

## **The Lesson Plan (Housekeeping & Security)**

1. **Topic** : Giving directions for the hotel guests.
2. **Objective** : The staff will be able to give the direction for the guests.
3. **Material** : Adapted from “ English for Special Purposes : Hotel Staff” by Lynne Visutskie. Published by Kesaint Blanc. 7<sup>th</sup> edition, June, 2004.
4. **Skill** : Speaking, Reading, Listening, Grammar, Pronunciation.
5. **Level** : Structure for High Beginning levels.
6. **Technique** :
  - a. **Appetizer**
    - (2') Greeting
    - (3') Introduction to topic
  - b. **Main Course**
    - (3') Read part 1 “Useful Expression”
    - (5') Listen and repeat part 1
    - (8') Memorize part 1
    - (10') Drill vocabularies
    - (3') Read part 2 “dialogue A”
    - (3') Listen and repeat part 2
    - (5') Teacher explains each of the sentences in part 2
    - (10') Practice the conversation in pairs
    - (3') Listen and repeat the vocabularies
    - (5') Drill vocabularies
    - (3') Listen and repeat “dialogue B”
    - (15') Practice conversation in pairs
  - c. **Dessert**
    - (10') Question and answer session
    - (2') Closing.

## **The Lesson Plan (Food & Beverages)**

1. **Topic** : Handling complaints about food.
2. **Objective** : The staff will be able to handle the guests' complaint.
3. **Material** : Adapted from “ English for Special Purposes : Hotel Staff” by Lynne Visutskie. Publish by Kesaint Blanc.  
7<sup>th</sup> edition, June, 2004.
4. **Skill** : Speaking, Reading, Listening, Pronunciation and Grammar.
5. **Level** : Structure for High Beginning levels.
6. **Technique** :
  - a. **Appetizer**
    - (2') Greeting
    - (3') Introduction to topic
  - b. **Main Course**
    - (5') Read part 1 “Vocabulary”
    - (5') Listen and repeat part 1
    - (5') Drill vocabularies pronunciation
    - (3') Listen and repeat “General conversation” and “Complaining”
    - (5') Explains “General conversation” and “Complaining”
    - (3') Listen and repeat part 2 “Useful Expressions”
    - (5') Listen and repeat part 3 “The Conversation”
    - (10') Teacher explains each of the sentences
    - (12') Practice the conversation in pairs
    - (20') Role play
  - c. **Dessert**
    - (10') Question and answer session
    - (2') Closing.

## **The Lesson Plan (Front Office)**

1. **Topic** : Managing complaints.
2. **Objective** : The staffs will be able to handle the guests' complaint politely.
3. **Material** : Adapted from " English for Professional Accommodation Services" by Sutanto Leo.
4. **Skill** : Speaking, Reading, Listening and Grammar.
5. **Level** : Structure for High Beginning levels.
6. **Technique** :
  - a. **Appetizer**
    - (4') Greeting and Introduction to the topic
  - b. **Main Course**
    - (5') Read part 1 "Apologizing and Promising Action"
    - (5') Listen and repeat part 1
    - (4') Listen and repeat "Simple Dialogues 1 & 2"
    - (10') Explain all part 1
    - (5') Practice the dialogues in pairs
    - (5') Listen and repeat part 2 " Conversation to Manage More Serious Complaints"
    - (10') Teacher explains each of the sentences
    - (15') Practice the conversation in pairs
    - (15') Role play
  - c. **Dessert**
    - (10') Question and answer session
    - (2') Closing.

