

# Contents

## **Unit 1 Hotel Industry ABC**

**1**

- I What Is a Hotel 2
- II How to Enter the Hotel World 3
- III Summary of Our Work 7
- IV Consolidation 10

## **Unit 2 Front Office (I)**

**14**

- Reservation Service** 14
- I What to Do in Handling Room Reservations 15
- II How to Handle Room Reservations 16
- III Summary of Our Work 20
- IV Consolidation 22

## **Unit 3 Front Office (II)**

**25**

- Reception Service** 25
- I What Do You Know About a Registration Form 26
- II How to Register Guests 27
- III Summary of Our Work 31
- IV Consolidation 33

## **Unit 4 Front Office (III)**

**38**

- Concierge Service** 38
- I What Do We Do Every Day 39
- II How to Do Our Service Properly 40
- III Summary of Our Work 44
- IV Consolidation 46

## **Unit 5 Front Office (IV)**

**51**

- Cashier Service** 51
- I What to Do with the Hotel Bills 52
- II How to Be a Hotel Cashier 53
- III Summary of Our Work 57
- IV Consolidation 60

**Unit 6 Housekeeping (ㄅ)**

**63**

**Guest-room Service 63**

- I What Work Is Included in This Department 64
- II How to Do the Chamber Service 65
- III Summary of Our Work 69
- IV Consolidation 71

**Unit 7 Housekeeping (ㄅㄅ)**

**76**

**Personal Services 76**

- I What Are Included in Personal Services 77
- II How to Offer Personal Services 78
- III Summary of Our Work 81
- IV Consolidation 84

**Unit 8 Food & Beverage Department (ㄅ)**

**88**

**Chinese Restaurant Service 88**

- I What Is Served Here 89
- II How to Work in the Food and Beverage Department 90
- III Summary of Our Work 94
- IV Consolidation 97

**Unit 9 Food & Beverage Department (ㄅㄅ)**

**101**

**Western Restaurant Service 101**

- I What Is Served in a Western Restaurant 102
- II How to Serve Western Cuisine 102
- III Summary of Our Work 107
- IV Consolidation 110

**Unit 10 Food & Beverage Department (ㄅㄅㄅ)**

**116**

**Beverage Service 116**

- I What Are the Beverages We Serve 117
- II How to Serve Beverages 118
- III Summary of Our Work 122
- IV Consolidation 125

**Unit 11 Shopping Arcade**

**129**

- I What Is to Be Sold in Our Shopping Arcade 130
- II How to Promote Chinese National Culture 131

III	Summary of Our Work	135
IV	Consolidation	138

## ***Unit 12 Recreation Department*** **141**

I	What Activities Can We Go in for Here	142
II	How to Do Service Here	143
III	Summary of Our Work	147
IV	Consolidation	149

## ***Unit 13 Event Department*** **153**

I	What Are Provided for the Meeting Planner	154
II	How to Work for the Event Business	154
III	Summary of Our Work	158
IV	Consolidation	161

## ***Unit 14 Sales & Marketing Department*** **164**

I	What Products Should We Sell	165
II	How to Sell Our Products	166
III	Summary of Our Work	169
IV	Consolidation	172

## ***Unit 15 Settling Complaints*** **175**

I	What Will the Guests Complain About	176
II	How to Settle Complaints	177
III	Summary of Our Work	180
IV	Consolidation	183

## ***Unit 16 Hotel Management*** **188**

I	What Does Hotel Management Mean	189
II	How Is the Hotel Management Working	190
III	Summary of Our Work	194
IV	Consolidation	196

## ***Appendix*** **200**

I	Tapescript	200
II	Translation of the Dialogs and Summary of Our Work	215

Unit

1

# Hotel Industry ABC

## LEARNING GOALS

1. Hotels and their classification.
2. Major divisions in a hotel.
3. Service and management.
4. How to enter hotel industry.
5. Orientation.

