李包裹、货物破损时)自动赔偿
- Laundry
- Housekeeper
- Silk dress
- Stationery
- Folder
- Color—fast
- Run
- Dry—clean
- lining
- Unstitch
- Tear
- Three—piece suit
- Sweater
- Express laundry service
- Pick up
- Shrink
- Refund
- Indemnity
- compensation
- Compensate
- Fill out // in
- Vest
- Iron
- Soft soap
- Fade
- Spill
- Remove
- Mend
- Darn
- Button
- Missing
- Valet
- Valet service
- deliver
- cash indemnity
- 赔款
- claim indemnity
- 索赔

- deliver sb. from danger 救某人脱险
- deliver sth. to sb. 把某物交付给某人
- deliver a message 带信, 传话
- deliver a speech 作演讲
- voluntary indemnity
- deliver a hard blow to his jaw 给他颞部狠狠一击
- deliver sb. from evil 把某人从邪恶中解救出来
- She was delivered of a child. 她生下一个小孩。
- His socks had been darned again and again.
他的袜子一补再补。
- insurance indemnity
保险赔款
- termination indemnity
解雇偿金

V. Writing (30 minutes): Letter of Apology

VI. Speaking (50 minutes)

Please discuss about the role—play part in the book. Then act it out with your partner.

VII. Homework(developing productive skills):

Exercise: Write a Letter of Apology

1. Requirement:

- Outline your writing
- Brainstorm the ideas with your partner or partners
- Draft the writing independently
- Share your writing with your partners
- Cross-polish or correct each other's writing
- Hand in your final version to the teacher before the deadline

20. Do the substitution practice on Feature Reading

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

- ✧ Guide the students to know how to register meeting delegates, set up booths and meeting halls and cater for MIE groups
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring1981122219821222
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Writing an Email to confirm the guest’s reservation.
- ✧ Speaking: Guide the students to expressions themselves on how to register meeting delegates, set up booths and meeting halls and cater for MIE groups
- ✧ Translation: translate the difficult sentences about MIE Office Service into Chinese and vise versa.
- ✧ Acting: recreate the situation on how to register meeting delegates, set up booths and meeting halls and cater for MIE groups
- ✧ Useful sentence structures on how to register meeting delegates, set up booths and meeting halls and cater for MIE groups

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended question from your own experience or view points

1) How to register meeting delegates, set up booths and meeting halls and cater for MIE groups

II. Listening comprehension (100 minutes):

1) Listen-in

... basic meeting setups ...

Auditorium or theatre style. In this style, chairs are set up in front of the speaker or stage or head table. ... in both large and small meetings.

Schoolroom style ... both small and large groups ... In this style, people sit on one side of the table. ... tablecloth

At smaller meetings, ... face to face, ... easy for them to take ... discussion. U-shape; T-shape; hollow square; hollow circular; board of directors. The table ... with cloth. Popular among meeting planners that many convention hotels equip their small meeting rooms with these furniture.

... do not ... head table, the hollow square and hollow circular are preferred. ... like T-shape, but the open end is filled in by tables. And chairs are put only on the outside.

Key :

- a. auditorium or theatre style
- b. hollow square
- c. the board of directors
- d. the schoolroom style

2) Other related listening parts

✧ Dialog 1

✧ There's a phone message. // asked you to call him back // is staying

✧ Dialog 2

✧ Do you happen to have // Just dial 114. // have no change on // change of ten—yuan note // the public phones // right opposite

✧ Dialog 3

- ✧ can speak English except // translation service // do you change for it
- ✧ Dialog 4
- ✧ hire ten computers // offer this service // AV supplies // by Friday
- ✧ Dialog 5
- ✧ May I know // charge RMB 20 for // Could you reduce // give you a 20 % off
- ✧ Dialog 6
- ✧ calls for questions // make theatre—style // delegates in our group // are wide enough

III. Reading Personal Requirements of a Hotel Receptionist (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.

2. Second reading for information, and then do the comprehension questions

3. Third reading for text structure analysis and answer the questions before the text

4. Fourth reading for detailed study of the text

- ✧ *Does a receptionist only receive customers at the Front Office?*

---- *No, A hotel receptionist seems to “do it all” – register guest, assign rooms, distribute baggage, hand out keys to rooms, provide information and other services.*

- ✧ *Is it very difficult to become an ideal receptionist?*

---- *Yes, it is.*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

Staff: Evergreen Convention Centre. How may I help you?

