

Proyecto "Transversalidad e Integración Curricular en la Educación Media Técnico Profesional"

MANUAL DE FORMACIÓN BÁSICA PARA LA ATENCIÓN AL CLIENTE EN EL ÁMBITO DE LA HOTELERÍA

GUÍA DIDÁCTICA INTERACTIVA PARA MÓDULOS
SECTOR DE HOTELERÍA Y TURISMO



Guía Didáctica Interactiva para Módulos

Módulo: Inglés técnico para la industria de la hospitalidad
Educación Media Técnico Profesional.

Secretaría Ejecutiva de Educación Técnico Profesional
Ministerio de Educación

Sociedad Educacional T- Educa Limitada (T-Educa)
1 Norte 461, Oficina 408. Viña del Mar. Valparaíso
<http://www.t-educa.cl>

Programa Interdisciplinario de Investigaciones en
Educación (PIIE)
María Luisa Santander 0440. Providencia. Santiago
<http://www.piie.cl>

Coordinación:
Francisca Gómez Ríos

Diseño Instruccional:
Francisca Gómez Ríos
Elsa Nicolini Landero
María Angélica Maldonado Silva
María Celeste Soto Ilufi

Experto en Contenidos:
Claudio Pérez Peña

Diseño Gráfico:
Guillermo Hernández Valdés

Registro ISBN:
Registro de Propiedad Intelectual N°



PROYECTO DE INTEGRACIÓN CURRICULAR

MANUAL DE FORMACIÓN BÁSICA PARA LA ATENCIÓN AL CLIENTE EN EL ÁMBITO DE LA HOTELERÍA

**GUÍA DIDÁCTICA INTERACTIVA
PARA MÓDULO**

ESPECIALIDAD: SERVICIOS DE HOTELERÍA

MÓDULO: INGLÉS TÉCNICO PARA LA INDUSTRIA DE LA HOSPITALIDAD



ÍNDICE



7	INTRODUCCIÓN
8	OBJETIVOS DE APRENDIZAJE Y CRITERIOS DE EVALUACION
9	RUTA DEL APRENDIZAJE
10	SITUACIÓN PROBLEMA
14	WHEN THE GUESTS ARRIVE: "WELCOME"
19	MAKING A ROOM RESERVATION
26	CHECK IN AND CONFIRMING A RESERVATION
34	BIBLIOGRAFÍA



>>

INTRODUCCIÓN

ESTIMADOS ALUMNOS

Desde la Especialidad Servicios de Hotelería, específicamente desde el módulo de “Inglés Técnico para la industria de la Hospitalidad se busca dar apoyo a la problemática presentada por ustedes sobre la necesidad de tener un material de apoyo para fortalecer sus prácticas de aprendizaje en las áreas de lenguaje y uso del idioma inglés, en el ámbito laboral de la Hotelería.

Esta guía se basa en el Aprendizaje Esperado 1 del módulo, donde el alumno “Interactúa en idioma inglés en Conversaciones o situaciones Comunicativas en la recepción, atención inicial y despedida de los huéspedes o clientes, considerando los servicios contratados”.

Se trabajará en base a una situación problema, en donde el alumno debe contextualizar la situación problema planteada relacionada con el reconocimiento del personal y las diferentes funciones del área de recepción al cliente que se desarrollan en un hotel.

Para abordar este aprendizaje esperado y los respectivos criterios de evaluación seleccionados, cada sesión propone una temática distinta para desarrollar el trabajo en las distintas etapas de la atención a los clientes y variadas estrategias metodológicas y al mismo tiempo se intenciona la integración de los diferentes Objetivos de Aprendizaje Genéricos propuestos en el módulo, en los cuales se fortalece el desarrollo de la lectura y pronunciación adecuada de textos originales, el juego de roles, la presentación oral y la escritura a través del trabajo individual y del apoyo entre pares con la formación de grupos de trabajo.