## GALAXY OF TERMS

**motel** /məʊ'tel/ 汽车旅馆

**guesthouse** /'gesthaʊs/ 宾馆

**bed-and-breakfast inn** 住宿和早餐旅馆

**chambermaid** /'tʃembəmeɪd/ 客房女服务员

**orientation** /ˌɔːriən'teɪʃən/ 迎新培训

**new employee** 新员工

**training manager** 培训部经理

**employee handbook** 员工手册

**fellow worker** 同事

**team player** 善于团队合作的人

**receptionist** /rɪ'sepʃənɪst/ (总台) 接待员

**room service** 客房送餐服务

**cashier** /kə'ʃɪə/ 收银员, 出纳员

**résumé** /rezju:meɪ/ 个人简历

**captain** /'kæptɪn/ 服务员领班

**salary package** 工资福利

**VIP** 贵宾



## I What Is a Hotel

A. Listen to the dialog, decide what each short conversation is about and mark (✓) where appropriate.

	Commercial Hotel	Resort	Convention Hotel	Motel	Airport Hotel
Inquiry 1					
Inquiry 2					
Inquiry 3					
Inquiry 4					
Inquiry 5					

B. Listen to the passage and fill in the blanks with the words or phrases you hear.

A hotel is a \_\_\_\_\_ for all the traveling guests who need \_\_\_\_\_. A hotel will enjoy greater financial success only with the \_\_\_\_\_ the guests receive from the \_\_\_\_\_.

C. Listen to the dialog and match the jobs in Column A with the departments in Column B.

### Column A

- \_\_\_\_\_ 1. chambermaid
- \_\_\_\_\_ 2. receptionist
- \_\_\_\_\_ 3. Room Service waitress
- \_\_\_\_\_ 4. chief cashier

### Column B

- a. Front Office Department
- b. Finance Department
- c. Housekeeping Department
- d. Food and Beverage Department

D. Listen to the dialog again and complete the following conversation with the information you hear.

M: What do you do in the hotel?

W: I am a chambermaid in the Housekeeping Department.

M: What are your duties?

W: Well, my duties include making sure that the rooms are \_\_\_\_\_.  
But next week I will be working in the Food and Beverage Department.

M: What are you going to do there?

W: I will be a Room Service waitress. I will \_\_\_\_\_ from guests and \_\_\_\_\_ up to their rooms. And what's your job?

M: I used to be a receptionist in the Front Office, and now I am working in the Finance Department as a chief cashier.

- W:** What are your responsibilities?  
**M:** I am responsible for \_\_\_\_\_ money.  
**W:** Oh, that's a challenging job.

*E. Now try to discuss as many types of hotels as possible in your city and discuss their differences in function.*

## II How to Enter the Hotel World

### Dialog 1 We Have a Dream

*[Two college students of Tourism Management Dept. are going to have their internship in a hotel. Now they are talking about their career and ambition.]*

- A:** It's lucky that we are going to work at Witz Hotel together from tomorrow on. We are to create a home away from home for all the traveling guests with our own hands.  
**B:** You bet. That's the aim of the hotel business and the mission of the hotel staff.  
**A:** Besides, a hotel is called a mini-United Nations. We can meet and serve people from all walks of life.  
**B:** And from all over the world. That makes us feel proud, doesn't it?  
**A:** Right you are. But I am worrying how to satisfy every guest.  
**B:** No worry, boy. Just remember what our teachers said — be neat and smart in appearance, courteous to everyone, and cooperative with co-workers.  
**A:** The most important quality is a real liking for people and a warm desire to help them.  
**B:** To tell you the truth, I hope some day I will become a manager, even the general manager.  
**A:** So do I. But can you tell me what management is?  
**B:** Management means to get things done by the right people. Hotel management is hotel service management. Golden management hatches golden service.  
**A:** OK. On the other hand, the success of management depends on the service of all employees. Service is the essence of our career.  
**B:** Rome was not built in a day. So let's work still harder.  
**A:** And realize our dream.

### Dialog 2 A Job-Hunting Interview

*[The Human Resource Manager(M), with the interviewee's résumé in his hand, is now giving her an interview(I).]*

- M:** Miss Pen, sit down, please.  
**I:** Thank you.

