12 Checking out

Take off

In tourism today, it is vital to know how your customer feels about your services. Look at the hotel customer satisfaction form.

1 Which aspects of hotel service can you see?
2 Which other areas of the hotel's services and facilities do you think will be on the form?
3 The form has a space at the bottom for the guest to make suggestions. What do you think are the most common suggestions?
4 What are the commonest causes of complaints in hotels?



FAIRMONT HOTEL DURBAN

We sincerely hope that you have enjoyed your stay in the Fairmont, where our principal aim is to offer you better and better service every day. To help us do this, we would be very grateful if you could spare us a few minutes and let us know how well we have done.

REASON FOR VISIT

Business ☐ Conference ☐ Tourism ☐

How many nights a month do you use the Fairmont? 1 to 5 ☐ 5 to 10 ☐ More than 10 ☐

	Very satisfied	Quite satisfied	Acceptable	Not satisfied	Poor
1 Overall rating of hotel	☐	☐	☐	☐	☐
2 Room	☐	☐	☐	☐	☐
3 Decoration	☐	☐	☐	☐	☐
4 Bed & pillows	☐	☐	☐	☐	☐
5 Cleanliness	☐	☐	☐	☐	☐

Please note here any suggestions you would like to make as to how we can improve.

.....

.....

.....

If you would like us to reply to you, please leave your contact details here.

Company: .....

Name: .....

Room number: .....

Signed: .....

Dept.Qual.Fair 06/08/1

In this unit
- customer feedback
- front office duties
- responding to problems
- checking guests out

Vocabulary

Front office duties

1 Match the pictures with the front office duties.

answer	FAQs
check	guests in guests out
control	access to the garage
deal with	overbookings cancellations requests for foreign exchange common problems
monitor	customer satisfaction
take	bookings messages for guests incoming phone calls final payment
update	guest histories



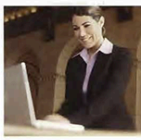
2 Which of these duties will a receptionist carry out
1 before guests arrive? 3 when guests leave?
2 during a guest's stay?

3 Which of the duties is the most routine?

4 Which of the duties would you find (a) the most pleasant, (b) the least pleasant?

Listening

Life in the front office



1 Erika works in a medium-sized hotel in the centre of Berlin. Listen to her talking about life in the hotel's front office. Which of the duties from *Vocabulary* does she mention, and in which order?

2 Listen again. Write T (true) or F (false).
1 Erika has to spend all day dealing with emergencies.
2 Taking messages for guests is a routine task in hotels.
3 Answering questions is an opportunity to get to know your guests.
4 It's impossible to predict what sorts of questions guests will ask you.
5 Receptionists are responsible for monitoring customer satisfaction.
6 A complaint is another name for a problem.

Find out

Work in pairs. Arrange a time with a receptionist in a local hotel. Go to the hotel and ask them about the different duties they carry out.

1 Find out which duties they
1 have to carry out in the front office
2 see as routine
3 see as an opportunity to get to know their guests
4 least like doing.

2 Ask them about common problems and about the procedure they are trained to follow when problems come up.

A study by Spain's Cantabria University showed that customers staying in luxury accommodation have higher expectations than those staying in 1-star hotels. As a result, feedback from customers in 4- and 5-star hotels is generally less positive

15-minute, 24 hours a day satisfaction guarantee. Our staff are available around the clock ... If, however, your problem is not solved within fifteen minutes, we pick up the bill.
Ibis
Accor hotels

It's my job

Abdol Sadeghi





Many Westerners aren't sure, where Tehran is. But for 29-year-old Abdol Sadeghi, manager of the Tigran hotel complex, the Iranian capital is both his home and his place of work. Why did Abdol choose to work in the hotel trade? Which part of hotel work does he like best? What does he do in his free time? Read on and find out.

How long have you been in the hotel business?
I started very young – when I was twelve years old.

Why did you start so early?
My father believes that a good manager must know every part of the job. I started cleaning the toilets, working as a waiter, and so on. He wanted me to try every aspect of the job, and not to start immediately as a manager.



Of course, you're not just a manager now?
No, I'm vice-president of our group, too.

What keeps you going?
I like my job. And it's a family business. It's what I can do to help my family.

And what do you enjoy most about your job?
Reception work, of course, because that puts me right in contact with the public.

An average day?
I don't think we have average days in our business. Most days I work twelve hours ... but it depends on the day. Sometimes I work seventeen hours. But in the low season, I can usually get two days or three days off a week.

What do you do with that time?
Go out with friends, ski in winter, surf the Internet ... visit my parents and my sister.

Just the sort of things anyone of his age does. Except for one thing. His mother and sister are in the Turkey branch of the business, and his father manages another complex in the north of Iran. Hotels run in the family!

Listening

Common problems

1 Look at the list of common problems. Listen to two people complaining to reception. In each case
1 identify the problem from the list
2 decide who should normally deal with it.
a the receptionist c the duty manager
b another department

1 air-conditioning does not work
2 room too cold
3 shower does not work
4 not enough light in the bathroom
5 noise from the street / other room
6 TV image poor
7 cannot connect to Internet
8 cannot get the pay-TV channels
9 room service slow
10 non-smoking room smells of smoke

2 Listen again and decide if each receptionist has dealt with the problem effectively. If not, identify what they did wrong and say what should have happened. (Hint: remember what you learned in *Speaking* on p.43.)

3 Look at the other problems in the list. Work in groups and decide how they can best be dealt with. Report your decisions to the whole class.

Language spot

Responding to problems

1 Listen to the situations again and complete the dialogues.
1 R Oh, I'm very sorry about that. Would you like to change rooms?
G Yes, I think I'd prefer that.
R OK. I'll issue a new key right away and _____ you to change.
2 G Until October! You're not serious? The weather forecast on TV said it would drop to 6° tonight.
R I'll _____ you an extra blanket.

2 Which of the structures summarizes the way *get* is used in 1?
1 get something done
2 get someone to do something
3 get something for someone

3 Complete the dialogue using *get* and the words in brackets.
G Hi. This is Room 431. It's very hot in my room.
R I'm sorry about that, sir. Have you tried adjusting the thermostat?
G Yes, I (the porter / adjust)[1] it as soon as we got into the room, but it's still very hot.
R Mm. OK, I'll (maintenance / have a look)[2] at it.
G Will it take long?
R They're in the conference centre at the moment. I'll (them / do)[3] it as soon as they can.
G Oh, OK. One more thing. Can we get tickets for the theatre tonight?
R Of course. I'll (the concierge / reserve)[4] them for you.

4 Think of three more things you can get someone to do for a guest in a hotel. Tell your partner.
EXAMPLE *You can get the bellboy to park a guest's car.*

» Go to **Grammar reference** p.127

Pronunciation

It's not easy to understand people who speak English quickly.

1 Listen. How many words are there in each sentence?

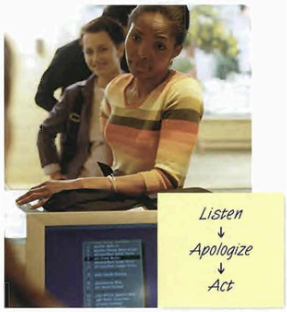
2 Work in pairs or threes. Listen again and write down the exact words for each sentence.

3 Which words were stressed most in each sentence? Mark each stressed word clearly.

4 Practise saying the sentences, paying special attention to the stressed syllables.

Speaking

Solving problems



1 Work in pairs. Student A, go to p.111. Student B, go to p.115. Act out the situations.

2 Act out new situations with the problems in the list on p.102, or make up problems of your own. The guest should call from their room.