

Professional Spoken English for Hotel & Restaurant Workers

**Most Practical Spoken English Guide for Non
Native English Speaking Hotel, Restaurant &
Casino Workers and Hospitality Students**

Hotelier Tanji

Owner

www.hospitality-school.com

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THANK YOU..

Hotelier Tanji is the owner of *www.hospitality-school.com*, world's one of the most popular free hotel & restaurant management training web site running from 2010. She and her team run the website to share free hospitality management learning experience all over the world. Thanks for purchasing this book. It will inspire us to work harder with utmost consecration.

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PREFACE

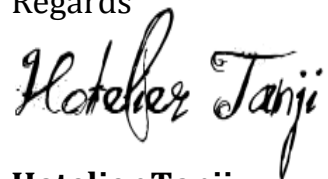
Professional Spoken English for Hotel & Restaurant Workers, 1st edition is a self-study practical Spoken English training guide for all nonnative English speaking hotel, restaurant, casino workers and hospitality student who want to accomplish a fast track, lavish career in hospitality industry. **www.hospitality-school.com**, world's most popular free hotel & restaurant management training blog publishes this book with an aim that after going through this book, a reader will be able to use the language for communication in different day to day life situation in any part of hospitality sector – both orally and written.

The book on “**Professional Spoken English for Hotel & Restaurant Workers**”, **1st edition** consists of the subjects that will enable the readers to learn English for the practical usage and at the same time, they will get exposure to the real life experience in different fields related to their current & future job. The language used is very smooth, easy and effortless that anyone using the book will definitely be benefited by using this.

The book covers most of the situations someone needs to use English in his job with hotel, restaurants, kitchen, front office, travel agency, tour operator's office, etc. The book will help to improve all communications for the users.

I will be happy enough to receive any comment and suggestions from the readers of the book to alter for a better publication in the future.

Regards



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Know your Surroundings



1. Introduction

In a large hotel many employees work for different functions and purposes. Each one has a specific role to play in order to fulfill the needs of the guests. When a staff is recruited the hotel authority provides detail job description that lists all the duties and responsibilities the staff has to perform. A guest may never ask a staff to describe their job duties, but if they do, you should be prepared to give a simple answer.

Relevant Expressions

Asking about a person's occupation

- What do you do?
- What's your job?
- What's your occupation?

- What do you do for a living?

Inquiring about Job Duties

- What are your job duties?
- What exactly do you do?
- What does your job entail?

Dialogue-1:

Guest: What do you do?

Staff: I'm an event coordinator for a hotel.

Guest: What exactly does an event coordinator do?

Staff: Well, we arrange and set up all the things needed for organizing a meeting and conferences for various groups. Our main job is to ensure that everything runs smoothly and efficiently during the event. For example, we schedule rooms, arrange for setting up of any needed equipment required (such as audio-visual equipment, microphones, etc.) and solve problems that may rise up.

Guest: Oh that really sounds interesting.

Staff: Interesting but sometimes it's quite difficult to manage everything.

Dialogue-2:

Guest: What do you do in this hotel?

Staff: I'm a bell man here.

Guest: So you take people's luggage to their rooms. Am I right?

Staff: Yes sir, but I also arrange things like hiring taxis for guests. Beside that I have a prime duty. I provide a lot of information to guests. For example, what facilities we have in this hotel, information about surrounding places, best places to eat in the area, and places to go and see etc.

Guest: Just out of curiosity- Please don't mind. Do guests tip well?

Meet the Guests



In hospitality industry, as an hotelier or restaurateur, every day you have to meet with many guests. According to different time and situation, you have to greet and introduce the guests. In this chapter you will learn some essential expressions and styles you should use to greet a guest, response to any expression or give farewell to guest with courtesy etc.

2.1 Greeting Guest

To ensure guest repetition and to make long lasting relationship it is very much indispensable to make good first impression to guests as it is said that first impression is not last impression. All guests are need to be greeted affably after their arrivals at the hotel by an hotelier. Here are some standard vocabularies, phrases and expressions that can be used to greet the guests.

Useful Vocabulary

These are some widely used vocabularies that you can use to greet the guests:

- Welcome
- Identify
- Enjoy
- Trip
- Look forward to
- Pleasure
- Satisfaction
- Greet

Essential Expressions

There are some magic expressions to greet guests and respond to any greetings. Generally people use these words according to the level or grade of relationship with the person he or she greets and timing of the greeting. You should remember that there are some expressions which you should not use in formal situations like greeting a guest. These are called **informal greetings**. You can only apply these expressions with your closest friends or colleagues. In contrast, it may sound odd if you use very formal words with your closest friend or relative. So, closely look at these expressions and try to understand which expressions you should use in which situation. Remember, in most cases **Formal Expressions** should be used in hotel & restaurant.