De este modo puedes contar con un material de apoyo que permita enfrentar de mejor manera tu desempeño en el ámbito laboral de la hotelería, especialmente en el fortalecimiento de las áreas de lenguaje y el idioma inglés. Por dicha razón, esta guía de trabajo se desarrolla tanto en español como en inglés donde se fomenta el aprendizaje de vocabulario técnico para la industria de la hospitalidad, frases comunes y propone modelos de trabajo desde el contexto de la hotelería y las funciones básicas que deberán llevar a cabo en el ámbito laboral.



APRENDIZAJE ESPERADO, CRITERIOS DE EVALUACIÓN

OBJETIVO DE APRENDIZAJE DE LA ESPECIALIDAD

OA 9

Comunicarse en inglés básico con los turistas, atendiendo sus necesidades y requerimientos

APRENDIZAJES ESPERADOS

1. Interactúa en idioma inglés en Conversaciones o situaciones Comunicativas en la recepción, atención inicial y despedida de los huéspedes o clientes, considerando los servicios contratados.

CRITERIOS DE EVALUACIÓN

1. Recepciona a los huéspedes, les da la bienvenida o despedida y les informa sobre los servicios presentes en el hotel.
2. Responde y ofrece información relacionada con: destinos turísticos, tarifas, tipos de cambio, medios de transporte y trayectos según las necesidades del cliente.
3. Gestiona reservas y otros servicios de alojamientos, utilizando medios de comunicación como teléfono e Internet.

OBJETIVOS DE APRENDIZAJE GENÉRICOS

- A. Comunicarse oralmente y por escrito con claridad, utilizando registros de habla y de escritura pertinentes a la situación laboral y a la relación con los interlocutores.
- B. Leer y utilizar distintos tipos de textos relacionados con el trabajo, tales como especificaciones técnicas, normativas diversas, legislación laboral, así como noticias y artículos que enriquezcan su experiencia laboral.
- C. Realizar las tareas de manera prolija, cumpliendo plazos establecidos y estándares de calidad, y buscando alternativas y soluciones cuando se presentan problemas pertinentes a las funciones desempeñadas.
- D. Trabajar eficazmente en equipo, coordinando acciones con otros in situ o a distancia, solicitando y prestando cooperación para el buen cumplimiento de sus tareas habituales o emergentes.
- E. Tratar con respeto a subordinados, superiores, colegas, clientes, personas con discapacidades, sin hacer distinciones de género, de clase social, de etnias u otras.
- H. Manejar tecnologías de la información y comunicación para obtener y procesar información pertinente al trabajo, así como para comunicar resultados, instrucciones e ideas.



RUTA DEL APRENDIZAJE

1

Recepiona a los huéspedes, les da la bienvenida o despedida y les informa sobre los servicios presentes en el hotel.

A
D
E

2

Responde y ofrece información relacionada con: destinos turísticos, tarifas, tipos de cambio, medios de transporte y trayectos según las necesidades del cliente.

A
D
E
H

3

Gestiona reservas y otros servicios de alojamientos, utilizando medios de comunicación como teléfono e Internet.

A
B
C
D
E
H

>> APRENDIZAJES ESPERADOS

Interactúa en idioma inglés en Conversaciones o situaciones Comunicativas en la recepción, atención inicial y despedida de los huéspedes o clientes, considerando los servicios contratados.



SITUACIÓN PROBLEMA

Los estudiantes de tercer año medio de la especialidad de Servicios Hoteleros del Colegio General Velásquez se encuentran realizando el proceso de práctica de aprendizaje en diferentes hoteles de las comunas de Puchuncaví, Viña del Mar y Valparaíso.

Este proceso los enfrenta al mundo laboral con todas las demandas que esto conlleva. Por dicha razón, los estudiantes manifiestan la necesidad de contar con un material de apoyo que les permita tener competencias para recepcionar a los clientes tanto en la bienvenida como en la despedida, ser capaces de responder y ofrecer información de los servicios ofrecidos y al mismo tiempo gestionar reservas.

COMPRENSIÓN DEL PROBLEMA

Lea la situación problema presentada y responda las siguientes preguntas que le ayudarán a comprender el problema:

¿Quiénes presentan el problema?