- M:** Now, please tell me why you want to work in a hotel?
- I:** I enjoy working with people. In a hotel, I can serve different people and fulfill their requirements. In return, my guests are friendly to me and this makes me happy.
- M:** But why do you choose to work in our hotel?
- I:** Well, yours is a famous five-star joint-venture hotel. Its managerial system fits me well. That's the reason I choose to come here.
- M:** Your *résumé* shows that you worked as a junior supervisor some time. What's your understanding of a supervisor?
- I:** In one word, a supervisor is the linking pin between the people who do the job and the people who set the hotel's goals.
- M:** Then, what is a good supervisor in your opinion?
- I:** To my knowledge and experience, a good supervisor should be firm and play fair, rely on the teamwork and fulfill the guests' reasonable requirements with respect and efficiency.
- M:** Mm. Now I have asked you many questions. Do you have anything to ask me?
- I:** Well, may I know something about the salary package?
- M:** The starting salary for the first three months is 4,000 *yuan* RMB, plus bonus and meals. There'll be periodical increase based on your job performance and hotel policies.
- I:** That's quite reasonable.
- M:** One more thing, when will you be available?
- I:** Anytime next week will do.
- M:** OK. We'll let you know our decision within five days. Thank you for coming.
- I:** Thank you for your time, sir.

### Dialog 3 The First Course of Orientation

[A new employee (E) reports on his first day of work. The training manager (M) talks to him.]

- M:** Good morning. Welcome to our Witz Hotel family.
- E:** Thank you. I'm eager to start my career here.
- M:** Great. But first of all, we'll spend three days on orientation. Here is the orientation schedule and the employee handbook.
- E:** Thanks.  
(The manager briefly introduces the hotel's history of development and its operational and managerial systems.)
- M:** Now maybe you have known something about our hotel. Let's go a step further. What do you think of the hotel business?
- E:** A hotel is to create a home away from home for all the traveling guests. I think hotel service is a very decent and honorable occupation.
- M:** Right you are. So the most important quality of our staff is a real liking for people and a warm desire to help them. Do you think so?

- E:** Yes, of course.
- M:** From now on, you are a representative of our hotel. I hope you'll remember that, with your courtesy and efficiency, you can let the guests enjoy Western comfort with Chinese flavor.
- E:** Well, I'll regard every guest as a VIP.
- M:** Good. Never forget our hotel's motto — reputation first, customer foremost. Pay particular attention to your behavior and language and be aware of the cultural differences.
- E:** I'll try my best.
- M:** Besides, I hope you'll be cooperative with fellow workers and loyal to the management.
- E:** I'll go all out to become a good team player.
- M:** That's it. There's another way we speak without words. That's by our facial expression, gesture, posture and even appearance and personal hygiene. That is the second course we are going to have this afternoon.

**A. Read the above dialogs carefully, and tell:**

1. the aim of a hotel.  
\_\_\_\_\_
2. the reason why a hotel is called a mini-United Nations.  
\_\_\_\_\_
3. the most important quality the hotel staff must have.  
\_\_\_\_\_
4. the definition of management.  
\_\_\_\_\_
5. the relation between service and management.  
\_\_\_\_\_

**B. Answer the interviewer's questions in a more appropriate way.**

1. **Interviewer:** Could you tell me something about your education background?  
**Interviewee:** Here's a copy of my *résumé*. Just refer to it, please.  
\_\_\_\_\_
2. **Interviewer:** Why do you want to work in a hotel?  
**Interviewee:** Because I am out of job. I come here to try my luck.  
\_\_\_\_\_
3. **Interviewer:** Why do you choose to work in our hotel?  
**Interviewee:** Just because I saw your ad. in the newspaper.  
\_\_\_\_\_
4. **Interviewer:** Thank you for coming.  
**Interviewee:** You are welcome.  
\_\_\_\_\_



**C. Read the following conversation. The parts are not in the right order.**

1. Decide which parts are spoken by the APPLICANT (A) and which are spoken by the INTERVIEWER (I). Mark the parts with “A” or “I”.
2. Write numbers in the brackets to show the correct order of the parts.
3. Act out the conversation with your partner.

