Unit 1

Talking about Hotels and Restaurants

In this unit, you will:

✓ practice talking about hotels, restaurants, and vacation spots
✓ describe the features of hotels and vacation spots
✓ discuss hotel amenities, facilities, and services

For many jobs in the hospitality industry, it is important to be able to talk positively about hotels, restaurants, and vacation spots. If you work in a hotel, you may need to recommend a restaurant or an activity to guests, or you might have to describe features of your hotel to current or future guests. If you work in a restaurant, you may need to explain meal options or dining specials to customers. If you are a travel agent, you will need to use this information to help travelers make decisions about where to go and where to stay.
Useful Words and Phrases

Amenities and facilities are items or services hotels offer for their guests, like a coffeemaker in the guest’s room or an airport shuttle service. Most amenities are free for guests to use, but sometimes hotels charge a small fee for certain services or for the use of special facilities, like access to a health club.

Here are some amenities and facilities hotels might have. Can you think of some more and add to the list?

<table>
<thead>
<tr>
<th>In-Room Amenities</th>
<th>Facilities</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>air conditioning</td>
<td>golf course</td>
<td>airport shuttle</td>
</tr>
<tr>
<td>king-size bed</td>
<td>laundry</td>
<td>dry cleaning</td>
</tr>
<tr>
<td>kitchenette</td>
<td>pool</td>
<td>room service</td>
</tr>
<tr>
<td>mini-bar</td>
<td>sauna</td>
<td>currency exchange</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Activities

1. Hotel Picture Description  
   **Time:** 20 minutes  
   **Grouping:** $S$ $S$ $S$

   Look at the picture of the outside of this hotel, and describe what the hotel looks like. As a class, list words you used to describe the hotel on the board. Then, in groups, make a list of possible amenities or facilities this hotel might have. Add any new words to the vocabulary lists.

![Hotel Picture Description](image)

2. Amenities Symbol Familiarization  
   **Time:** 25 minutes  
   **Grouping:** $T$ $S$ $S$, $S$ $S$ $S$

   For this activity, you will need hotel brochures or flyers. Your teacher may have brought some for you or may have asked you to bring some. Hotel flyers often have symbols that show the hotel's amenities, but these often appear on the Internet as well. Look for the symbols on the brochures or on a hotel's website. Try to guess what the symbols mean. Not all hotels use the same symbols for the same amenities. Compare the symbols in your brochure or from the website with those of other classmates. Complete the amenities symbol exercise.
Key to Symbols for Amenities

Write the name of each amenity on the line next to the symbol. When you have finished, compare with a classmate and fill in any symbols you do not know.

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

Traveling the Web

1. Go to www.choicehotels.com. Type in a city name, a check-in date, and a check-out date. Then click Go. Click on one of the hotels available. Open the document, and look for a full list of the hotel’s services and amenities. Which amenities are free? Which ones require the guest to pay a fee?

2. Go to www.marriott.com. Look at the amenities symbols for the hotels listed in the Chicago area. Which amenities do these hotels have?
Present Simple (see Appendix B, page 127)

Useful Words and Phrases

There is/There are for describing

Use there is or there are to describe things and people. Use there is to talk about singular things, non-count things, or a particular person. Use there are to talk about plural things and people.

Examples: There is a microwave in each hotel room.
There are many desserts on the menu.
There is a hair dryer in every room.
There are hair dryers in every room.

You can also use the present progressive to describe an action that someone or something is doing at the moment: An example is, There are many people eating in the restaurant. See the grammar notes on page 134 for more explanation of the present progressive.

Listen to the guests talking about the amenities they want in their hotels. The first time you listen, circle any of the amenities you hear the guests talk about. Then, listen again, and complete the chart by listing what each guest wants and thinks is important in the space provided.

Circle the amenities you hear the guests talk about.

- air conditioning
- exercise room
- kitchenette
- sauna
- airport shuttle
- free breakfast
- microwave
- spa
- business center
- hair dryer
- restaurant
- swimming pool

<table>
<thead>
<tr>
<th>Guest 1</th>
<th>Guest 2</th>
<th>Guest 3</th>
<th>Guest 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>big rooms &amp; comfortable beds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3. Types of Accommodation  Time: 15 minutes  Grouping: T → 5
Comparatives/Superlatives (see Appendix B, pages 128–29)

A list of adjectives is provided. These are words that are often used to describe places, items, or services. For example: The restaurant has fast service and polite wait staff. The hotel has luxurious rooms with comfortable beds.