.....
.....
.....

¿De qué trata el problema?

.....
.....
.....

¿Qué se pide en el problema?

.....
.....
.....

¿Cuáles son las 3 situaciones que presenta el problema?

.....
.....
.....



**ACTIVATING
PRIOR KNOWLEDGE**

RESUMEN

Reconocer a los diferentes funcionarios del hotel y la función que desempeña cada uno de ellos, considerando que los huéspedes podrían pedir ayuda en diferentes situaciones.

SUMMARY

The student must recognize the members of the hotel´ staff and be clear about the work each people have, considering that the guests would ask for help in different situations.

A. What do you know about the hotel's staff? Talk about these questions.

1.- What kind of workers you can find in hotels?

.....

.....

.....

2.- What do the workers do?

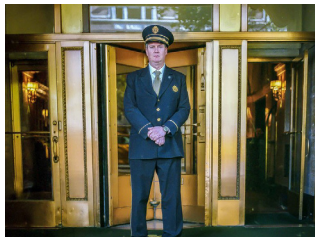
.....

.....

.....

B. Match the jobs in the boxes with the pictures below.

Hotel Staff	Elevator operator	Doorman	Valet
Front desk clerk	Bellhop	Concierge	Manager
Maintenance worker		housekeeper	



.....

.....

C. Complete the duties, 1 to 10, with the correct job from the previous exercise.

1. Who parks the cars of the guests. guests or valet can park cars.
2. Who operates the elevator in the hotel.
3. People working as a team to provide great service.
4. Who carries the luggage for the guests.
5. Who waits and greets new guests.
6. Who rents rooms to the guests.
7. Who tells guests about local entertainment.
8. Who cleans the hotel.
9. Who coordinates the hotel services.
10. Who fixes broken items in the hotel.

D. Who can help me? Read the following situations and answer who is the accurate worker to solve the guests' problems.



G: My room is messy and dirty. I took a shower and I left the towel on the floor. My bed is undone.

Who can help me? _____



G: I have just arrived to the hotel. My car is in the entrance. I don't know where is the parking lot.

Who can help me? _____



G: My suitcases are heavy. I need some help to carry them to my room.

Who can help me? _____



G: The shower doesn't work correctly. I have problems with the hot water.

Who can help me? _____



G: Somebody told me there are many interesting places to visit in this city, but I don't know where they are.

Who can help me? _____

E. Read the following conversation between the guest and the housekeeper. Answer if the following statements are True (T) or False (F) according to the information from the text

Dialogue 1: Room cleaning

Housekeeper:	Good morning Madam.
Guest:	Good morning. Are you from the cleaning staff?
Housekeeper:	Yes, I am. How may I help you?
Guest:	Well, it seems that you are going to service our room.
Housekeeper:	Yes, madam, that´s right. I am going to service your room next.
Guest:	could you do it later, please? My son is still sleeping. I don´t want to wake him up right now.
Housekeeper:	Sure, as you like, Madam, just put the DND (do not disturb) sign on the door.
Guest:	that´s fine. I will put it right now. Thank you
Housekeeper:	you are welcome madam. May I do anything else?
Guest:	yes, please. I have a question. I need information about the attractions of the city. Who can help me?
Housekeeper:	You must go down and ask for the concierge. He has the right information about the attractions and places you can visit in our city.
Guest:	Thank you very much. I really appreciate your help.

- The housekeeper comes from the administration´ staff.
- The guest wants a quick service of the room.
- The housekeeper will clean the room later.
- The guest´ son is still sleeping.
- The guest needs information about the market in the city.
- The housekeeper provides the information the guest requires.
- According to the housekeeper, the guest should talk with the concierge.



DO IT YOURSELF: ROLE PLAYING

Choose a partner and a role; Guest and Concierge. You have to perform a conversation where the guest make questions about the staff of the hotel and the concierge answer those questions. Practice with your partner. Both must perform the dialogue. If you prefer, you can write the conversation but the evaluation will be an oral presentation.

Think about...

1.- What was the most difficult part of the work? Why?

.....