When you Meet Someone

Expressions Types	Greeting Words	Responses
Formal Expressions	Good Morning	Good Morning
	Good Afternoon	Good Afternoon
	Good Evening	Good Evening
Semi Formal Expressions	Hello	Hello
	How are you?	Fine, Thanks and you?
	How is life	Nice/ Nothing Special
Informal Expressions	Hi	Hi
	So, What's Up	As always
	What's new	Nothing
	Long time no see	Yeah

Note: You should use these expressions when you first meet with any guest or colleague. Usage of these expressions will vary according to the situation and the person with whom you are talking. For example:

- # You cannot say good evening, in the morning!
- # Again, with a new guest you should not say “Long time no see” or maybe even “What’s up”.
- # Also in hotel, you should use only formal expressions, but again only in limited cases and with repeated guests you may use semi-formal expressions. It will depend on the situation and relation with the guest.

So, you should think before using any expression.

Timing:

Often we cannot understand what expressions we should use in formal meetings. This happens because we are not sure about the timing. Here is a tip:

- Say “Good Morning” : From 12.01 Am to 11.59 Am
- Say “Good Afternoon” : From 12.00 Pm to until sun set
- Say “Good Evening” : From Sunset to 12.00 PM

Example:

- 10.25 AM : Good Morning
- 10.25 PM : Good Evening
- 3.00 PM : Good Afternoon
- 3.00 AM : Good Morning

Quick Tip

Never use “**Good Night**” at night when you meet with a person. It is used for leaving. You should use “Good Evening” when you meet at night.

Guest Courtesy



To ensure highest level of service, all guests should be treated in a courteous manner. As an hotelier your major responsibility is to ensure guest's satisfaction and show concern towards the guest. To do so, pay attention in great details of guest's requirements and always look for ways to help guests or colleagues.

3.1 Request & Replies

Useful Vocabulary

- Please
- Mind
- Favor
- Next to
- Easy
- Problem
- Over there
- Look for
- Reply
- Do somebody a favor
- Request
- Trouble

Essential Phrases

Expressions for Request

- Could you ... please?
- Could you spell your name, please?
- Would you mind ... please?
- Would you mind giving me your credit card, please?
- Would you please do me a favor?
- Could you do me a favor?
- Could I ask you a favor?
- Could you do a favor for me?
- Could you possibly do a favor for me?

Expressions for Replies:

☞ Of course.

☞ Sure.

☞ No problem.

☞ No trouble at all.

☞ I'd be glad to.

☞ It's would be my honor.

☞ Of course, I will.

Dialogue

Guest: Excuse me.

Staff: Yes?

Guest: Could you please do me a favor?

Staff: Certainly. What can I do for you, sir?

Guest: I'm looking for the Sales Department.

Staff: No problem. In fact that's easy. It's over there, next to the Information Desk.

Guest: Oh I see. Thanks a lot.

Staff: My pleasure.

3.2 Thanks & Replies

Useful Vocabulary

- ❖ Thanks
- ❖ Welcome
- ❖ As soon as possible
- ❖ By the way
- ❖ Trouble
- ❖ Pleasure
- ❖ Glad
- ❖ Help somebody with something
- ❖ Indeed
- ❖ Appreciate

Relevant Expressions

Expressing Thanks

- ☞ Thanks.
- ☞ Thank you.
- ☞ Thank you very much.
- ☞ Thank ever so much.
- ☞ Many Thanks.
- ☞ Thank you for your kindness.
- ☞ Thank you for your trouble.
- ☞ You are so kind.
- ☞ It's my pleasure to serve you,
- ☞ I appreciate your kindness.
- ☞ I'm very grateful to you.
- ☞ That's very kind of you.

Accepting Thanks

- ☑ You are most welcome.
- ☑ You're welcome.

English for Food & Beverage Service Department



Restaurant & Kitchen Staffs

A. Restaurant Reservation

Useful Vocabulary

- Seat
- People
- Smoking
- Non-smoking area
- Name
- Room number
- Telephone number
- Spell
- Please
- Available
- Full
- Booked
- Time
- Table
- Reservation
- Suitable

- Preference

Relevant Expressions

1. Taking a table reservation

- When would you like your table to be reserved?
- A table for how many people?
- Where would you like to seat?
- Is it smoking or non-smoking area?
- May I have your name, please?
- Could you spell your name, please?
- May I have your room number, please?
- May I have your telephone number, please?
- I'm afraid the table is not available at that time. But we can arrange a seat for you at
- I'm afraid we've fully booked today.
- Would you like me to make a reservation at another restaurant for you?

2. Greeting and seating customer

- Good evening. Do you have a table reservation?
- Would you please come this way?
- Could you please come with me?
- Come with me, please.
- Is this table alright?
- Is this table suitable for you?
- Is this table of your liking?

Dialogue

Scene 1

Restaurant Staff: XYZ Restaurant. Tom speaking, may I help you?

