

English for Travel & Tourism Industry

Salahaddin University- Hawler

College of Economic And Administration

Tourism Organizations Administration

Second Year- First Semester

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Different Kinds of People

- Working in travel and tourism
- Being Friendly and Helpful



Working in Travel and Tourism

Utopia
HOLIDAYS

LOCAL RESORT REPRESENTATIVES

Utopia Holidays are looking for representatives in your region

The reps' duties will include:

- meeting clients at the airport and escorting them to their hotels
- holding welcome parties for each group on the day after their arrival
- organising and escorting coach excursions to local places of interest
- answering clients' questions and dealing with their problems
- assisting clients who cannot speak the local language
- escorting clients from their hotels to the airport at the end of their holiday
- being on call 24 hours a day to deal with emergencies

Please apply in writing, enclosing your CV, to

Alice Watson, Utopia Holidays, Utopia House, Skyway Drive, Crawley, RH12 4PJ

***Work in pairs* Look at the advertisement and discuss these questions:**

- **What does a local rep have to do?**
- **What are *three* things you might enjoy about the work?**
- **What are *three* things you would not enjoy about the work?**

Coach Excursions



Working in Travel and Tourism

- If you give clients the impression that you enjoy your work- and enjoy dealing with them- it will make it much easier for clients to feel comfortable with you, and it will make it easier for you to establish a good relationship with them.
- If you look bored or uninterested, your clients may start feeling the same.
If you smile, other people will smile back!

Being Friendly and Helpful

- If you gave people a favorable first impression of yourself, you'll find them much easier to deal with.
- A welcoming smile and a friendly greeting puts people at their ease, even if they had a bad journey or if they are feeling tired, worried, or cross.

Different Kinds of People

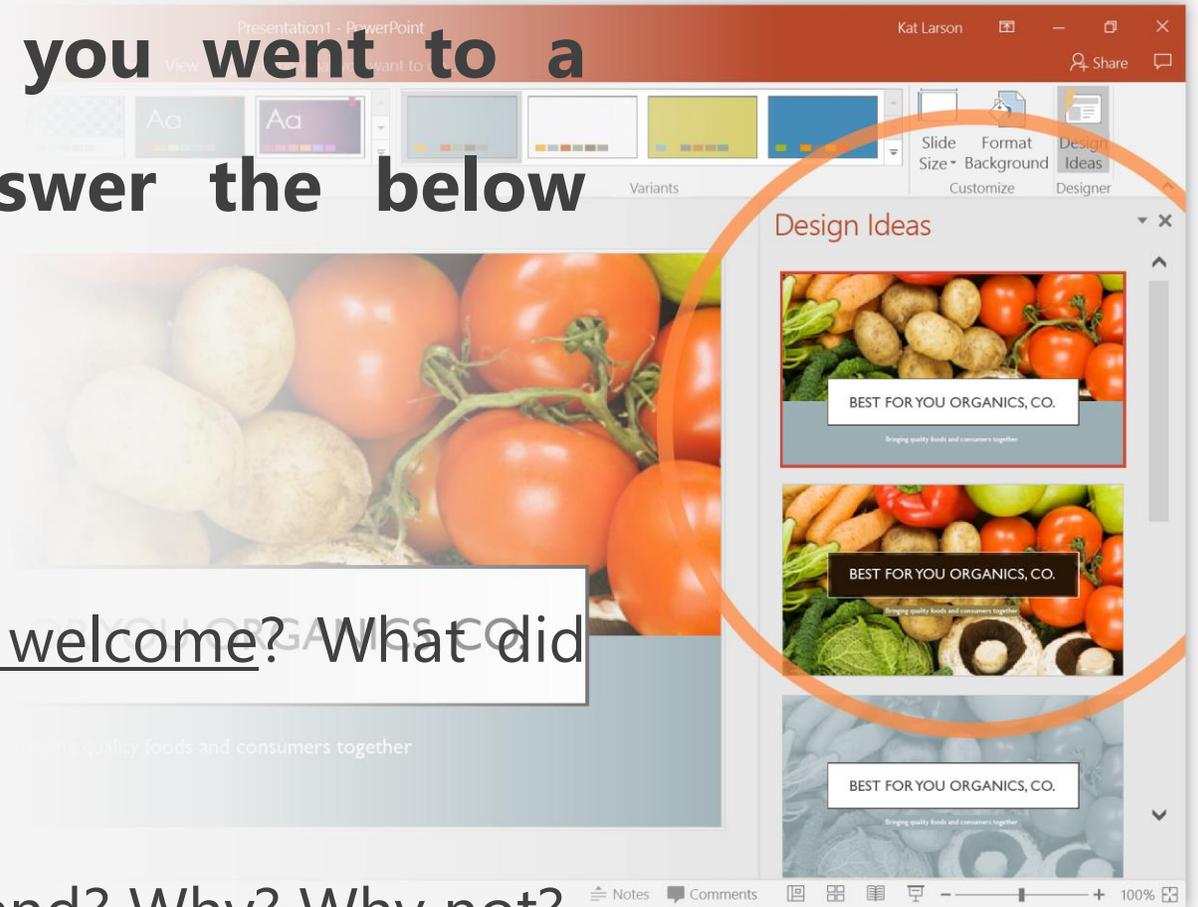
Being Friendly & Helpful

1. Find out about the last time you went to a restaurant, a cafe or a shop answer the below questions

1. How helpful and friendly were the staff?

2. What do the staff did to make you feel welcome? What did they say to you?

3. Would you recommend each place to a friend? Why? Why not?



The answers to previous questions are:

1. The staff were really friendly but the food wasn't very good
2. They have welcomed us with smile and said welcome to our restaurant, how can we help you?
3. Yes, I would recommend them to friends because the staff were very helpful

2. Find the problems & the places of the below conversation?

1. The client is nervous at a reception desk.
2. The guest hasn't had his/her order taken in a restaurant.
3. The reservation hasn't been made at a check-in desk.