\_\_\_\_\_ I'd be happy to start immediately. [ ]

\_\_\_\_\_ You've worked in the Food and Beverage Dept. for three years. But what if you're put in the Front Office as a receptionist? [ ]

\_\_\_\_\_ Fine. I've asked you many questions. Is there anything you'd like to ask me? [ ]

\_\_\_\_\_ Well, Witz is a famous five-star joint-venture hotel. It is the biggest hotel in our city. I'm informed that the managerial system is suitable for me. That's the reason I want to work in your hotel. [ ]

\_\_\_\_\_ Mm. May I know something about the salary package? [ ]

\_\_\_\_\_ Now, your *résumé* shows that you worked as a captain waiter in Carlton Hotel since your graduation. Why do you want to come to our hotel? [ ]

\_\_\_\_\_ Well, now, one more thing, when can you start? [ ]

\_\_\_\_\_ I'd consider it a new challenge, sir, and I'll do my best. [ ]

\_\_\_\_\_ For the first three months, you'll get a starting salary of 1,000 *yuan* — plus meals. [ ]

\_\_\_\_\_ That sounds reasonable. [ ]

**D. Complete the following dialog.**

**Human Resource Manager — M**

**Interviewee — I**

**M:** Why do you choose to work in our hotel?

**I:** It's because \_\_\_\_\_.

**M:** So which department would you like to work in?

**I:** If possible, I prefer to work in the Recreation Dept. or the Sales & Marketing Dept.

**M:** I see. But I'm afraid we only have other two departments for you to choose from, either receptionist at the Front Office or Room Service waiter at the Food & Beverage Dept.

**I:** What shall I do as a receptionist or as a Room Service waiter?

**M:** \_\_\_\_\_.

**I:** In such a case, I'd take a receptionist's job.

**M:** \_\_\_\_\_.

**I:** I hope the monthly pay is not lower than 3,000 *yuan* RMB.

**M:** I see. We'll let you know our decision within five days. Thank you for coming.

**I:** \_\_\_\_\_.

E. Read the following list carefully and make a dialog with your partner based on these procedures.

### Service Procedures

#### Orientation

1. Greet the new employee;
2. Deliver the orientation schedule and employee handbook;
3. Conduct the course: physical background, hotel and group history, mission statement and vision, facilities and service items, hotel organization chart and management team, corporate culture, rule and regulation, staff welfare, personal hygiene and grooming standards, etiquette, fire prevention and evacuation procedure and security;
4. Show the new employee the hotel facilities;
5. Guide the new employee to the relevant department;
6. Organize a quiz for orientation;
7. Fill in the orientation checklist.

## III Summary of Our Work

### The Hotel Industry

What is a hotel? *The Hotel Proprietors Act 1956* provides a clear definition of a hotel: An establishment held out by the proprietor as offering food, drink and, of so required, sleeping accommodation, without special contract, to any traveler presenting himself who appears able and willing to pay a reasonable sum for the service and facilities provided and who is in a fit state to be received.

The hotel of today is a highly organized commercial entity, which consists of many operational departments and supporting departments. Of all the departmental areas, there are five most essential divisions, namely, the Room Division, the Food & Beverage Division, the Sales & Marketing Division, the Accounting Division, and the Maintenance/Engineering Division.

The hotel today not only primarily provides accommodations, foods and beverages, but also features such other services as providing modern telecommunication facilities, convention halls and trade negotiation rooms. Comprehensive service sectors are now not luxuries but necessities for the clients, among which are recreation centers, swimming pools, bodybuilding rooms, shopping centers, banks, mails, bookstores, fax, flower shops and beauty parlors.