2.- What do you think is the most challenging work in the hotel? Why?

.....

WHEN THE GUESTS ARRIVE: "WELCOME"

1

Criterio de Evaluación 1

- Recepciona a los huéspedes, les da la bienvenida o despedida y les informa sobre los servicios presentes en el hotel.

Objetivo de Aprendizaje Genérico

- Comunicarse oralmente y por escrito con claridad, utilizando registros de habla y de escritura pertinentes a la situación laboral y a la relación con los interlocutores.

RESUMEN

En esta sesión el estudiante debe recibir y dar la bienvenida a los huéspedes del hotel, mostrando cordialidad y respeto. Al mismo tiempo, el estudiante debe ser capaz de utilizar vocabulario técnico del área de la hotelería.

SUMMARY

In this session, the student must receive and welcome to the hotel's guests, showing politeness and respect. At the same time, the student must be able to use technical vocabulary related to Hospitality.



HOW MUCH WE KNOW?

What do you know? Talk about these questions.

1.- What do hotel workers do to welcome guest?

.....
.....
.....

2.- How do you make people feel welcome?

.....
.....
.....



LET'S PRACTICE

A.- Match words in A with the definition in B. Write number next to the letter.

A	WORDS	B	DEFINITIONS
1	Atmosphere	A	More or extra luggage
2	Welcome	B	To talk to someone
3	Introduce yourself	C	The mood of a place
4	Address	D	The bags you take with you when you travel
5	Tittle	E	A space in the back of a car
6	Luggage	F	A word used before a person 's name to show respect
7	Additional baggage	G	To make guests feel comfortable in a new place
8	Car trunk	H	Tell someone your name when you meet them

B.- Write sentences with the concept given.

- 1.-
- 2.-
- 3.-
- 4.-
- 5.-
- 6.-
- 7.-
- 8.-



TAKE NOTES



LET'S LEARN

DON'T FORGET:

When the guest arrives to the hotel, it is a very important moment because of his first impression will be a decisive factor when he has to value the services offered.

In the hospitality's field, you have to consider that being polite with the guest, especially at the arriving time, and making them to feel that they are in a warm and friendly place can help us to achieve that they decide to stay in the hotel and make a successful reservation.

NO OLVIDES:

La recepción de los clientes a su llegada al hotel es un momento importante puesto que, su primera impresión será un factor determinante a la hora de valorar el servicio que se ofrece.

En el ámbito de la hotelería se debe considerar que ser amables al momento de dar la bienvenida a los clientes y hacerlos sentir que están en un espacio cálido y amigable puede llevarnos a lograr que ellos decidan permanecer en el establecimiento y concretar exitosamente la reserva.

Read the text "Welcoming our guests" and then answer the questions.

Welcoming our guests:

It is very important make guests feel welcome from the first minute they arrive. Our work is to make them feel our friendly atmosphere and let them know how important they are.

Here are some tips:

Greet new guests with a warm "Good morning" or "Good Afternoon".

Say "Welcome" and introduce the name of our hotel.

Introduce yourself.

Ask them "How may I help you? Or what may I do for you?"

Address all guests using the title "Mr." or "Ms." followed by the guest's last name.

If a guest is carrying his or her luggage, offer your help or call the bellhop as quick as possible. Ask if the guest brings additional baggage is his or her car trunk.

Be always polite and respectful.

Choose the correct answers according to the text.

1.- What is the main purpose of the text?

- A. How to welcome new hotel employees.
- B. Ways to make guests comfortable at the hotel.
- C. Steps to introducing people.
- D. How to improve communication between employees.

2.- According to the text, what must employees

- A. They must not speak with the hotel guests.
- B. They must call guests by their names.
- C. They must be respectful with the guests.
- D. They have to clean the guests 'car trunk.

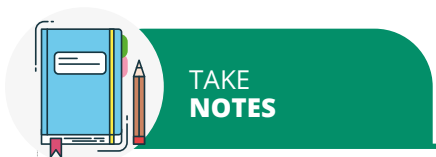
3.- What is probably true about guests?