Guest: I'm calling from New York Translators Association. I wonder if I'd enquire about holding a conference in your place.

Staff: I'm glad to help you. For how many people, sir?

Guest: For a party of 300.

Staff: When will the event be held?

Guest: November the 18th, 19th, 20th.

Staff: Let me have a check, please. Sorry to have kept you waiting, sir. We do have vacant suites and conference hall during the period you desire for.,

Guest: That's good. Our attendees are all famous people. Is it possible that they each have a suite?

Staff: Don't worry, sir. Since ours is all-suite convention centre, every attendee is offered a suite and therefore receives VIP treatment.

Guest: I like that very much. Then what is the rate?

Staff: We offer the rates competitive with standard hotel rooms, RMB1230 per person per day, a equivalent to \$ 150. Besides, we also offer complementary "perks", including breakfast and coffee hours.

Guest: Great. Sounds reasonable the room price. We can enjoy the suite service. Everybody's dream!

Staff: Exactly, sir. Our homely atmosphere will bring your dream to come true. If you are really interested in our centre, I'll send you a reservation form and a prospectus about our meeting facilities.

Guest: That's very kind of you. Can you send them by fax?

Staff: Yes, sir. May I have your name and fax number?

Guest: Paris Bach. P-A-R-I-S, B-A-C-H. My fax number is 708 682-3352.

Staff: Mr. Bach, your fax number is 708 682-3352. Yes, I'll make it right away. Mr. Bach.

Guest: Thank you very much. Goodbye.

Staff: Goodbye, Mr. Bach. Thanks for calling.

V. Writing (30 minutes): Invitation Cards

INVITATION

On the occasion of the eighth anniversary
of the founding of Kaikai Hotel Group
the Board of Directors of Kaikai Hotel Group
requests the honor of your presence
at a reception to be held
in the Convention Hall of Kaikai Hotel Group
on Saturday, 13 March, 2008
from 6:30 p.m. to 9:00 p.m.

R. S. V. P.

Tel: 0335 – 5926123

Dress: Informal

Notes:

- 1) on the occasion of...
- 2) ...requests the pleasure // honor of your presence at a reception to be held... /// requests the pleasure of their company at a dinner party .
- 3) R. S. V. P. repondez s'il vous plait

VI. Speaking (50 minutes)

✧ Dialog 1 Registering Meeting Delegates

Two meeting delegates are at the meeting registration desk. The clerk receives them.

Pre—listening questions :

- 1) What does the clerk give to the first guest ? --- A meeting badge and meeting packet.
- 2) Where should the guest prepare her first speech ? --- In Jingtai Hall on the 3rd floor.

Can I help the next person in line, please ?

Have you both pre—registered ?

Let me check up on the computer ?

Here is your meeting badge and meeting packet.

... on first come, first served basis.

Have you signed up for the meal plan ?

I won't lose good opportunities to network .

✧ Dialog 2 Arranging Catering for a Seminar

A conference planner and the hotel banquet manager are checking up the catering plan for a seminar.

Pre—listening questions :

- 1) Why does the planner want to add some eggs and bacon to the breakfast ? --- A lot of Americans are attending the meeting.
- 2) Are pork and shrimps included in the menu ? Why or why not ? --- No. Because some of the attendees are Islamic.

Breakfast will be served in the main dining room from 7:00 a.m. until 10:00 a.m.

Do you want to have the buffet lunch ?