Caller: Yes, I'd like to book a table. What time do you serve, usually?

Restaurant Staff: We serve lunch from 11.00 to 15.00 and dinner from 17.00 to 22.00, sir.

Caller: Right... Are you open every day?

Restaurant Staff: That's correct, sir. We open every day.

Caller: Can I book a table for Sunday, then?

Restaurant Staff: Certainly, sir. How many people is it for?

Caller: For 11 people.

Restaurant Staff: And for what time, sir.

Caller: For two o'clock.

Restaurant Staff: May I have your name please?

Caller: James Morrison. It's J-a-m-e-s M-o-r-r-i-s-o-n

Restaurant Staff: The table for 11 people on Saturday at 1 p.m. Thank you very Much, Mr. James Morrison. Goodbye.

Scene 2

Service Staff: Good evening, sir. Welcome to XYZ. Do you have a table reservation?

Guest: No, I'm afraid not.

Service Staff: It's ok. Don't worry. Would you like a table in smoking or non-smoking area?

Guest: Non-smoking, please.

Service Staff: Please come with me..... Is this table alright?

Guest: It's absolutely perfect.

Service Staff: Would you care to take a seat? Please allow me (to pull back a chair)



Customer Relations

Useful Vocabulary

- Sales
- Confirm
- Marketing
- Objectives
- Convenience
- Professional
- Request
- Appointment
- Representative
- Needs
- Attitude
- Decision
- Salesperson
- (More) detail
- Client
- Customer relations
- Modifications
- Catalogue
- Assistance

Mr. Nicolas Robert: I'm fine. Please have a seat. We last talked on the phone, didn't we? That was some time ago.

Guest: Yes, it was about the Conference. Our company, HP, wants to hold a conference in your hotel.

Mr. Nicolas Robert: On which day?

Guest: On March 20th and we would like to start at 11AM.

Mr. Nicolas Robert: That is all right. How many persons will attend the conference?

Guest: About 135 persons.

Mr. Nicolas Robert: Would you also like to have lunch in our hotel?

Guest: Yes, if that is possible?

Mr. Nicolas Robert: Sure. Why not? What kind of lunch would you like to have? Buffet or a la carte?

Guest: Definitely we will prefer buffet lunch, because we'll be with a lot of people. Please arrange special separate place for us at your restaurant.

Mr. Nicolas Robert: That is possible. We can book a banquet room for you. By the way, do you need any room reservation for your guests?

Mr. Nicolas Robert: That is a very good idea. I haven't thought about that yet. I will send you a list of the guests who want to spend the night in your hotel as soon as possible. So I will try my best to get that information for you. What facilities do you offer for my guests?

Guest: As you know, as a renowned five star hotel, we have all top class facilities. We have a fitness center, a hair salon, a swimming pool, a Chinese restaurant, a western restaurant, and a coffee shop. I will give you a brochure. The brochure tells you everything about this hotel.

Mr. Nicolas Robert: Thank you very much for your time. I am looking forward to coming to your hotel and I will send you the list of the guests as soon as possible and fix the price and other formalities.

Guest: Thank you. This is my card. Feel free to call me whenever you need.

Mr. Nicolas Robert: Good-bye

Useful Vocabulary

- ◆ Product
- ◆ Benefits
- ◆ Threats
- ◆ Profit
- ◆ Promotion
- ◆ Image
- ◆ Opportunities
- ◆ Rehearse
- ◆ Cost-effective
- ◆ Suitable
- ◆ Distribution
- ◆ Confident
- ◆ Design
- ◆ Attractive
- ◆ Responsible
- ◆ Personal selling
- ◆ Trustworthy
- ◆ Features
- ◆ Timing
- ◆ Competition
- ◆ Superior
- ◆ Present a package
- ◆ Customer-oriented
- ◆ Production-oriented

Relevant Expressions

- Our product is the most expensive on the market.
- Our product is very reliable.
- We feel our product is much more attractive.
- Our product has many features.
- Consumers prefer our product.
- Our customers are concerned competitors with quality.
- We believe our product is superior to theirs.
- Price is important, but certainly so is quality.
- The product must be beneficial.
- We'll send you a catalogue (brochure) of our products.
- There is an enormous demand for our product.

Our Current Training Manuals

- ★ Food & Beverage Service Training Manual with 225 SOP
- ★ Hotel Front Office Training Manual with 221 SOP
- ★ Hotel Housekeeping Training Manual with 150 SOP
- ★ 170 Hotel Management Training Tutorials
- ★ Professional Waiter Training Manual with 101 SOP
- ★ Hospitality Career Opportunities: Learn Secrets to Get Job in Hotel, Restaurant & Cruise Industry
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- ❖ Effective Guest Complaint Handling Techniques in Hotel & Restaurant
- ❖ Hotel Room Service Training Manual

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