- A. They stay at the same hotel each time they travel
- B. They use their car trunks to store extra bags.
- C. They don't share their first names with the employees
- D. They pay employees to carry their luggage



2.- Speaking: You are supposed to be the doorman at "Saint Peter Hotel". Use the tips in the text above and perform a way to welcome to Mr. Rodriguez. Do it in 5 lines.

- 1.-
- 2.-
- 3.-
- 4.-
- 5.-





APLIQUEMOS LO APRENDIDO

Do it yourself: Writing a conversation: Choose a partner and read the text below paying attention in the way to welcome the guest.

Doorman:	Good morning Mr. Rodriguez. Welcome to Saint Peter hotel. My name is Luis Lopez. What may I do for you?
Mr. Rodriguez:	Good morning. I booked a room. I need to complete my check in.
Doorman:	Good morning. I booked a room. I need to complete my check in.
Mr. Rodriguez:	Yes, it is in the car trunk. Be careful, I have a fragile suitcase.
Doorman:	Don't worry Mr. Rodriguez. The bellhop will do it carefully. Let me introduce you with the front desk clerk to complete your check in.
Mr. Rodriguez:	Thank you sir. I really appreciate your help.

Use the text as example to write a dialogue between the doorman and the guest. You and your partner must interact 5 lines each.

"Recuerda comunicarte con claridad, utilizando un lenguaje formal y que lo escrito responda a la situación laboral planteada".

D	
G	
D	
G	
D	
G	
D	
G	
D	
G	

Rehearse the pronunciation and read your conversation out loud.

Think about...

1.- What is the importance "Welcoming" your guest?

.....

2.- What will you do when you have to welcome a guest?

.....

MAKING A ROOM RESERVATION

Criterio de Evaluación 2

- Responde y ofrece información relacionada con: destinos turísticos, tarifas, tipos de cambio, medios de transporte y trayectos según las necesidades del cliente.

Objetivo de Aprendizaje Genérico

- Trabajar eficazmente en equipo, coordinando acciones con otros in situ o a distancia, solicitando y prestando cooperación para el buen cumplimiento de sus tareas habituales o emergentes.

2

RESUMEN

En esta sesión el estudiante debe reconocer palabras y frases relacionadas con el tipo de habitaciones, las dependencias del hotel para gestionar la reserva de una habitación respondiendo a las necesidades del huésped.

SUMMARY

In this session, the student must recognize words and phrases related to the type of rooms and facilities of the hotel to make a reservation answering the guests 'needs.



What do you know? Talk about the following questions.

1.- What type of rooms can you find in the hotel?

.....
.....
.....

2.- What do you do when the guest wants to make a reservation?

.....
.....
.....



LET'S PRACTICE

A.- Match the words (1 to 10) with the correct picture.

1.- KING SIZED BED	2.- TWIN BEDS	3.- NONSMOKING ROOM	4.- CHECK IN
5.- ROOM SERVICE	6.- CONTINENTAL BREAKFAST	7.- CREDIT CARD	8.- CASH
9.- AMENITIES		10.- GARDEN VIEW	



TAKE NOTES

B.- Useful Vocabulary: Choose the correct definition for the vocabulary related to The Type of rooms.

TYPE OF ROOMS

- 1) *Double room*
- A. room with a double bed
 - B. room with two beds
 - C. more than one room

- 2) *Twin room*
- A. room with a double bed
 - B. room with one bed
 - C. room with two beds

- 3) *Single room*
- A. room with one bed
 - B. room with two beds
 - C. room with a king sized bed

C.- Match the concepts related to hotel’s Facilities in A with their descriptions in b. Write the number next to the letter.

A	FACILITIES	B	DESCRIPTIONS
1	In suite bathroom	A	A box with a key where you put valuables.
2	A safe	B	A box with a key where you put valuables.
3	A minibar	C	Meals delivered to your room.
4	Tea and coffee making	D	A small fridge with drinks inside.
5	Room service	E	The telephone rings to wake you up.
6	Laundry	F	A bathroom attached to the bedroom.
7	Bar and restaurant	G	Toast, eggs, bacon, cereal, etc.
8	Wi-Fi	H	Your clothes can be washed for you.
9	English breakfast	I	You can ask for drinks and meals
10	A wake up call	J	Cups, coffee, milk, sugar and tea sachets.