Have the normal waiter service

How bout the afternoon coffee ?

I'll make a note of that.

... to accompany the meal. I think California red wine would be fine.

✧ Dialog 3 Moving in Booths

An exhibition organizer is at the exhibit space of Evergreen Hotel. The floor manager is discussing with him the setup of booths.

Pre—listening questions :

- 1) What type of booth does the customer suggest ? --- Peninsula booths.
- 2) How would the planner like the decorating of booths ? --- He wishes there to be good draping.

How are you with the setting—up of booths ?

The booth number is so great that I have to say we can not make island booths. They take up so much space.

So leave enough space for the show office.

For this tabletop display, we wishes there to be good draping.

✧ Dialog 4 Arranging AV for the Meeting Group

The meeting planner is inspecting the Evergreen Hotel's convention centre. The convention service manager is demonstrating the furniture and AV.

Pre—listening questions :

- 1) What kind of meeting is being planned ? --- It is going to be an awarding ceremony.
- 2) What kind of music are needed for this meeting ? --- A roving mike will come in handy.

Now can we check up the AV equipment ?

You need a large convention hall for the final plenary session.

Can comfortably seat 400 delegates.

Just pres this red button and then it is raised.

He may link it to the rear screen projector over the lectern.

A roving mike will come in handy.

Is there a simultaneous translation system ?

VII. Homework(developing productive skills):

Exercise: Write an Invitation Card

1. Requirement:
 - a) Outline your writing
 - b) Brainstorm the ideas with your partner or partners
 - c) Draft the writing independently
 - d) Share your writing with your partners
 - e) Cross-polish or correct each other's writing
 - f) Hand in your final version to the teacher before the deadline
21. Do the substitution practice on Feature Reading

Unit 19 Health and Recreation Service

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

- ✧ Guide the students on how to introduce health and recreation service to hotel guests
- ✧ Guide the students on how to respond to your guest's requests
- ✧ Encourage learner-centered orientation
- ✧ Enhance learning process monitoring
- ✧ Develop communicative competence
- ✧ Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to express themselves on how to introduce health and recreation service to hotel guests and respond to your guest's requests
- ✧ Translation: translate the difficult sentences about Health and Recreation Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to introduce health and recreation service to hotel guests and respond to your guest's requests
- ✧ Useful sentence structures on how to introduce health and recreation service to hotel guests and respond to your guest's requests
- ✧ **I. Discussion (50 minutes):**
 Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points
 1) How to introduce health and recreation service to hotel guests and respond to your guest's requests

II. Listening comprehension (100 minutes):

1) Listen-in

Ours is the largest health club in Shanghai with extensive gym facilities, indoor and outdoor swimming pools, indoor tennis and squash courts, sauna, steam rooms, massage rooms offering traditional Chinese massage, Swedish relaxation oil massage and 30-minute jetleg relief massage. Our international beauty salon and barbershop are dedicated to creating a better appearance for our clients.

2) Other related listening parts

III. Reading Leaving Guest a Good First Impression (30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.
2. Second reading for information, and then do the comprehension questions
3. Third reading for text structure analysis and answer the questions before the text

4. Fourth reading for detailed study of the text

- ✧ What is the function of rubbing, according to Hippocrates? ---- *Rubbing can bind a joint that is too loose, and loosen a joint that is too rigid.*
- ✧ When was Swedish massage developed? ---- *In the 19th century.*
- ✧ What kinds of patients were treated with massage during World War? ---- *Patients suffering from nerve injury or shell shock.*

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample 1.

