

English for Hotel: A Practical Guide



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PREFACE

Alhamdulillah, first and the foremost, all praises is to Allah Swt because of Allah's Blessing and Merciful, so the writing of this book can be accomplished.

It is hoped that this book will give a valuable knowledge and skills for the readers, particularly in the area of English for hotel namely hotel staff, students of tourism department, and those people who are concerning in improving their English to support their career in hotel and tourism field.

It is believed that there would be some points need to be corrected in this book. It is therefore, the author is pleased to welcome any corrections and feedback for the betterment of the writing of this book for the next edition.

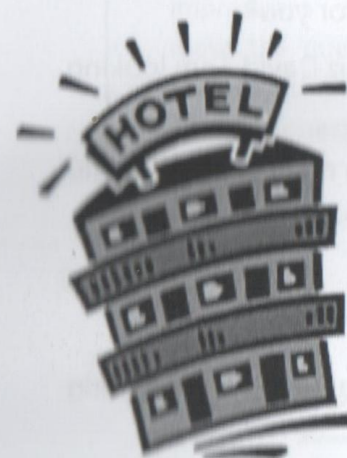
I would like to extend my warm and deepest thanks to my lovely wife, Zulystiawati, who patiently encourages and supports me much in finishing the writing of this book and also to my daughter Lisya who always bring laughter in the process of book writing. Last but not least, I want to express my big thanks to my love late mother, my father, sister, and all families in Gorontalo and Maros.

Gorontalo, March 2013

Author

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Chapter One

Checking In

This book provides many practical guides in terms of theories and practices that will improve the readers' knowledge in relation to the use of English for hotels. Having read this book, the readers will enable themselves to use English correctly either in spoken or written language through self-study throughout their future careers.

The readers are able to develop their English communicative skills which are covered in useful and related topics and interesting activities, such as: a) Checking in covers greeting guest, asking related information, using numbers and dates. b) Reservation explores more about handle reservation on the phone, in person, and in writing. c) Hotel services discuss about showing the guests their rooms, telling time, and giving information about hotel service and facilities. d) Handle orders and practicing handle orders for room service, request for amenities, wake up calls, restaurant reservations, transportation arrangements, messages, and complaints. e) Giving information dealing with places, directions, and any other general information for guests or tourist. f) And many more interesting and enjoyable topics to make confident in using English for hotel services.

Having this book is your precious investment in maintaining good careers now and in the future in which English is used as a medium of communication in serving guests or customers in the field of hotel and tourism.