

March 8 - 12:30 – 13:30

Topic: POLITELY ENTERING GUEST ROOM and HANDLING GUEST COMPLAINT



Target Vocabulary/Phrases:

- Plug
- Install
- Room Service
- Make up room

Target Expression:

- ✓ Can we please...
- ✓ May I come in?
- ✓ In case that...
- ✓ I am now coordinating with...
- ✓ Feel free to...
- ✓ May I service your room now please?...

Practice 1:

CONVERSATION ON POLITELY ENTERING GUEST ROOM

Housekeeping:	Housekeeping, good evening. We've brought your requests sir. We'll also be arranging the cot. Can we please come in?
Guest:	Yes, absolutely.
Housekeeping:	Here is the adapter for the plug of your electronic device. We'll just put the cot at the corner of the room, would that be okay with you?
Guest:	Can you put it in front of the television instead?
Housekeeping:	Yes, of course. We'll need to push the twin beds a little though for it to fit.
Guest:	That's okay.
Housekeeping:	Do you need anything else sir?
Guest:	Yes. I can't seem to adjust the temperature of the faucet. Can you please teach me how to turn on the hot water?
Housekeeping:	Of course, follow me please. The left knob is for the hot water and the right knob is for the cold water. To turn them on, rotate it to the right. It might take a couple of minutes before the hot water flows.
Guest:	I see. Okay, thanks.
Housekeeping:	I'll show you how to adjust the thermostat as well.
Guest:	Oh, yes! I forgot about that.
Housekeeping:	In case you need anything else, feel free to call housekeeping.
Guest:	I will, thank you!

Practice 2:**CONVERSATION ON HANDLING GUEST COMPLAINT**

Housekeeping:	Good afternoon, housekeeping. How can I help you?
Guest:	Well, I hope you can! There are so many problems in this room! There's hair on the floor, carpets are filthy, the waste basket is full of cans and there's toilet paper creeping out in the bathroom! I don't know what if this is how a five star hotel room should look like!
Housekeeping:	I am extremely sorry for the inconvenience. Can I please get your name and room number please? I'll send someone right away to inspect your room.
Guest:	It's Justin Moore and my room number 3008. Please send someone immediately for you to see whether I am lying or not!
Housekeeping:	No sir, of course we believe you. Upon checking in our system, there seems to be a mistake from our end. Room 3008 isn't ready for sale. You must have been given the wrong key. I'll contact the front desk right away. In the meantime, I'll be sending a room boy to help you move to another room.
Guest:	Okay, it makes sense now. Please send someone fast as I cannot stay longer in this room!
Housekeeping:	Yes sir. Don't worry, one of our room boys is on his way right now. I am now coordinating with the front desk and I'll call you back after a few minutes.
Guest:	Thanks.
Housekeeping:	You're welcome and thank you for your patience