## **(Food & Beverages)**

### Vocabulary

Taste(rasa)

Tasty(lezat)

Sour(asam)

Salty(asin)

Greasy(berlemak)

Spices(bumbu-bumbu)

Uncooked(mentah)

Burnt(gosong)

Hot(pedas)

Bitter(pahit)

Sweet(manis)

Tasteless(tawar)

Rare(1/4 matang)

Medium(1/2 matang)

Well done(benar" matang)

Fried and sunnyside (digoreng pada satu sisi saja)=telur mata sapi

Fried and over (digoreng dua sisi)

Fried and soft (digoreng lembut)

Fried and hard (digoreng keras/garing)

Boiled (direbus) beberapa menit

Scrambled (dikocok)=telur orak-arik

Poached (dimasak di air mendidih)

Eggs hard boiled (telur rebus)

Eggs soft boiled (telur ½ matang)

Omelet(telur dadar)

Ox-tongue (lidah sapi)

Ox tail soup(sop buntut)

### General Conversation

- Could we have a private room?
- We want a large room
- I want a table for two
- I would like a table by the window please.
- I would like to eat something immediately
- I am hungry
- I am very thirsty
- Do you have menu in English?
- I don't eat pork!
- Please let me have something refreshing
- I like to eat grilled chicken
- I like eating hot food
- Could I have vegetables soup?
- Please let me have spoon
- Please bring me another cup of tea
- Where is the toilet, please?
- Have you ordered, sir?
- Do you like your coffee black or with milk?

### Complaining

- Please call the manager!
- Your food is very hot!
- This is not fresh
- This is too oily
- This is too salty
- This is not well cooked
- This fork is dirty
- I didn't order this

## **A Guest is not happy with his food orders (Food & Beverages)**

### **Useful Expressions**

1. May I take your order now?  
- Are you ready to order, Madam/Sir/Miss ?
2. We serve it with...
3. Let me bring you the menu.
4. You can order something else.

W= Waiter            G= Guest

W : Here is your beer sir. May I take your order now?

G : Yes please. I would like to try some Indonesian food. What do you recommend?

W : Nasi goreng is a popular Indonesian food with our foreign guests.

G : What is it?

W : Nasi goreng is fried rice and we serve it with an egg and a piece of chicken

G : That sounds OK.

(The guest was eating his meal then he calls the waiter and complaint about that meal.)

W : I am very sorry, sir. Let me bring you the menu and you can order something else.

G : Don't bother! I will have spaghetti bolognaise and garlic bread and bring that as quickly as possible.

W : Yes sir.

(Later when waiter brings bill)

G : You've charged me for the nasi goreng which I sent back

W : Sorry, sir. I will adjust your bill.

G : I want to charge this to my room.

W : What is your room number?

G : Three, two, one.

## **Asking for direction (Housekeeping & Security)**

### **Useful Expression**

- turn left (belok kiri)
  - turn right (belok kanan)
  - straight (lurus)
  - near (dekat)
  - far (jauh)
  - beside/next to (sebelah)
  - North (utara)
  - South (selatan)
  - West (barat)
  - East (timur)
  - across (melintasi)
  - behind/at back of (belakang)
  - in front of (depan)
  - after (sesudah)
  - before (sebelum)
  - go along (mengelilingi)
  - go up (naik)
  - go down (turun)
  - go through the...(melalui)
  - crossroads (persimpangan)
- 
- As you go out of the hotel, please turn left
  - As you come out of the hotel, go right
  - Go down this road until...
  - Go straight on and take a left at the first crossroads
  - The shop is the second building on your left
  - The bookshop is on your left opposite the drugstore
  - Just cross the lobby/ the garden

### **Conversation**

#### *Asking about facilities*

W= waiter      G=guest

G : Good morning.

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

G : I am trying to find the swimming pool

W : Yes. We have three swimming pools. There are indoor and outdoor swimming pool near the hotel.

G : Where is it?

W : It's near from here and you could walk for about 10 minutes

G : What time is the pool open?

W : It is open from 6 am until 7 pm everyday, sir

G : Is there somewhere to change by the pool?

W : Yes, sir. There are changing rooms and food courts

G : I would like to see before I swim, is that possible, or do I have to be member?

W : All guests at the hotel could use the facilities

G : Sorry if I asked you many questions.

W : Oh, never mind sir. Do you need anything else, sir?

G : No, thank you. I am sorry to have spent so much of your time

W : That's all right, sir. Enjoy your swim.