- *Staff: Good evening, sir. Are you being helped?*
- *Guest: Is this the massage parlor?*
- *Staff: Yes, sir. Do you want massage?*
- *Guest: Yeah. I wonder how much I should pay for it.*
- *Staff: Are you staying at our hotel, sir?*
- *Guest: Yes. Room 216. I am Hagen Peterson.*
- *Staff: Yes, Mr. Peterson, for staying guests, we charge RMB 30 per hour.*
- *Guest: Good. Do I have to pay now?*
- *Staff: Not necessary. You can pay the bill when you check out. What kind of massage do you like?*
- *Guest: You see. I am an athlete. I am really tired after a whole day's training. My muscles ache all over the body. What do you suggest?*
- *Staff: I suggest Swedish massage. It will relieve the pain and tiredness.*
- *Guest: Ok.*

Sample 2

Hairdresser: Good evening, madam. What can I do for you?

Mrs. Smith: Good evening. I'd like to have my hair done.

Hairdresser: What hairstyle do you like?

Mrs. Smith: I have no idea. I am going to have an important appointment tomorrow. I hope I will give them a good impression.

Hairdresser: Let me see. ... First I would cut your hair, and give it a coloring, and finally a perm. How do you like it?

Mrs. Smith: Will my hair change a lot?

Hairdresser: No. your hair won't change much. But you will look more youthful and energetic.

Mrs. Smith: Good! Shall we start now?

Hairdresser: Certainly!

V. Writing (30 minutes):

Notice

Due to the coming of the rainy season, our outdoor swimming pool is to close temporarily. It will re-open after the rainy season. The specific opening date will be informed of in advance. Swimmers please use the indoor swimming pool. We apologize for the possible inconvenience.

Ebony Health Club

May 20, 2005

VI. Speaking (50 minutes)

- At the Health Club

The man will have a traditional Chinese massage. // When he checks out, he will pay for the bill.

- At the Karaoke Bar

They have ordered soda water for drinks. // The DJ will prepare the songs the guests have ordered

- At the Swimming Pool

There are 2 swimming pools in the hotel. // One is indoor, the other is outdoor.

- Golfing

It is the course of National Championship, so it is called the National Course. // The rate of the National Course is RMB 45, including coffee or tea, 18 holes of championship golf and buggy.

VII. Homework(developing productive skills):

Exercise: Design a Notice of Evergreen Hotel to inform the customer that the Recreation Centre will close for three months for the hotel will redecorate the center.

1. Requirement:

- Outline your writing
- Brainstorm the ideas with your partner or partners
- Draft the writing independently
- Share your writing with your partners
- Cross-polish or correct each other's writing
- Hand in your final version to the teacher before the deadline

22. Do the substitution practice on Feature Reading

Unit 20 Hotel Shop Service

➤ **Teaching arrangement**

- The recommended timing for this unit is 300 minutes
- Listening -----100 minutes
- Speaking -----50 minutes
- Reading -----30 minutes
- Writing ----- 20 minutes
- Acting ----- 50 minutes
- Discussing ----- 50 minutes
- If pressed for time, the teacher can leave “Reading” for self-study.

➤ **II. Teaching orientation**

- Learn how to
register meeting delegates
cater for MIE groups
set up booths and meeting halls
- Encourage learner-centered orientation
- Enhance learning process monitoring
- Develop communicative competence
- Emphasize the integration of five skills---listening, speaking, reading, writing, acting.

➤ **III. Lesson objectives for this unit**

- ✧ Listening: listen for gist, detail and inference
- ✧ Reading: read between the lines; read beyond the line, read for gist, read for specific information, critical reading, text structure analysis, recognize differences between facts and opinions
- ✧ Writing: Design Hotel Directory Signage
- ✧ Speaking: Guide the students to express themselves on how to greet and receive a guest in Hotel Shop and introduce & recommend a product

- ✧ Translation: translate the difficult sentences about Hotel Shop Service into Chinese and vice versa.
- ✧ Acting: recreate the situation on how to greet and receive a guest in Hotel Shop and introduce & recommend a product
- ✧ Useful sentence structures on how to greet and receive a guest in Hotel Shop and introduce & recommend a product

I. Discussion (50 minutes):

Direction: In groups of four or six, discuss and answer the open-ended questions from your own experience or view points

- 1) How to greet and receive a guest in Hotel Shop and introduce & recommend a product?

