

Housekeeping Department

客房服务英语

Part

3



Housekeeping Department Introduction

客房部简介

The Housekeeping Department is one of the main operational departments of a hotel. Its duty is to ensure the cleanliness and good order of all rooms and public areas in the hotel, and provide all good and necessary services in order to create an ideal living environment. To keep the operation of the hotel going smoothly, it must also coordinate the work closely with other departments.

Main Functions of the Housekeeping Department

客房部主要功能

- | | |
|-------------------------|--------|
| ■ Chamber Service | 客房服务 |
| ■ Laundry Service | 洗衣服务 |
| ■ Room Service | 客房用餐服务 |
| ■ Turn-down Service | 做夜床服务 |
| ■ Special Services | 特殊服务 |
| ■ Maintenance Service | 维修服务 |
| ■ Miscellaneous Service | 其他服务 |

**Guiding Guests To Their Rooms****Introducing The Room Facilities****Answering Questions**

Scene One

Receiving Guests



How to receive guests?

In this unit, you will:

- Understand how to guide guests to their rooms.
- Practice introducing room facilities to guests.
- Practice answering guests' questions.

Brainstorm:

What are the duties of a floor attendant?

Warm Up

Look at the pictures of room facilities in the hotel. Please discuss about their names and write down the possible room facilities.



a.



b.



c.



d.



e.



f.



g.



h.



i.



j.



k.



l.

Task 1: Guiding Guests to their Rooms



Listen to the dialogue and try to answer the questions.

- What's the room number of the guest?
- How does the floor attendant know the guest's room number?
- Does the guest carry luggage with him?
- How does the guest like the room?
- Where does the floor attendant put the guest's suitcase?

Useful Expressions

Welcome to **the tenth floor**.

Can I help you with the **luggage**?

Can I show you to **your room**?

If you need any help, **do let us know**.

Practice:

Work in pairs. One student plays the role of a floor attendant and the other a guest. The floor attendant meets a guest, helps guest with his/her luggage and shows the way to the Room. Try to use the words and sentences in Part 1 and Part 2.

Task 2: Introducing the Room Facilities

Listen to the dialogue, try to find what room facilities the guest can find and fill in the form with correct information.

Location	Room Facilities	Function
On the desk		
In the closet		
On the table		
Next to the door		
In the wardrobe		

Listen to the dialogue again and try to fill the blanks.

Guest: It's my first time to _____ at your hotel. Can you give me some information about your _____?

FA: Yes, all our hotel rooms _____ mini-bar, telephone, radio, TV, safe and _____. This is bedside panel and it can get remote control of lighting, TV, and signs for "make up room" and "_____".

Guest: Great. What's this on the desk?

FA: It's hotel manual. Hotel manual gives you information about our hotel, and _____.

Guest: Oh, I see. Then, what's this on the closet?

FA: It's a kettle for you to _____ in the room.

Guest: Thank you. What's this closet?

FA: There are mini-bar and safe in it. Some popular drinks and snacks are provided on a reasonable _____ in the mini-bar and you can _____ such as laptop and iPad in the safe.

Guest: Well, what's this next to the door?

FA: It's a _____ to hold your luggage to a comfortable height.

Guest: Um, I got it. Do you have trouser-press? I need to _____.

FA: Yes. It's in this wardrobe.

Guest: Good. By the way, can I get Wi-Fi in the room?

FA: Yes. Free Wi-Fi is _____ in all guest rooms.

Guest: Thank you very much.

FA: You are welcome.

Useful Expressions

Can you give me **some information about** your room facilities?

All our hotel rooms **are equipped with** mini-bar, telephone, radio and TV.

What's this on the desk?

Can I get Wi-Fi in the room?

Free Wi-Fi is **available** in all guest rooms.

You can **keep valuables** such as laptop and iPad in the safe.

Do you have an iron?

Practice:

Now please discuss with your classmates about how to introduce room facilities.

Task 3: Answering Questions

Now you will listen to a dialogue between a guest and a room attendant. Please put the sentences in order.

_____ Put your valuables in and close the door.

_____ Open the safe door.

_____ Turn the dial quickly, and the safe is locked.

_____ When “Open” is showed on the front of the door, inset the code by inputting a six-digit password.

_____ Remember this number, you’ll need it to open the door again.

Useful Expressions

Can you tell me **how to use** the safe?

Put your valuables **in**.

Please **remember** this number.

Set the code by inputting a **six-digit password**.

Then, put your valuables in and **close the door**.

Let me **have a try**.

Practice:

Please fill in the blanks with proper English.

