

March 5 - 12:30 – 13:30

Topic: SUGGESTING ACTIVITIES and RECEIVING GUEST REQUESTS



Target Vocabulary/Phrases:

- Sightseeing
- Itinerary
- Amenities
- Facilities
- Free of Charge

Target Expression:

- ✓ I am_____ at your service.
- ✓ It would take around...
- ✓ They are famous for..
- ✓ Would you prefer a...
- ✓ If that is the case may I suggest that...
- ✓ In the other hand...
- ✓ In addition to...
- ✓ By the way...

Practice 1:

CONVERSATION ON SUGGESTING ACTIVITIES

Guest:	Hi! I'm Mr. Smith of room 1011. I was told by the front-desk to ask you about sightseeing places we could visit here in Hokkaido.
Receptionist:	Oh yes. I'm Takumi at your service. How old are your children?
Guest:	Great! So, I am looking for some places to visit with my family. One is 10, and the younger one is 8. What activity could we all do together?
Receptionist:	Well, if your children love animals, then I think they would enjoy a trip to Asahiya Zoo.
Guest:	Is that nearby? Are there other places in that area to see as well? I do not want to waste the travel time.
Receptionist:	Yes! Definitely. It is around 2.5 hours by car from the hotel. You can also visit Shirogane Blue Pond which is a man-made pond that has a deep-blue color.
Guest:	Okay, anything else?
Receptionist:	Since, its summer now, Tomita Farm has a beautiful field of flowers in full bloom. They also have a restaurant. They are famous for their lavender ice cream!
Guest:	That sounds wonderful! Can you arrange that tour for me?
Receptionist:	Of course! When are you planning to go? I'll send the itinerary to your room as soon as possible.
Guest:	We would like to do that tomorrow. Thank you!

Practice 2:

CONVERSATION ON RECEIVING GUEST REQUESTS

Housekeeping:	Housekeeping, good evening.
Guest:	I'm calling from room 907. I cannot connect my charger directly to the power supply. Do you have an adapter?
Housekeeping:	Yes, we do. We can bring one to your room.
Guest:	That's great. In addition, I would like to follow up the cot that we requested. We booked an extra bed for our room.
Housekeeping:	Okay, would you need extra linens too?
Guest:	Yes please. We'd need an additional duvet and bath robe.
Housekeeping:	Okay, I'll send someone to bring you your requests.
Guest:	By the way, are the drinks on the table part of the amenities?
Housekeeping:	Yes they are. The distilled water bottles, coffee and tea bags are all complimentary.
Guest:	How about the cola?
Housekeeping:	The cola inside the fridge is part of the minibar. There is a price list on the table.
Guest:	I see. Thank you!