

## Laundry Service

### Special Expressions 1

1. Keluhan mengenai cucian disampaikan para tamu.
  - This is not my laundry
  - I have got the wrong laundry.
  - My laundry has come back and it is not clean.
  - There is a button missing off my laundry.
  - There has been a mistake with my laundry.
2. We will send up to your room now, Madam.
  - I will have someone bring it to your room soon, Miss.
  - We could not find your sock, Sir.

<b>Dialogue A</b> <b>G=Guest</b> <b>OT=Order taker</b>
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OT : Good morning. May I help you?

G : Yes, there seems to have been some mistake with my laundry.

OT : What is the problem, Madam?

G : I sent 4 shirts, 3 pants, and 2 pairs socks to the laundry and now the laundry has been returned, but the socks are not here.

OT : I will check with our laundry, Madam.

G : How long will it take? I need that socks now.

OT : If you tell me the size, we can send up now, Madam.

G : Size 8 and send them soon.

(order taker knocks door 3 times)

G : Hello, come in.

OT : I bring you some socks, Madam. But we could not find your socks. There were not on your laundry list, Madam.

G : Wait. Let me check.

(she checks the bedroom and bring her socks)

G : Oh, I'm very sorry I seem to have missed them. Could you still let me have a new pair this?

OT : Certainly, Madam.

## Vocabulary A

Button (kancing)	Iron (menyetrika)
Shirt (kemeja)	Sweater (baju tebal)
Collar (kerah)	Ironing board (papan setrika)
Shoes (sepatu)	Trousers (celana panjang)
Cotton (katun)	Laundry list (daftar cucian)
Skirt (rok bawah)	Underwear (pakaian dalam)
Dress (gaun)	Pants (celana pendek)
Swimsuit (pakaian renang)	Wardrobe (lemari pakaian)
Gloves (sarung tangan)	Pyjamas (piyama)
Socks (kaus kaki)	

## Escorting guests to the Room

<b>Dialogue B</b>	<b>RB=room boy</b>	<b>G=Guest</b>
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RB : Good afternoon, Mr. Joko.

G : Hi ...

RB : Would you like to come this way, please?

G : Certainly.

RB : This is your room, room number 307 Mr. Joko.

G : Oh excellent, thank you.

RB : Your suitcases and bag are there on the rack, and this is the light switch.

G : Yes.

RB : Shall I open the curtain for you, Mr. Joko?

G : Yes, please.

RB : Sir, this is a list of our hotel services, if you need any, please feel free to make a call.

G : Ok. How can I switch the air conditioning?

RB : Isn't it cold enough, Sir?

G : No, it seems to be fine.

RB : If you want to adjust the temperature, you can use the remote control over there on the table by the bedside.

G : Ok. Ok.

RB : Is there anything else I can do for you, Sir?

G : I think everything is fine. Thank you.

RB : Well, have a nice day. Goodbye.

G : See you.

## **Vocabulary B**

Bathroom ( kamar mandi)

Pipes (pipa)

Bed (tempat tidur)

Plug (pencolok listrik)

Bedroom (kamar tidur)

Plughole (lubang colokan listrik)

Bedding (seprai)

Powder (bedak)

Carpet (karpet)

Room (kamar)

Ceiling (langit-langit)

Shampoo (sampo)

Coat-hangers (gantungan baju)

Shower-cap (penutup kepala)

Comb (sisir)

Shower curtain (tirai mandi)

Curtain (tirai)

Sink (wastafel)

Door (pintu)

Soap (sabun)

Floor (lantai)

Taps (keran)

Hairdryer (pengering rambut)

Toilet paper ( kertas toilet)

Insect ( serangga)

Toothbrush (sikat gigi)

Lamp (lampu)

Toothpaste (pasta gigi)

Living room (ruang tamu)

Towel (handuk)

Mirror (cermin)

Vacuum Cleaner (pembersih debu)