The first and foremost task of a hotel is to create a temporary home for and to offer quality service to all the business travelers as well as those traveling for pleasure. Serving guests is indeed an art. Service is understanding, anticipating and fulfilling needs of others, and doing it graciously and willingly. Whoever the guest is, he or she must be treated as a VIP. Whatever the reasonable need is, it must be well understood and fulfilled. In this sense we say service first and guests foremost. Good service is a blending of courtesy and efficiency without either familiarity or servility.

**A. Answer the following questions.**

1. What is a hotel?
2. What are the main divisions in a hotel?
3. For whom does a hotel provide services and facilities?
4. Why do we say that serving guests is indeed an art?
5. In your opinion, what is the difference between service and servility?

**B. The men and women who have achieved success in the hotel industry were not afraid to dream. Early in each of their careers they had a goal in mind toward which they worked. After learning this unit, take a few minutes to think about what you want to achieve. Do not be afraid to set your sights high. WRITE a short passage to EXPLAIN if you have any job in a hotel that you wanted, what would it be? Would you want to be a manager? Formulate your dream into a description of an ideal job. EXPLAIN what your job would entail. Do not be so concerned with what you can do now but, rather, with what you want to do. Keep in mind that it is possible to realize such a dream.**

**Word List**

**internship** /'ɪntɜːnʃɪp/ *n.* 实习期

**ambition** /æm'bɪʃən/ *n.* 雄心

**mission** /'mɪʃən/ *n.* 任务

**courteous** /'kɜːtɪəs/ *a.* 有礼貌的

**cooperative** /kəʊ'bpərətɪv/ *a.* 相互配合的

**hatch** /hætʃ/ *v.* 孵 (蛋)

**essence** /'esns/ *n.* 精髓

**managerial** /ˌmænə'dʒɪəriəl/ *a.* 管理的

**schedule** /'skedʒjuːl/ *n.* 时间表; 计划表; 一览表

**briefly** /'brɪflɪ/ *ad.* 简略地

**operational** /ˌɒpə'reɪʃənəl/ *a.* 操作的; 运作的

**decent** /'diːsnt/ *a.* 得体的

**honorable** /'ɒnərəbl/ *a.* 光荣的; 可敬的

**representative** /ˌreprɪ'zentətɪv/ *n.* 代表

**courtesy** /'kɜːtsɪ/ *n.* 礼貌

**efficiency** /'ɪfɪjənsɪ/ *n.* 效率

**flavor** /'fleɪvə/ *n.* 风味

**motto** /'mɒtəʊ/ *n.* 座右铭, 格言; 箴言

**VIP** *abbr.* 贵宾 (Very Important Person)

**reputation** /ˌrepjuː'teɪʃən/ *n.* 声望; 名声, 名誉

**foremost** /'fɔːməʊst/ *a.* 最先的; 最重要的

**particular** /pə'tɪkjələ/ *a.* 特别的

**cooperative** /kəʊ'bpərətɪv/ *a.* 合作的

**loyal** /'ləɪəl/ *a.* 忠诚的, 忠心的; 忠贞的

**facial** /'feɪʃəl/ *a.* 面部的

**expression** /ɪks'preʃən/ *n.* 表情

**gesture** /'dʒestʃə/ *n.* 手势

**appearance** /ə'piərəns/ *n.* 外貌

**hygiene** /'haɪdʒiːn/ *n.* 卫生

**entity** /'entɪti/ *n.* 实体

**negotiation** /nɪˌɡəʊʃɪ'eɪʃən/ *n.* 谈判

**comprehensive** /ˌkɒmprɪ'hensɪv/ *a.* 综合性的

**temporary** /'tempərəri/ *a.* 临时的, 暂时的

**servility** /sɜː'vɪlɪti/ *n.* 奴颜婢膝

## Notes

- Hotels can be classified into different types according to the function (commercial hotels, tourist hotels, resort hotels, convention hotels), size (small hotels, medium-sized hotels, large hotels), location (city center hotels, suburban hotels), etc.  
Hotels can also be divided into resident hotels and transient hotels on the basis of the length of stay of their guests.
- joint-venture hotel 合资饭店
- M: OK. We'll let you know our decision with five days. Thank you for coming.  
I: Thank you for your time, sir.  
在通常情况下,对于Thank you. 的回答为You are welcome./My pleasure./Not at all. 等等,表示不用谢。而此处人力资源部经理说Thank you. 应聘者则应回答Thank you for your time. 或Thank you for giving me this opportunity.,而不应以提供帮助者的身份回答You are welcome.之类。
- A hotel is to create a home away from home for all the traveling guests.  
宾馆是为了旅行的宾客创造一个家外之家。  
a home away from home 家外之家
- So the most important quality of our staff is a real liking for people and a warm desire to help them.  