TAKE NOTES

D.- Translate into Spanish the following phrases and then write an example using them.

I would like to book a room for two nights, please.

.....
.....
.....

Do you have any double rooms left for the weekend?

.....
.....
.....

How much is a single room?

.....
.....
.....

What time is check-in?

.....
.....
.....

Are all your rooms in suite?

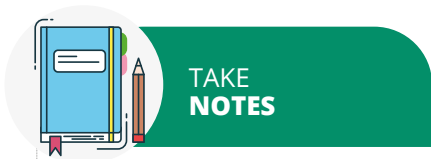
.....
.....
.....

Is there Wi-Fi in the room?

.....
.....
.....

Do you have any single room available?

.....
.....
.....



.....
.....
.....
.....
.....
.....
.....



LET'S LEARN

DON'T FORGET:

After you welcome the guests, they face the decision of staying at the hotel or making a reservation for a future visit. It is necessary that you are able of doing the process of booking the room.

For that reason, you will be the connection between the guest requirements and the hotel availabilities, being able to offer the different kind of rooms and their costs, the facilities and the services inside the hotel.

NO OLVIDES:

Después de recibir al cliente, te enfrentas a su decisión de quedarse en el hotel o realizar la reserva para su posterior visita. Es necesario seas capaz de concretar el proceso de reservar la habitación.

Por esa razón, serás el intermediario entre lo que el cliente requiere y las disponibilidades del hotel, siendo capaces de ofrecer los distintos tipos de habitaciones con sus costos, las dependencias y servicios dentro de éste.

Read the conversation "I would like to book a room" Pay attention in the process of making a reservation.

Hotel Clerk:	Hello. Sunnyside hotel. May I help you?
Man:	Yes, I'd like to book a room for two people on July 15th.
Hotel Clerk:	Okay. Let me check our computer here for a moment. June 15th, right?
Man:	No. July, not June.
Hotel Clerk:	Oh, sorry. Let me see here. Hmmm.
Man:	Are you all booked that night?
Hotel Clerk:	Well, we have one suite available; it has a kitchenette and a sauna bath. And the view of the city is great, too.
Man:	How much is that?
Hotel Clerk:	It is only \$240 dollars, plus a 15% room tax.
Man:	Oh, that is too expensive for me. Do you have a cheaper room available on either the 16th or the 17th?
Hotel Clerk:	Well, would you like a smoking or a non-smoking room?
Man:	Non-smoking, please.
Hotel Clerk:	Okay, we have a few rooms available on the 16th; we are full on the 17th, unless you want a smoking room.
Man:	Well, how much is the non-smoking room on the 16th?
Hotel Clerk:	\$80 dollars, plus the 10% room tax.
Man:	Okay, that'll be fine.

Hotel Clerk:	All right. Could I have your name, please?
Man:	Yes. My name is Louis Granger.
Hotel Clerk:	How do you spell your last name, Mr. Granger?
Man:	G- R-A-N-G-E-R.
Hotel Clerk:	Okay, Mr. Granger, we look forward to seeing you on July 16th.
Man:	Okay. Thank you. Goodbye.

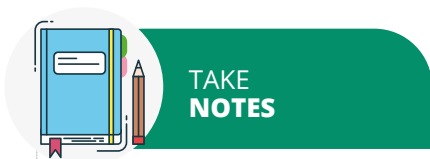


1.- Answer if the following statements are True (T) or False (F) according to the text.

1. The front desk clerk's name is Louis Granger.
2. The man needs the room on June 15th.
3. The suite is more expensive than the guest's expectations.
4. The man wants a non- smoking room.
5. The room for July 16th costs \$ 88 dollars, tax includes.

2.- Answer the questions according to the text: "I would like to book a room."