<table>
<thead>
<tr>
<th>Adjective List</th>
</tr>
</thead>
<tbody>
<tr>
<td>big</td>
</tr>
<tr>
<td>small</td>
</tr>
<tr>
<td>dirty</td>
</tr>
<tr>
<td>clean</td>
</tr>
<tr>
<td>expensive</td>
</tr>
<tr>
<td>cheap</td>
</tr>
<tr>
<td>wonderful</td>
</tr>
</tbody>
</table>

Complete the chart with the missing adjective, comparative, or superlative form. Not all the adjectives in the list are used in the chart.

<table>
<thead>
<tr>
<th>Adjective</th>
<th>Comparative</th>
<th>Superlative</th>
</tr>
</thead>
<tbody>
<tr>
<td>close</td>
<td>more expensive</td>
<td>the newest</td>
</tr>
<tr>
<td>beautiful</td>
<td>bigger</td>
<td>the smallest</td>
</tr>
<tr>
<td>good</td>
<td>cheaper</td>
<td>the most convenient</td>
</tr>
<tr>
<td>spacious</td>
<td>farther/further</td>
<td>the hottest</td>
</tr>
</tbody>
</table>
Look at the pictures and information about three hotels that follow. As a class or with a partner, compare the three hotels. Ask and answer questions about the hotels. Here are some sample questions:

- Is Hotel A bigger or smaller than Hotel B?
- Which hotel is the most convenient if you want to go shopping?
- Which hotel is closest to the airport?
- Is Hotel A more expensive than Hotel C?

Hotel A

- Built in 1990s
- 210 rooms
- 2 restaurants
- $107–$119 per night
- free parking
- 5 miles from the airport
- large shopping malls two blocks away
Hotel B

Built in 1998  walking distance to football stadium
197 rooms  25 miles from the airport
1 restaurant  near the university and business district
$150–$350 per night

Hotel C

Built in 1973  spa facilities
1,124 rooms  8 miles from the airport; 2 blocks from train station
4 restaurants  easy access to restaurants and museums
$190–$500 per night
Useful Words and Phrases

Expressing Opinions and Facts

Use the expression I think at the beginning of a sentence to express your opinion about something. Don’t use I think when you want to express a fact.

Example: I think the lobby in the first hotel is more beautiful than the second one, because I like the antique furniture. (opinion)
I think the chairs in the lobby look comfortable. (opinion)

Example: The lobby in the third hotel is the smallest. (fact)
There are three chairs in the first hotel lobby. (fact)

Traveling the Web

Go to www.marriott.com, and select a Marriott Hotel you want to look at. Then go to www1.hilton.com, and select a Hilton Hotel. Compare the two. Here are some ideas for getting started: How much do rooms cost at each hotel? Do the hotels have an airport shuttle? Are there restaurants nearby? Use opinions and facts to talk about the hotels with a classmate.
Imagine that you are the new owner of a hotel. First, decide which kind of hotel you want it to be—luxury hotel, business hotel, resort hotel, etc. Then decide (a) where it is located, (b) what it looks like, and (c) what amenities/facilities it has. Take a few minutes to make notes about the general features of the hotel.

Type of hotel: _______________________________________________________
Description: ________________________________________________________
____________________________________________________________________
Location: ___________________________________________________________
Amenities/facilities: __________________________________________________
____________________________________________________________________

Part 1: In pairs, take turns being (a) the owner of the hotel and (b) a potential guest. As the potential guest, ask for information about the hotel and amenities offered. As the owner, describe your hotel to the guest. Be sure to think about what would appeal to the guest. When you are finished, switch roles. Your teacher may ask a few students to tell the class about their hotels.

Some example questions for guests: Where is your hotel? What kind of hotel is it? What amenities and services does it have?

Part 2: Imagine that you want to advertise your hotel by creating a flyer for the local tourist office. Write a brief description of the hotel. Your description should be about a paragraph long. You will also want to list special attractions of your hotel (for example: near the zoo, in-room movies, etc.). Once you are ready, make a one-page flyer advertising your hotel.