所以其首要的品质则是真诚爱人、热心助人。  
a like for 对……的喜爱
- Never forget our hotel's motto — reputation first, customer foremost. Pay particular attention to your behavior and language and be aware of the cultural differences.  
永远不要忘记我们宾馆的座右铭——信誉第一、顾客至上。特别要注意你的行为和语言以及意识到文化的差异。
- I hope you'll be cooperative with fellow workers and loyal to the management.  
我希望你与同事合作并且忠于管理部门。  
be cooperative with 与……合作  
be loyal to 忠诚于
- There's another way we speak without words. That's by our facial expression, gesture, posture and even appearance and personal hygiene.  
有一种我们不用说话的方式,那就是通过我的面部表情、手势、姿势,甚至外貌和个人卫生。
- Front Office Dept. 前厅部                                  Finance Dept. 财务部  
Housekeeping Dept. 客房部                              Food and Beverage Dept. 餐饮部  
Human Resource Dept. 人力资源部                    Recreation Dept. 康乐部
- Of all the departmental areas, there are five most essential divisions, namely, the Room Division, the Food & Beverage Division, the Sales & Marketing Division, the Accounting Division, and the Maintenance/Engineering Division.  
The Room Division of a hotel is responsible for essential services such as guest reservations and registration, telephone messages, and care of the guestrooms. This important division provides more revenue than the other divisions.

The Food & Beverage Division handles the restaurants, coffee shops, and other meal services in a hotel. The other meal services include the selling of food in hotel bars and lounges. This division is usually responsible for room service as well.

The Sales & Marketing Division manages the sale of products and services in the hotel. Its main purpose is to attract individual guests and large groups to stay at the hotel.

The Accounting Division controls the financial activities of the hotel. Its functions include collecting the revenue and managing hotel expenses.

The Maintenance/Engineering Division keeps the hotel in good condition. It maintains the appearance of the hotel and takes care of facilities such as the swimming pool.

11. Good service is a blending of courtesy and efficiency without either familiarity or servility.  
优质服务应集礼貌和效率于一体, 绝不带任何的放肆轻佻或奴颜婢膝。

## IV Consolidation

### A. Role-play

Study the lists given below.

1. What are your long-term and short-term goals?
2. What do you see yourself doing in five years?
3. What do you feel are your greatest strength and weakness?
4. Why should I hire you?
5. What qualities does a good manager have?
6. Describe your most rewarding job experience.
7. Do you have a minimum salary requirement?
8. Do you plan to continue studying?
9. In what type of work environment are you most comfortable?
10. What do you know about our hotel?
11. In what position are you interested?
12. Describe your ideal supervisor.
13. What problems have you had with supervisors in the past?
14. What do you do in your spare time?
15. In what school or community activities have you participated?

### List I

1. Be on time.
2. Dress professionally.
3. Review your answers to commonly asked questions.
4. Be courteous and smile.
5. Use the interviewer's name when possible.
6. Listen carefully.
7. Be positive about yourself and your abilities.
8. Bring along an extra copy of your *résumé*.
9. Shake hands firmly.
10. Maintain eye contact during the interview.
11. Maintain good posture.
12. Refrain from smoking, even if the interviewer smokes.
13. Don't accept coffee. You might spill it.
14. Thank the interviewer for his or her time.

### List II

1. Discuss in groups how to answer the questions in List I and how to apply the advice in List II into practice.
2. Work in pair, A plays the role of interviewer while B, interviewee.
3. Come back in group and exchange what you have learned from this role-play and what you are going to do in the future job hunting.