- A. What's the hotel's name?
- B. When will the guest need the room for?
- C. What does the suite have?
- D. How much the suite cost?
- E. What kind of room does the man get?
- F. What's the man's name?



CHECK IN AND CONFIRMING A RESERVATION

3

Criterio de Evaluación 3

- Gestiona reservas y otros servicios de alojamientos, utilizando medios de comunicación como teléfono e Internet.

Objetivo de Aprendizaje Genérico

- Manejar tecnologías de la información y comunicación para obtener y procesar información pertinente al trabajo, así como para comunicar resultados, instrucciones e ideas.

RESUMEN

En esta sesión el estudiante debe completar la tarjeta de ingreso del huésped, preguntando por la información necesaria. Al mismo tiempo, el estudiante deberá enviar un correo electrónico confirmando la reserva de un cliente.

SUMMARY

In this session, the student must complete a check-in card of the guest asking for the required information. At the same time, the student must send an e-mail to confirm the guest's reservation.



HOW MUCH WE KNOW?

What do you know? Before you read the passage, talk about these questions.

1.- How do people rent hotel rooms?

.....

.....

.....

2.- What questions do hotel employees ask at check in?

.....

.....

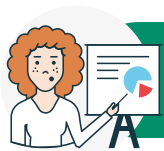
.....



LET'S LEARN

READ THE GUIDE TO MAKE A CORRECT CHECK- IN.

GUIDE TO MAKE A CORRECT CHECK- IN OF GUESTS AT THE HOTEL		
Step 1 FIND AN AVAILABLE ROOM		
<p>For walk-in guests: Ask the guest about:</p> <ul style="list-style-type: none"> • Preferred room type • Number of guests • Length of stay <p>Use the information to look for a vacancy.</p>		<p>For guests with reservations: Ask the guests about the following information: Name or reservation number</p>
<p>Step 2 ROOM ASSIGNMENT AND REGISTRATION Assign a room to the guest. Then ask the guest to complete a registration form.</p>	<p>Step 3 DAMAGE DEPOSIT Collect credit card information or cash for the damage deposit.</p>	<p>Step 4 ISSUE ROOM KEY Give the guest the room key and wish him or her nice stay at our hotel.</p>



LET'S PRACTICE

a.- Choose the correct answer for the questions related to the guide.

1.- What's the main purpose of the guide?

- A. a) To show employees how to look for room damage.
- B. To explain how guests make reservations
- C. To teach the steps of renting a room to guests.
- D. To explain how guests complete registration forms.

2.- What happens after employees collect the damage deposit?

- A. The guest returns the registration form.
- B. The guest receives a key to the room.
- C. The employee asks for payment.
- D. The employee finds an available room.

3.- According to the guide, what is not True about guests with registrations?

- A. They fill out a registration form.
- B. They state the number of guests.
- C. They receive a room key.
- D. They pay a damage deposit.

b.- Fill in the blanks with the correct words

Reservation Number	Registration Form	Walk-in
Room Key	Damage Deposit	Reservation

1. The hotel does not accept guests when there are no rooms available.
2. Mr. Morales makes a to stay at a room at this hotel.
3. Mariah uses a to open the door of her hotel room.
4. The guests left a stain on the carpet. The hotel used the to pay for the cost of replacing the carpet.
5. Ms. Porter tells the front desk clerk her Then the front desk clerk finds the details of Ms. Porter 's stay.
6. Sarah wrote her home address and phone number on the

c.- Match words in A with their meaning in B. write the number next to the letter.

A	WORDS	B	MEANING
1	CARD	A	REGISTRO DE INGRESO
2	ACCOMMODATION	B	FORMAS DE PAGO
3	CHECK IN	C	TARJETA
4	CHECK OUT	D	EFFECTIVO
5	BREAKFAST	E	DESAYUNO
6	PAYMENT CONDITIONS	F	VALOR DE LA HABITACIÓN

7	CREDIT CARDS	G	HABITACIÓN
8	CASH	H	FIRMA
9	ROOM RATE	I	REGISTRO DE SALIDA
10	SIGNATURE	J	TARJETAS DE CREDITO

d.- Choose 5 words from the exercise above and write a sentence using them

Example: Cash: I would like to pay with cash. I don't have credit cards.