II. Listening comprehension (100 minutes):

- 1) Listen-in

Keywords :

Suggestive Keys

Goods ---- Teddy Panda

Cost ---- RMB 180

Postage ---- extra

Mailing to ---- New York

Clue Words

Buy a CHN toy for

.... The pearl of sb's eye to the CHN children

....giant panda

Be.... Popular with the CHN children here.

....like a live cub

....pack the panda and mail it to N. Y.

The postage, of course, will be extra.

....including the packing

- 2) Other related listening parts

Dialog 1

What size does she wear?

soft and pure

Dialog 2

How about this one?

very thing I've been dreaming of

Yes, sir.

Dialog 3

100%

wash them frequently

Here you are

Dialog 4

a sort of CHN tea

get rid of

a good figure

two tins of each

step over to

Dialog 5

It totals RMB 122

take a print

Dialog 6

What color

is in fashion

III. Reading Creating A Shopper's Paradise(30 minutes)

1. First reading for gist (time limits: 5 min) and then retell the whole paragraph in own words.
2. Second reading for information, and then do the comprehension questions
3. Third reading for text structure analysis and answer the questions before the text
4. Fourth reading for detailed study of the text

Exercise 1

The Job Procedures

As thin as paper

Paper-cutting

Exquisite in workmanship

National style

Sandalwood fan

As bright as mirror

Shell-carving

Distinctive style

Delicate Lucidity

Theatrical masks

As melodious as qing

Clay figurine

Graceful in design

Elegant Modeling

Multifarious in kind

As white as jade

Jade carving

Lustrous color

Beautiful figuration

Enjoy a high reputation

Arts & Crafts

Abroad and domestic

IV. Acting

Role-play (50 minutes). In this part, 4 groups of students would be invited to the front and perform. Here is the sample.

S: Good morning, can I help you?

G: Yes, I'd like to look at some CHN Qipao.

S: This one looks your size.

G: I like the style, but I do not like the color.

S: How about this green one?

G: Oh, no. I look awful in green.

S: I think blue suits you best.

G: Do you really think so? I'll take that dark blue one, then. It goes well with my new blouse. Can you give me some discount on that price?

S: I'm afraid not. Our prices are fixed.

V. Writing (30 minutes):

Exercise 1 on p281

Standard type 标准型号

Handle with care 小心轻放

For safe operation 安全操作须知

Operating instruction 使用说明

Trademark 商标

Exercise 2 on p281

Translation Version ---

Shake it **up and down** before use. **Spray foam** upward (s) after shaking it evenly.
(*Squeeze moderate foam, and*) Apply it to your hair, create your desired / favorite style.

VI. Speaking (50 minutes)

Dialog 1

Selling CHN Tea

Looking for local specialities for my parents

They are fond CHN culture.

I would suggest ...

... is believed to be ...

The total comes to ...

Dialog 2

Selling a CHN Porcelain Vase

... have a wide selection of ...

... with traditional CHN designs of flowers and birds

Our prices are fixed

The packing will cost an extra of RMB 20 for the special wooden box.

Dialog 3

Selling Silk Fabrics

China is called the kingdom of silk.

Its touch is soft and it is 100% pure silk.

Look the wonderful peony with purple background color.

Would you like long or short sleeves, or sleeveless?

The total comes to ...

Wash it in lukewarm water and do not wring or rub it

Dialog 4

Selling CHN Herbs

CHN herbs have magic power on people's health.

Ginseng in remote mountain areas in northern part of China. It can help people greatly who have something wrong with their health, especially for people that have anemia and often sweat at night.

Remember to tell your parents not to take too much of it each time, or it will not work.

They are good for people's health.

VII. Homework(developing productive skills):

Exercise:

1. Try to find some useful information about Hotel Shop Service and offer some valuable references for the Shopping Section of the hotels.
2. Do the substitution practice on Feature Reading