Contents

Unit	Reading	Listening and Speaking	Writing	Project	Vocabulary	Useful Expressions	Page
Unit 1 Reservation	Central Reservation System	FIT Reservation and Group Reservation	Reservation Record	Reserving Rooms	New Words and Expressions Vocabulary and Structure	Making Reservations/No Vacancy or Booked Up/Revision and Cancellation	1
Unit 2 Checking In	The Receptionist's Work	Registering Guests with and Without Reservation	Registration Form	Checking In Walk-in Guests	New Words and Expressions Vocabulary and Structure	Checking in FIT/Checking in Groups	19
Unit 3 Bell Service	Concierge	Bell Service	Introduction of Hotel Services	Bell Service	New Words and Expressions Vocabulary and Structure	Helping the Guest with Baggage/On the Way to the Guestroom/Introducing Hotel Services	35
Unit 4 Information Desk	Qualities of a Concierge	Information Service	Giving Directions	Information Service	New Words and Expressions Vocabulary and Structure	Asking for Directions/Giving Directions/Suggesting Activities	51
Unit 5 Switchboard	Telephone Service	Transferring Calls, Making Wake-up Calls and Dealing with Inquiries	Taking a Message	Making International Calls	New Words and Expressions Vocabulary and Structure	Answering and Transferring Phone Calls/Handling Wake-up Call Requests	67
Unit 6 Cashier	Check-out Service	Foreign Currency Exchange and Check-out	Exchange Memo	Checking Out Guests Paying by Credit Card	New Words and Expressions Vocabulary and Structure	Foreign Exchange/Preparing and Explaining Bills/Collecting Payment	83
Unit 7 Business Center	The Business Center	Secretarial Services & Ticket Service	Booking Tickets	Secretarial Services	New Words and Expressions Vocabulary and Structure	Booking Tickets/Secretarial Services/ Offering Convention Services	99
Unit 8 Chamber Service	Housekeeping Department	Services in Housekeeping Department	Memo	Cleaning Service	New Words and Expressions Vocabulary and Structure	Explaining Room Facilities/ Performing Cleaning Service/ Explaining Maintenance Service	115
Unit 9 Laundry Service	Sarah's Place	Laundry Service	A Letter of Inquiry	Laundry Service in Housekeeping Department	New Words and Expressions Vocabulary and Structure	Explaining Laundry Service/ Specifying Requirement of Laundry Service/Inquiring About Laundry Service	131
Unit 10 Other Services in Housekeeping Department	Chicago Nannies International	Personal Services in Housekeeping Department	A Notice of Lost and Found	Personal Services	New Words and Expressions Vocabulary and Structure	Explaining Baby-sitting Service/ Offering Things on Request/Dealing with Emergencies/Handling Lost and Found Articles	149