Answers to previous questions

problem

place

Conversation 1 the client is nervous

at reception desk

Conversation 2 the guest hasn't had his/her order taken

in a restaurant

Conversation 3 the reservation hasn't been made

at a check-in desk

3. Cross the phrases that might sound Unfriendly or Impolite

Could you tell me your name please?

What do you want?

It's a pleasure.

Certainly.

Do you want something?

Who are you?

May I help you?

It's no trouble.

Obviously.

Is there anything I can do for you?

4. Complete the below conversations in a friendly manners.

Good evening.

-Good evening, sir.

Can I help you?

Yes, I'd like to send a fax, please.

-Certainly, sir, would you like it sent right away?

Good morning.

-Good morning, sir.

Can I help you?

yes, I'd like some information, please.

-Certainly, sir.

Good afternoon

- Good afternoon, madam. How may I help you?

I'd like to book a table for this evening, please.

- certainly, madam, what time would you like it for?

5. What are the seven Peace of Advice you would like to give to staff at a major hotel?

Answer:

1. Speak to people
2. Smile to people
3. Call people by name
4. Be friendly
5. Be helpful
6. Be interested in people
7. Consider the feelings of others

SPEAK TO PEOPLE: there is nothing as nice as a cheerful word of greeting.

SMILE TO PEOPLE: it takes seventy-two muscles to frown, only fourteen to smile.

CALL PEOPLE BY NAME: the sweetest music to anyone's ears is the sound of their own name.

BE FRIENDLY: you can make friends by being friendly.

BE HELPFUL: act as if everything is a genuine pleasure.

BE INTERESTED IN PEOPLE: you can like everyone if you try.

CONSIDER THE FEELINGS OF OTHERS: it will be appreciated.

Remember:

You never get a second chance to make a first impression!

Different kinds of people

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When in Rome



Read These Questions and Then Tick (✓) what you think is the best answer to each questions?

1. A man with a beard, wearing dirty jeans and carrying a rucksack comes into the 5-star hotel where you are working. What do you do?

A. Ask him what he want.

B. Ignore him.

C. Ask him politely to leave.

D. Treat him like any other quest.

Read These Questions and Then Tick (✓) what you think is the best answer to each questions? cont

2. You know Ms. Brown, an American client, very well. When she arrives do you.....

A. Shake her hand.?

B. Smile and say hello?

C. Kiss her on the cheek?

D. Say Good evening and bow?

Read These Questions and Then Tick (✓) what you think is the best answer to each questions? cont

3. Mr. Manuel Fernandez Garcia doesn't reply when you say "Good morning, Mr. Garcia" to him. This is probably because

A. He didn't hear you.

B. You didn't look at him when you spoke.

C. He's rudely ignoring you.

D. You've called him by the wrong name

Read These Questions and Then Tick (✓) what you think is the best answer to each questions? cont

4. A German is talking to a Brazilian. The German keeps taking a step backwards each time the Brazilian steps forward. This probably because...

A. The Brazilian wants to be friendly.

B. They're both trying to be friendly.

C. The German is being unfriendly.

D. They don't like each other.

Read These Questions and Then Tick (✓) what you think is the best answer to each questions? cont

5. You are talking to a visitor from Britain. Which of these questions do you ask him or her?

A. How old are you?

B. How much do you earn?

C. Are you married?

D. What part of Britain do you come from?

Different kinds of people

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Dealing with Enquiries



1. Fill the blanks with correct word/s for each guest. Use
book – free – how long – check-in – begins – finishes – served

1. The first guest want to book a room for himself. He is told that room 406 is free.
2. The second guest want to know how long it takes to get to the airport by bus. She is told that she has to check-in at least 60 minutes before her flight.
3. The third guest want to know what time breakfast service begins and finishes. He is told that breakfast is served from 6:30 to 9:30 on weekdays and from 6:30 to 10:30 at weekends.

Complete this dialogue with suitable words, you may use your own words or rely on your notebook materials?

Receptionist: Good afternoon, Mr. Johnson. How nice to see you again!

Guest: Thank you, it's very nice to be here again. How are you?

Receptionist: I am fine, thanks for asking. Now what can I do for you?

Guest: Good. Now, I asked for my usual room when I made the booking. Is it available?

Receptionist: unfortunately it is not available! But room 101 is empty?

Guest: Oh, well, never mind. Room 101 does overlook the garden too, doesn't it?

Complete this dialogue with suitable words, you may use your own words or rely on your notebook materials? cont

Receptionist: yes it does. How long you are planning to stay with us?

Guest: Oh, until Friday I expect. But is it alright if I let you know for sure tomorrow morning?

Receptionist: Yes it is alright. Do you want me to call a porter to help you with bags?

Guest: good. Thanks very much. Don't worry about a porter. I've only got this small overnight bag.

Receptionist: Its really nice to see you again! Welcome back!