

Unit 1, Activity 12 (page 21)

Amenities Cards (Cut out and distribute to students.)

<p>AMENITY</p> <p>SWIMMING POOL</p>	<p>AMENITY</p> <p>SHUTTLE SERVICE TO THE AIRPORT</p>	<p>TASK</p> <p>ASK 3 QUESTIONS A GUEST ASKS WHEN SHE OR HE MAKES HOTEL RESERVATIONS.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>
<p>AMENITY</p> <p>TENNIS COURTS</p>	<p>AMENITY</p> <p>ROOMS WITH BALCONIES</p>	<p>TASK</p> <p>NAME 3 DIFFERENCES BETWEEN A HOTEL AND A MOTEL.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>
<p>AMENITY</p> <p>KING-SIZE BEDS</p>	<p>TASK</p> <p>NAME 6 RECREATIONAL ACTIVITIES.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>	<p>TASK</p> <p>COMPARE 2 RESTAURANTS IN THIS TOWN.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>

<p>AMENITY</p> <p>LAUNDRY FACILITIES</p>	<p>TASK</p> <p>NAME 8 THINGS YOU FIND IN A HOTEL ROOM.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>	<p>TRADE</p> <p>TRADE AN AMENITY</p>
<p>AMENITY</p> <p>COMPLIMENTARY BREAKFAST</p>	<p>TASK</p> <p>SAY 5 ADJECTIVES THAT DESCRIBE A 5-STAR HOTEL.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>	<p>TRADE</p> <p>TRADE AN AMENITY</p>
<p>AMENITY</p> <p>RESTAURANT</p>	<p>TASK</p> <p>COUNT TO 20.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>	<p>TRADE</p> <p>TRADE AN AMENITY</p>

<p>AMENITY</p> <p>EXERCISE FACILITIES</p>	<p>TASK</p> <p>GIVE DIRECTIONS FROM THIS SCHOOL TO THE CLOSEST BANK.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD</p>	<p>TRADE</p> <p>TRADE AN AMENITY</p>
<p>AMENITY</p> <p>IN-ROOM REFRIGERATORS</p>	<p>TASK</p> <p>NAME 3 SERVICES HOTELS MIGHT OFFER FOR A FEE.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>	<p>TASK</p> <p>NAME 5 JOBS AT A HOTEL.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>
<p>AMENITY</p> <p>IN-ROOM MICROWAVES</p>	<p>TASK</p> <p>NAME 3 SERVICES A LUXURY HOTEL MIGHT OFFER THAT AN ECONOMY HOTEL WOULDN'T OFFER.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>	<p>TASK</p> <p>USE 3 DIFFERENT COMPARATIVE ADJECTIVES TO COMPARE A LUXURY HOTEL TO AN ECONOMY HOTEL.</p> <p>IF YOU ARE SUCCESSFUL, TAKE AN AMENITIES CARD.</p>

<p>AMENITY</p> <p>SPA</p>	<p>AMENITY</p> <p>BUSINESS CENTER</p>	<p>AMENITY</p> <p>HAIR DRYERS IN ROOMS</p>
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Unit 2, Activity 6 (page 32)

Hotel Guest Cards (Cut out and distribute to students playing the role of potential guests.)

<p>You have \$100 total to spend. You want to stay in a hotel with a pool. You prefer an indoor pool.</p>	<p>You have \$300 to spend. You want to stay for two nights in a suite with a comfortable sofa and a large TV. You also want room service available.</p>	<p>You have \$400 to spend. You have to stay for three nights in a hotel near the airport. You are staying for business purposes, and you need FAX service available. You also would like breakfast ready in the morning so you can eat and go to meetings quickly.</p>	<p>You have \$400. You need a room for four nights for a conference. You need a hotel with meeting rooms, and you'd like a spa or a sauna to be available.</p>
<p>You have \$50 to spend and you need to stay for two nights. You'd like to watch TV at night if possible.</p>	<p>You have \$250 to spend. You need to stay for three nights. You'd like a big room with plenty of space. You'd also like a restaurant in the hotel.</p>	<p>You have \$500 to spend. You need two rooms for two nights for you and your family. You want a view of the ocean from your room, and your children want to watch movies at night in the room.</p>	<p>You have \$700 to spend. You want to stay for two nights in a luxury hotel. You want a suite with a refrigerator. You are very athletic, so you want exercise facilities and an indoor pool.</p>
<p>You have \$30 to spend. You need to stay in a hotel near the airport for one night.</p>	<p>You have \$280 to spend. You would like a room or a suite with a mini-bar and stove. You need to stay two nights.</p>	<p>You have \$600 to spend. You and your partner want to stay in a suite where you can cook your own food. Your partner likes to play tennis, so you'd like tennis courts available.</p>	<p>You have \$500 to spend. You want to stay for three nights in a hotel that offers a variety of places to eat and drink. You also want room service available.</p>

Hotel Reception Cards (Cut out and distribute to students playing the role of receptionists.)