Part 3: Now the tourist office has received the flyer advertising your hotel, and an agent is coming to visit the new hotel. You want the agent to like your hotel so he or she will recommend it to future guests. Tell the agent why your hotel is better than the popular Sleepy Time Hotel (see page 11) in town. Prepare for your meeting with the agent by writing some notes to compare your hotel to the Sleepy Time Hotel. Make a list of the advantages of your hotel that show why the agent from the tourist office should recommend your hotel to visitors to your city.
The Sleepy Time Hotel
276 Winding Blvd, Tahoe City, California 96145
(530) 555-3344

A superior place to relax! The Sleepy Time Hotel offers quaint, log-cabin rooms with in-room fireplaces, warm down comforters and pillows on comfortable beds, and access to outside decks from all rooms. Many rooms offer a view of beautiful Lake Tahoe. Come to The Sleepy Time Hotel to get away from it all!

Just a 10-minute drive from activities, restaurants, and shops, The Sleepy Time Hotel provides our guests a quiet, comfortable place to relax and enjoy the beauty of Lake Tahoe. Guests can swim in the indoor pool, soak in our outdoor hot tub, or enjoy the many services offered at our day spa. Amenities include a coffee-maker, refrigerator, fireplace, and entertainment center with in-room movies. Cooked-to-order breakfast provided free of charge to all guests daily. It’s the perfect place to relax after a day of skiing, sailing, hiking, or shopping.
Part 4: Find a partner. Student A will be the tourist office agent, and Student B will be the hotel owner. The tourist office agent will read the flyer and ask questions. The owner will explain why his or her hotel is excellent and why it is better than The Sleepy Time Hotel. When you have finished role-playing, switch roles with your partner.

Example questions for the tourist office agent:

- How does your hotel compare to the popular Sleepy Time Hotel?
- What special services does your hotel offer its guests?
- Why should I suggest your hotel to tourists?

Useful Words and Phrases

Expressing Likes and Preferences

Use the expressions I like or I prefer to express your likes and preferences. You can use the infinitive (to + base verb) or a gerund (base verb + ing) after these expressions.

<table>
<thead>
<tr>
<th>I</th>
<th>like</th>
<th>to fish.</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>prefer</td>
<td>to go to the beach</td>
</tr>
</tbody>
</table>

Example: I prefer to go to the mountains because I like skiing.
6. Dream Vacation  Time: 15 minutes  Grouping: T ↔ S

You are planning a dream vacation to either the beach or the mountains. Which would you choose? As a class, brainstorm vocabulary needed to talk about the two vacation spots (for example, beach, snow). As a class, write the words on the board. Compare a beach vacation to a vacation in the mountains. Remember: Not only are the places different, but the things you can do at each place are also different. Be ready to say why you prefer a particular kind of vacation.

Useful Words and Phrases

Talking about Activities

Use go + verb + ing to talk about activities.

I like to go shopping.
I like going shopping.

Use can or could to talk about possible activities.

<table>
<thead>
<tr>
<th>I</th>
<th>you</th>
<th>he/she</th>
<th>we</th>
<th>they</th>
</tr>
</thead>
<tbody>
<tr>
<td>can</td>
<td>could</td>
<td>base verb</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>I</th>
<th>you</th>
<th>he/she</th>
<th>we</th>
<th>they</th>
</tr>
</thead>
<tbody>
<tr>
<td>can</td>
<td>could</td>
<td>go</td>
<td>verb + ing</td>
<td></td>
</tr>
</tbody>
</table>
With a partner, look at the photos of these vacation spots. Look at each picture for three to five minutes. Your teacher will time you. As you look at each picture, describe what you see to your partner. When you have described all of the pictures, discuss them with your class and your teacher. Ask your teacher about any vocabulary items that you do not know. Then talk with your class about the activities travelers can participate in at each of these vacation spots. For example, guests can swim in the ocean. They can go fishing at the lake. Tell your partner which activities you prefer in each of these vacation spots.
Useful Words and Phrases
Prepositions and Expressions of Place

Use the prepositions to describe what you see in this picture of a lobby. Some examples are given.

above  between  in front of  near  on  under
behind  in  in the corner  next to  on the left/right

The lamp is **between** the table and the sofa.
The vase is **on** the table.
There is a rug **in front** of the sofa.

**Note the difference**: **in the corner** of the room, but **on the corner** of two streets