

Unit contents chart

UNIT	COMMUNICATIVE AREA	SITUATIONS/FUNCTIONS	STRUCTURES
■ 1	Dealing with incoming calls	Receiving incoming calls Taking messages Dealing with requests	Offers: <i>Can/Could, Would you like to, I'll</i> Requests: <i>I'd like to, Can/Could</i>
■ 2	Customer information	Giving information to customers Answering questions about hotel facilities and services	<i>Is there?/Are there?, There's/There are, There isn't/There aren't</i> Prepositions of location
■ 3	Taking reservations	Taking room reservations Confirming details of a booking Changing and cancelling reservations	Prepositions of time
■ 4	Dealing with booking enquiries	Turning down bookings Giving explanations Suggesting alternatives	Present Simple Present Continuous Short forms
■ 5	Correspondence	Writing letters and emails to customers Responding to emails and voicemails	Overview of greetings and endings in correspondence: <i>Dear Madam/Yours faithfully, Best regards, etc.</i>
■ 6	Welcoming guests	Making guests feel welcome Checking guests into their accommodation Giving essential information	Possessive adjectives: <i>my, your, his, her, its; our, your, their</i> Object pronouns: <i>me, you, him, her, it; us, you, them</i>
■ 7	Dealing with check-in problems	Finding solutions for problems Dealing with guests' special needs	Past Simple <i>have got/haven't got</i>
■ 8	Explaining how things work in a hotel room	Helping guests with the room facilities Small talk	Imperatives for instructions Adjectives and adverbs
■ 9	Serving drinks	Service in the bar and restaurant	Question form review
■ 10	Food service	Taking customers' orders Explaining menus and dishes Talking about cheeses and coffee	Talking about quantity: <i>some, one, much, many, few, a little, more, another, enough</i>
■ 11	Know your region	Giving information on visitor attractions Advising guests on what to do	Comparisons: <i>-er than, the -est; more/the most; (not) as ... as, not so ... as</i>
■ 12	Explaining travel options	Talking to guests about travel options Giving advice about local transport and tickets	Recommending, suggesting and advising: <i>It would be a good idea to ..., You can/could ..., Why not ...?, How about ...?, Your best option is to ..., I'd recommend ...</i>
■ 13	Giving directions	Giving directions inside and outside the hotel	Prepositions of direction: <i>up, down, out of, across, past, onto, through, along, to, into, round, straight on</i>
■ 14	Meeting customer needs	Dealing with customers' needs Customer care and customer service	<i>need/don't need, need doing, need to do</i>

UNIT	COMMUNICATIVE AREA	SITUATIONS/FUNCTIONS	STRUCTURES
■ 15	Complaints and apologies	Acknowledging and apologizing Promising action	Present Perfect with <i>already, yet, just for and since</i>
■ 16	Mistakes and problems	Checking details Finding a solution Offering compensation	Indirect questions: <i>Could you tell me ...? Can you explain ...? Do you know ...? etc.</i>
■ 17	Giving advice and assistance	Helping with lost luggage and lost passports Emergencies and first aid	First and second conditionals <i>unless</i>
■ 18	Telephone communication problems	Difficult phone calls Clarifying, checking, repeating and spelling	The Passive
■ 19	Conference and meeting enquiries	Talking about facilities and services Explaining conference packages	Managing a conversation: <i>Well, Now, So, Actually</i>
■ 20	Handling payments	Dealing with guests' bills Payment security	Revision of numbers
■ 21	Explaining and training	Kitchen hygiene and safety Following instructions Cooking processes	Obligation: <i>must, have to</i> No obligation: <i>don't have to, needn't</i> Prohibition: <i>mustn't, can't</i>
■ 22	Working in housekeeping	Servicing a room The evening turndown service	<i>have something done: We had the windows cleaned last week.</i>
■ 23	Health, safety and security	Health, safety and emergency procedures Security issues	<i>should/shouldn't ought to</i>
■ 24	Countries and cultures	Making plans Talking about different customs	Verb + <i>-ing</i> Verb + to infinitive
■ 25	Exploring different cultures	Differences between cultures Advising on cultural norms	Reporting verbs: <i>ask, warn, offer, advise, refuse, apologize for, assure, blame</i>
■ 26	Working life	Talking about job skills and routines A celebrity chef's career moves	Adjective + preposition: <i>good at, kind to, interested in, pleased with, etc.</i>
■ 27	Job applications	Personal qualities, skills and experience CVs and covering letters	Talking about the future: <i>going to</i> and <i>will</i> Question tags
■ 28	Job interviews	Interview questions and answers Interview tips	Past Simple or Present Perfect?

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