<p>You have suites only. Every suite has a refrigerator, a mini-bar, a stove, and a living room area with a TV and VCR.</p> <p>Suites cost \$150–200 per night</p> <p>Amenities: Spa, exercise facilities, pool, two restaurants, room service, bar and tennis courts (for a fee).</p>	<p>You have rooms with two queen-size beds or one king-size bed. No TVs in rooms, telephones in rooms may be used for a fee. This is an economy motel.</p> <p>Rooms cost \$20 for a single and \$30 for a double.</p> <p>Amenities: restaurant next to motel, 5-minute drive from the airport.</p>	<p>You have rooms with one king-size bed only. TV and VCR in all rooms. Some rooms overlook the ocean.</p> <p>Most rooms cost \$100, ocean-view rooms cost \$180.</p> <p>Amenities: sauna, exercise facilities, locking safes in rooms, restaurant, meeting facilities, free in-room movies.</p>
<p>You have rooms and suites. All rooms and suites have TVs and clock radios. Suites also have refrigerators and sofas.</p> <p>Rooms cost \$85–\$110; suites cost \$140–\$350</p> <p>Amenities: indoor pool and jacuzzi, exercise facilities, one restaurant, and room service.</p>	<p>You have rooms with TVs and free cable. All rooms have clock radios, telephones, and refrigerators.</p> <p>Rooms cost \$45, deluxe room are more spacious and cost \$70.</p> <p>Amenities: pool, restaurant, free shuttle to downtown shops.</p>	<p>You have rooms and some suites. All rooms and suites have TVs and telephones. Suites have mini-bars and kitchenettes. Suites have free movie channel.</p> <p>Amenities: Spa, indoor and outdoor pool, golf course (for a fee), airport shuttle, free hot breakfast, three restaurants, FAX service (for a fee).</p>

Unit 5

Activity 13 (page 92)

Fix It Cards for Courtesy and Complaints Game

Cut the cards apart before beginning the game. When players land on a space that says, "Pick a Fix It card," pick one of these cards. Each card contains a complaint made by a guest or customer. The player is responsible for fixing the situation by apologizing and offering some sort of a remedy or alternative. If the other students playing the game believe that what the student says is appropriate to the situation and the student is successful in fixing the situation, the student can climb the ladder. If the student is unsuccessful, he or she remains on the space where he or she is. When you are finished with a Fix It card, return it to the bottom of the pile of Fix It cards.

<p>A guest calls you at the hotel's front desk. He is angry because his room was not cleaned today and it is already 6:00 PM.</p>	<p>You bring a meal to a customer in the restaurant, but she returns it to you saying that the food is cold.</p>	<p>A customer at one of your tables asked you for more tea about 5 minutes ago. You became very busy and forgot. Now the guest is waving you over to his table and is pointing to his glass.</p>	<p>A customer found a hair in her meal. She is very angry and disgusted.</p>
<p>A guest reserved a room with a balcony, but when he arrived today, you discovered that all of the rooms with balconies are occupied. He is not very happy about the situation.</p>	<p>A guest calls to tell you that she needs to take a shower but there is no hot water. She needs to go to a business meeting in an hour and needs to shower now.</p>	<p>A passenger on the plane insists that he ordered a vegetarian meal, but that is not listed in the information you have. Unfortunately, you are already in the air, and there are no vegetarian meals available.</p>	<p>Two airline passengers were accidentally assigned the same seat. They are arguing about it and are blocking the aisle while other passengers are trying to board and get to their seats.</p>
<p>A restaurant customer ordered his food with no cheese, but there is cheese melted on his food.</p>	<p>You gave a table of customers their bill, and after they looked at it, they called you over to the table to tell you that one of the charges is wrong. They think they were charged twice for an iced tea, but the second charge is really for the extra cheese they asked for on a sandwich.</p>	<p>A guest calls the front desk at 11:00 PM to report that the sink in his hotel room is dripping, and it is keeping him awake at night.</p>	<p>There is a screaming baby on the flight, and a passenger two rows behind the child complains that she cannot sleep and that the child is giving her a headache.</p>
<p>A customer asked for no mayonnaise on his sandwich. He takes a bite and realizes that there is mayonnaise. He angrily calls you to the table. He is allergic to dairy products.</p>	<p>A guest calls you at the hotel front desk to tell you that the volume on her television is not working. It is late at night, and there is no one who can fix it right now.</p>	<p>A customer who is sitting in the non-smoking section of the restaurant complains that he can smell the smoke from the smoking section.</p>	<p>A customer comes out of the restroom and tells you that the restroom is filthy. There is no toilet paper or soap, and there is water all over the floor.</p>

Unit 6

Activity 9

Suggestions/Recommendations (page 102) (Cut out and distribute.)

Questions

Advice/Recommendations

Where can I go shopping?

There's a great new mall on 2nd Avenue.

What's there to do at night?

There are some great clubs where you can go dancing.

What kind of outdoor activities do you suggest?

You could rent a mountain bike and ride up one of the trails behind Elk Park. It's beautiful there.

I'd like to see a show. Do you have any suggestions?

There's a modern dance company performing at the town theater tonight.

Where can I find good seafood?

There's a fabulous restaurant that serves the freshest fish in town about two blocks from here.

What's the best way to get to the airport?

The hotel has a free airport shuttle. Just tell the front desk what day and time you need to leave.

Is there a public golf course near the hotel?

The public golf course is three blocks away.

Are there any good Thai restaurants

There's a place with great Thai food right around the corner.

Where's the nearest spa?

We have a spa in the hotel.

Do any of the restaurants deliver?

The Pizza Shoppe delivers, and so does the Lucky M.

Where can I check email?

The Cyberhaus is an Internet café and has reasonable prices.

Where's a good breakfast place?

The Waffle Palace has nice breakfasts. It's one block north.