Pillow (bantal)

Walls (dinding)

Windows (jendela)

# Handling check-in

## Special Expressions

- Good afternoon, welcome to our hotel.
- May I help you?
- Could I help you?
- What can I do for you, madam?
- Have you made a reservation?
- Do you have a reservation?
- Let me have a look. Could you just wait for a second, madam?
- Would you wait a moment? I will check it first.
- Would you excuse me for a moment? I will check it first.
- Could you spell your name please?
- May I spell your name?
- Here you are.
- I am sorry to keep you waiting.
- I have some good news for you, the room is available.
- The room that you want is not available.
- The room that you want is available.
- Could I suggest that you ...
- Would you fill in this form please?
- Would you sign this card?
- Have you finished filling in this form?
- Could you tell me the name of your company, madam?
- May I know the telephone number of your company, madam?
- Here is the key. This is the key.
- Madam, this is your guest card.
- The bellboy will escort you to your room.
- The bellboy will lead you to your room.
- I will get a porter to take it up for you.
- The porter will take your luggage up to your room.
- Thank you for staying with us, sir.
- Thank you for choosing our hotel.
- Have a nice stay with us, Mr. Anton.
- I hope you will enjoy your stay, sir.

## **Dialogue A**

*Check-in with reservation.*

Receptionist : Cipaku Indah Hotel, may I help you?

Guest : Yes, please. I would like to check in.

Receptionist : Do you have a reservation?

Guest : Yes, I do. The name is Tanto Leo. I made a reservation for myself and my wife.

Receptionist : One moment. Yes, I have got it. Mr. Leo. A double bedroom.

Guest : That is right.

Receptionist : That is fine. Here is the key room 325, on the third floor. If you would just fill in this form, the porter will take your luggage up to the room.

Guest : Alright, thank you.

## **Dialogue B**

*Check-in with reservation.*

Receptionist : Good afternoon, madam.

Guest : Good afternoon.

Receptionist : What can I do for you, madam?

Guest : I would like to check in. I am Mary Budiman from Bandung and I have made a reservation.

Receptionist : Right. Let me try to find it. Yes, here we are Mrs. Budiman, a single room with sea view.

Guest : Yes, a single room with sea view.

Receptionist : Alright. Now we have put you in room 515, overlooking the sea. The rate is US\$ 300.

Guest : Well, that sounds fine.

Receptionist : Good. Could you just fill in the registration form before you go up?

Guest : OK. I will do that. Could I have someone to help me with the luggage?

Receptionist : Yes, of course. I will get a porter to take it up for you.

Guest : Thank you.

## **Dialogue C**

*Check-in without reservation or Walk-in guest.*

Receptionist : Good afternoon, sir. What can I do for you?

Guest : Yes, I wonder if you still have a double room for tonight.

Receptionist : Could I have your name, please?

Guest : Rudi Slam.

Receptionist : Mr. Rudi Salam. R-u-d-i S-a-l-a-m.

You have not made a reservation.

Guest : No, I have not.

Receptionist : alright, Mr. Salam. You want a double room for tonight.

Could you wait for a moment? (check whether the room needed is available or not)... I have some good news for you, Mr. Salam. There is one double room left on the top floor.

The price is US\$ 100. Would you like to take it?

Guest : That is fine. I'd love to.

Receptionist : May I have your ID card please?

Guest : Just a moment. Here you are.

Receptionist : Would you fill in this registration card?

Guest : Certainly. Is a deposit required?

Receptionist : Yes, Mr. Salam. The deposit is the rate for one night stay at least.

Guest : Ok, US\$ 100. Here you are.

Receptionist : Thank you. And here your ID card, receipt, and guest card.

Our bellboy will escort you to your room. (give the key to the bellboy) Have a pleasant stay, Mr. and Mrs. Salam.

Guest : Thank you.

EVALUATION FORM

PARTS	COMMENTS