G: Can you tell me _____ (如何使用保险箱)?

O: My pleasure. First, open the safe door. When “Open” is showed on the front of the door, set the code by inputting a six-digit password. _____ (记住这个密码); you’ll need it to open the door again. Then, _____ (放入贵重物品) and close the door. Finally, turn the dial quickly, and the safe is locked.

G: Oh, I see, _____ (我来试试). Thank you very much.

O: You’re welcome.

Vocabulary

closet	['klɒzɪt]	n.	壁橱
corridor	['kɒrɪdɔː]	n.	走廊, 通道
code	[kəʊd]	n.	密码
cozy	['kəʊzi]	adj.	舒适的
crease	[kriːs]	n.	皱褶, 折缝, 折痕
dial	['daɪəl]	n.	钟(表)面, 拨号盘
facility	[fə'sɪlɪti]	n.	设施
function	['fʌŋkʃən]	n.	功能
invisible	[ɪn'vɪzəbl]	adj.	看不见的
manual	['mænjuəl]	n.	手册, 指南
panel	['pænəl]	n.	控制板, 面板
precede	[ˌpriː'siːd]	v.	先于, 处于……前面的位置
snack	[snæk]	n.	快餐, 点心
spacious	['speɪʃəs]	adj.	宽敞的

wardrobe	['wɔ:drəʊb]	n.	衣柜, 衣橱
be equipped with			配备
Do Not Disturb			请勿打扰
floor attendant			楼层服务员
luggage rack			行李架
trouser-press			吊裤架

Exercise

I. Please translate the following sentences:

1. 我可以带您去房间吗?
2. 房间看起来很宽敞, 床看起来很舒适。
3. 这是我们酒店的服务指南, 它将告诉您有关我们酒店的服务及设施。
4. 您能告诉我一些房间设施的信息吗?
5. 我们所有的酒店房间都配有小冰箱、电话、收音机和电视。
6. 所有客房可以免费无线上网。
7. 您可以把贵重物品如笔记本电脑、iPad 放在保险柜。
8. 您能告诉我怎样使用保险箱吗?

II. Here is a dialogue about receiving guests. Please put the sentences in order to make the dialogue between the guest and the floor attendant.

- _____ **A:** You are welcome.
- _____ **G:** Yes. Can you show me my room?
- _____ **A:** Ah, your room is 602. It faces the garden. It's lovely.
- _____ **G:** Yes. Here you are.
- _____ **A:** My pleasure. May I have a look at your room card?
- _____ **G:** Wow, this is really what I want.
- _____ **A:** Good evening, madam. Welcome to the 6th floor. What can I do for you?
- _____ **G:** Thank you. It is very kind of you.
- _____ **A:** This way, madam, please. Let me help you with your luggage.

III. Role-play

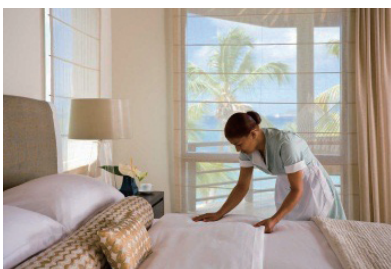
Guest: You are Mr. Smith. You have just entered your room in the Grand Hotel. You want to know how to use the facilities in your room.

Room Attendant: You greet the guest and make an introduction of the room facilities to him.

Tips

Useful sentences to introduce room facilities:

1. Over here is the **switch** for the bedside lamp, and that is the **temperature adjuster**, sir.
2. There's a **light switch** next to **mirror**, sir.
3. **The panel on the night stand** controls the different devices in the room.
4. Wi-Fi is available in Lobby area free of charge. Wired internet is available in the hotel rooms and charges are applicable.
5. Here is the **safe**. You can keep valuables in it.
6. Where can I get some **hot water** for drinking?
7. **Can I log onto the internet?**
8. The **comfortable beds** make waking hours fly.
9. The following **TV channels** are available for your **entertaining pleasure**.
10. Sir, **the TV power button** is on the **bedside panel**. You can turn on the TV by pressing the button.



Cleaning the Room



Asking for Extra Items



DND Service

Scene Two

Chamber Service



How to chamber service?

In this unit, you will:

- Describe basic steps for room cleaning.
- Practice asking for extra items.
- Understand how to use DND service.

Brainstorm:

Is housekeeping department important for a hotel? Why?

Warm Up

Look at the pictures of different items in the hotel. Please discuss about them and write down as many items as possible.



a. _____



b. _____



c. _____



d. _____



e. _____



f. _____



g. _____



h. _____



i. _____



j. _____



k. _____



l. _____