### B. Match the definitions on the left with the terms on the right.

- |  |                     |
|--|---------------------|
| _____ 1. a place that provides lodging and food for travelers  | a. resort hotel     |
| _____ 2. a location used for entertainment and recreation  | b. guesthouse       |
| _____ 3. a hotel especially built for traveling motorists  | c. motel            |
| _____ 4. a hotel which aims at convention service  | d. resident hotel   |
| _____ 5. a hotel for people who don't want to own their homes and hire accommodations on a seasonal basis or permanently | e. convention hotel |

### C. Decide what type of hotel you would recommend to the following persons.

commercial hotel	resident hotel	convention hotel	resort
motel	boatel	bed-and-breakfast inn	airport hotel

**Guest A:** I'd like to do business in your city and try to sell this new washing machine.

**Guest B:** I'm flying from your city to New York early tomorrow morning.

- Guest C:** I've been hitch-hiking from Beijing to your city. Are there any cheap places where I could stay overnight?
- Guest D:** I'm arranging the Annual Conference of American Hoteliers.
- Guest E:** My wife and I and our two children are going by car to your town and would like to stop somewhere for one night.
- Guest F:** My wife and I would like to spend a week's holiday at the seaside.

#### D. Reading Comprehension

It is very important for us to realize the necessity for cooperation and coordination among the various hotel departments. Practically every service offered requires the efforts of two or more departments. To get an incoming guest from the lobby to his freshly cleaned room involves the Front Office, the uniformed services, and the Housekeeping Dept. whether it be the serving of a single meal in the coffee shop or the handling of a large convention, the joint efforts of several departments must be coordinated to assure successful and satisfactory service to the customer. Failure on the part of any one department or any one person in that department means unsatisfactory service and an unsatisfied guest.

For example, the hotel sales manager sells a local businessman a meeting room for a sales meeting and arranges for a luncheon in the convention hall. The sales manager makes the arrangements, but the actual setup of the rooms, the preparation and service of the meals, and the general decorative arrangements are handled by departments over which the sales manager has no control. Should anything prove unsatisfactory, however, the customer would hold the sales manager directly responsible.

1. Every service offered in a hotel requires the efforts of \_\_\_\_\_.  
A. two departments  
B. more than two departments  
C. two or more departments  
D. more departments
2. To get an incoming guest from the lobby to his room involves \_\_\_\_\_.  
A. the Front Office and the uniformed services  
B. the Front Office, the uniformed services and the Housekeeping Department  
C. several departments  
D. the Housekeeping Department only
3. When the hotel sales manager sells a meeting room to a customer, \_\_\_\_\_.  
A. he makes all the arrangements  
B. the specific details are handled by other departments concerned  
C. he arranges for the setup of the rooms  
D. he also controls over the different departments concerned
4. Should anything prove unsatisfactory the customer would \_\_\_\_\_.  
A. complain to the general manager  
B. hold the sales manager directly responsible  
C. hold the general manager responsible

- D. refuse to pay his bill
5. The best title of this passage is \_\_\_\_\_.
- A. The Importance of Cooperation in the Hotel Service
- B. How to Coordinate with Each Other
- C. How to Receive an Incoming Guest
- D. A Successful Sale

### E. Writing

A well-prepared *résumé* is a necessary document of the qualifications and credentials for a job-hunter. Please write your own *résumé* on the basis of the following information.

- Your name, address, and phone number at the top of the page.
- The title or description of the job in the hotel you are applying for.
- Your previous work experience, related to the job position, including the important duties. This list should start with your most recent job and work backwards in time.
- Your previous educational background, including the schools you have attended and the degrees that you have received. This list should also be in chronological order from present to past.

### F. Translation

The first lodging operations can be traced to ancient Greece and Rome, but the word *hotel* was not applied to them until late in the eighteenth century. *Hotel*, French for a wealthy or prominent person's house, became the generally accepted term when referring to a place of lodging.

---

---

---

---

---

---