- 1.-
- 2.-
- 3.-
- 4.-
- 5.-



**TAKE
NOTES**



LET'S LEARN

DON'T FORGET:

Guiding the guests to complete the check in card in the hotel and at the same time, to confirm a reservation is a task that you must do correctly.

You have to complete the check in card when the guest arrives at the hotel, using accurate vocabulary to ask for the necessary information at the moment you receive the guest.

NO OLVIDES:

Guiar a los huéspedes para completar el registro de ingreso en el hotel y al mismo tiempo confirmar una reserva es una tarea que tú debes realizar correctamente.

Tú tienes que completar una tarjeta de registro al momento del ingreso del hotel, utilizando el vocabulario apropiado para reunir la información necesaria que se debe considerar al momento de recibir al huésped.

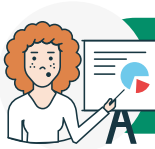
READ THE MR. SANTOS' HOTEL RESERVATION.

Good morning. My name is Manuel Santos. I live in Rose Street, Concepcion, Chile. I work in Tres Leones Company and I'm having a business meeting next week. I would like to make a reservation at your hotel. I'm travelling on May 1st and I will finish my trip on May 7th at noon. A single room will be fine for me because I travel alone. I hope breakfast will be included. I would like to pay my staying with Visa. It is under my name, the card number is 1234567-8 and it expires on September 15th, 2019. Please send me an e-mail to manuel.santos@gmail.com to confirm my reservation.

Sincerely
Manuel Santos.



TAKE NOTES



LET'S PRACTICE

1.- Complete the registration card with the information provided.

HOTEL RESERVATION CARD

Please fill in this sheet and return it to the front desk clerk.

<i>Your Information</i>			
First Name:	Family Name:	Mr.	Ms.
Address:			
Your country:	Institution:		
Phone Contact:	E-mail:		

<i>Accommodation</i>		
Check in:	Check out:	N. of Nights:
Room type:	Single Double	Suite
Room Number:		
With breakfast:	Without breakfast:	

Payment Conditions

..... *Cash*

..... *Credit Card*

..... *Deposit*

<i>Credit Card Information</i>				
Credit Cards	VISA	MASTER	DINNER	AMEX
Card Holder:			Card Number:	
Expiry Date:			Signature:	

<i>Total Amount of Payment</i>			
Room Number	Room rate per night	Total Nights	Total Amount
	\$		\$



APLIQUEMOS LO APRENDIDO

DO IT YOURSELF:

According to your knowledge about Tic's, write an e-mail to Manuel Santos confirming his hotel reservation. Remember, you have to include arrival and departure dates, room type, number and rate, contact number if he needs to make changes to the reservation.

RECUERDA:

Manejar tecnologías de la información pertinente al trabajo para comunicar los resultados de la reserva al cliente.

From: bookingagent@yourhotel.com

To: manuelsantos@gmail.com

Subject: Confirming your reservation

Dear Mr. Santos:
I am writing

.....

.....

.....

.....

.....

.....

.....

.....

Respectfully,
Mr./ Ms. _____, Booking Agent.

Think about ...

1.- What do you do when you make the check in of a guest?

.....

2.- Was it difficult to write the e-mail? Why? Why not?

.....



TAKE
NOTES

A large rectangular area with horizontal green lines, intended for taking notes.



BIBLIOGRAFÍA



Programa de Estudio formación diferenciada Técnico Profesional Especialidad de Servicios de Hotelería 3° y 4° medio. Módulos de Inglés Técnico para la industria de la hospitalidad y Servicio de atención al cliente.

<http://www.curriculumnacional.cl/inicio/tp/hoteleria-y-turismo/especialidad-servicios-de-hoteleria/>

Libro "Hotel and Catering" Career Paths.

www.careerpaths-esp.com.com

hotel registration sample

<https://www.sampleforms.com/hotel-registration-form.html>