## **(Housekeeping & Security)**

### **Vocabulary**

airport (bandara)  
bus station (stasiun bis)  
cheap (murah)  
cul-de-sac/dead end (jalan buntu)  
electronic(elektronik)  
exhibition (pameran)  
expensive (mahal)  
florist (tukang bunga)  
health club (klub sehat)  
museum (museum)  
post office (kantor pos)  
railway station (stasiun kereta api)  
reasonable (tidak terlalu murah, tidak terlalu mahal)  
recreation area (daerah rekreasi)  
road (jalan)  
souvenir (cinderamata)  
theatre (bioskop)  
traffic light (lampu lalu lintas)  
water park (taman air)  
zoo (kebun binatang)

### **Conversation**

Asking direction out of the hotel

W= waiter      G=guest

W : Good morning madam. May I help you?

G : Do you have a map of Bandung?

W : Yes madam. Here it is.

G : Yes. I would like to go to the Cihampelas street?

W : Would you like to take a taxi or go by yourself?

G : Is it far?

W : No, it is only about fifteen minutes from here

G : Ok. Could you give me some directions to Cihampelas?

I would like to go there by myself

W : Well. When you come out of the hotel, turn left then go down to the Setiabudi street and go straight until you see the Secapa AD on your left, you turn right then go straight again you will see Advent hospital on your right. It is already near Cihampelas Jeans.

G : I should not have any trouble recognizing that street with beautiful decorations

W : Is there anything else madam?

G : No, thank you

W : You're welcome. Have a nice day madam

## **Managing Complaints (Front Office)**

### *I. Apologizing*

- I'm sorry, madam/sir.
- I'm very sorry about it.
- I'm extremely sorry about it.
- I'm terribly sorry about it.
- I do apologize.
- I'm sorry to hear it.
- I'm sorry this has happened to you.
- I know how you are feeling.
- I'm sorry, sir, this is beyond my authority.
- Could I bring this matter to my manager?
- Would you like to see our manager, sir?

### *Promising or explaining action*

- I'll send someone (up) to your room.
  - to check it.
  - to have a look at it.
  - to repair/fix it.
  - to replace/ change it.
- I'll send some water right now.
- I'll bring something right away to your room.
- I'll make sure that this won't happen to you again, sir.
- Would you allow me to ask my supervisor to handle it, sir?
- I'll talk to my supervisor, madam.
- I'll look at it immediately.
- Thank you for your attention, madam.
- Thank you for bringing this matter to our attention, sir.

### *Simple Dialogue 1*

Receptionist : Receptionist, may I help you?

Guest : There is no drinking water in my room.

Receptionist : I am sorry, sir. I'll bring some up for you.

Guest : Thank you.



### *Simple Dialogue 2*

Receptionist : Receptionist, may I help you?

Guest : Can you do something about my bathroom? It's flooded, the tap is running.

Receptionist : I am sorry, sir. I'll send someone up to look at it. What's your room number?

Guest : 225. And there is no drinking water in my room.

Receptionist : Right, sir. I'll send up some water too.

## II. Managing More Serious Complaints

Reception : Good morning. May I help you?

Guest : Yes, I'm in room 225. I've been really annoyed for two nights..

Reception : I am very sorry to hear it, madam. What exactly has been happening, Ms. Shinta?

Guest : Someone knocks on my door every night but when I open it there is no one there.

Reception : I see.

Guest : I've telephoned the receptionist twice but there is no reply. If this still happened again, I'll leave the hotel.

Reception : I'm terribly sorry about this Ms. Shinta. So, there has been someone knocking your door for two nights and you have actually telephoned the receptionist twice, but there is no reply

Guest : Yes, what kind of hotel is this ignoring such a serious complaint from a guest? Can I talk to your supervisor?

Reception : Certainly, Ms. Shinta. Could I just call my supervisor? Would you wait for a moment, please?

Guest : Yes, but hurry up, please.

Reception : Ms. Shinta. This is Mr. Amir, my supervisor.

Supervisor : Good morning, Ms. Shinta. I've been heard about your complaint from the receptionist. I do really apologize for the inconvenience you've suffered for two nights. Starting from tonight, I'll take care of your room to make sure that it won't happen to you again, Ms. Shinta.

Guest : All right, then

Supervisor : Thank you for bringing this matter to our attention, Ms. Shinta. Have a nice day.