

**SALAHADDIN UNIVERSITY- HAWLER
COLLEGE OF ECONOMIC AND ADMINISTRATION
TOURISM ORGANIZATIONS ADMINISTRATION
ENGLISH FOR TOURISM
SECOND SEMESTER**

**CHAPTER 7
ACCOMMODATION**

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IN THIS UNIT

- Types of tourist accommodation
- Hotel services and facilities
- Describing location
- Taking accommodation enquiries and bookings by phone

VOCABULARY

- **Types of Accommodation:**

Apartment

Bed and breakfast

Campsite

Caravan

Chalet

Country house

Cruise ship

Farmhouse

Guest house

Hostel

Hotel

Lodge

Log cabin

Motel

Motorhome

Mountain refuge

University hall of residence

Villa



TYPES OF TOURIST ACCOMMODATION

1. **A Hotel:** an establishment providing accommodation, meals, and other services for travelers and tourists.
2. **A Motel:** is a place you can stay overnight, with plenty of parking and easy access to a highway.
3. **An Apartment:** a room or set of rooms fitted especially with housekeeping facilities and usually rented as a lodging.
4. **A Cruise ship:** is a large ship which takes people from place to place on a cruise holiday, and on which entertainment, food, and drink are provided.
5. **A Country house:** is a house and especially a mansion in the country.
6. **A University Hall of Residence:** a building for university or college students to live in.

TOURIST ACCOMMODATION

- **Tourist Accommodation:** is one of the sixth sub- sectors of the tourism industry. It can be classified as:
 1. Served accommodation: this refers to any sort of accommodation where the guests receive a place to sleep, meals, porter services, reception services, and so on.
 - Typical examples of served accommodation are: hotels- motels- guest houses- bed and breakfast.
 2. Self- catering accommodation: in this sort of accommodation the guests prepare their own meals, and very few other services are provided except for reception.
 - Types of self- catering accommodation include: apartments- campsite- caravans- motorhomes- villas.

DISCUSSION

- Make a list of different types of tourist accommodation in our country.
- Which of these have you stayed in?
- What is the best/ worst/ most unusual accommodation you have ever stayed in?
- Think about each type of accommodation is it:
 - ***Serviced*** (meals are provided), or
 - **Self- catering** (you cook your own meal)
- Categorize the different types of accommodation into:
 - Urban or rural
 - Static or mobile



Key

1, 3 and 4 Possible answers

	3	4.1	4.2
apartment	self-catering	both	static
bed and breakfast	serviced	both	static
campsite (picture 4)	self-catering	both	mobile
caravan (picture 1)	self-catering	both	mobile
chalet	self-catering	both	static
country house	serviced	rural	static
cruise ship	serviced	neither	mobile

	3	4.1	4.2
farmhouse (picture 6)	both	rural	static
guest house	serviced	both	static
hostel	both	both	static
hotel (picture 5)	serviced	both	static
lodge	serviced	rural	static
log cabin (picture 2)	self-catering	rural	static
motel (picture 3)	both	both	static
motorhome	self-catering	both	mobile
mountain refuge	both	rural	static
university hall of residence	both	urban	static
villa	self-catering	both	static

WHAT MAKES A GOOD HOTEL?

- **What do people want from a hotel?**
 - A comfortable room?
 - A modern building?
- Which hotel at the hotel web pages is:
 - The best for business travelers?
 - Sounds the most luxurious?
 - The most attractive to you?

READING: 1

EL HANA BEACH

Tunisia

Official Rating – 3* – Bed and Breakfast / Half-board

A comfortable, 3-star hotel situated in a garden of palm trees, next to the lovely Sousse beach and within walking distance of the Medina.



Accommodation

Twin and family rooms that can accommodate up to 4 guests. Modern furnishings with bright colours. Air-conditioning, telephone, private bathroom with WC. Balcony with partial sea view.

Facilities and Services

The main restaurant in the hotel serves a large American-style breakfast buffet and dinner buffet. There are 3 indoor bars and a comfortable snack bar.

LANGUAGE SPOT

DESCRIBING LOCATION

- Describing the location of El Hana hotel:
 - In a garden of palm trees
 - Next to the lovely Sousse beach
 - Within walking distance of the Medina

READING: 2

Ballymaloe

Cork, Ireland

Ballymaloe is a large country house on a 400-acre farm 20 miles east of Cork City, Ireland. The hotel is family run.

Guests enjoy comfortable accommodation and an award-winning restaurant in pleasant rural surroundings.

Ballymaloe is 5 km from several seaside villages that



provide fishing, bathing beaches, and beautiful cliff walks. Hotel facilities include an outdoor swimming pool, small golf course, tennis court, woodland walks, and a children's play area. There is often live music in the evening.

Holiday / vacation and small conference venue.

READING: 3

Radisson SAS Hotel

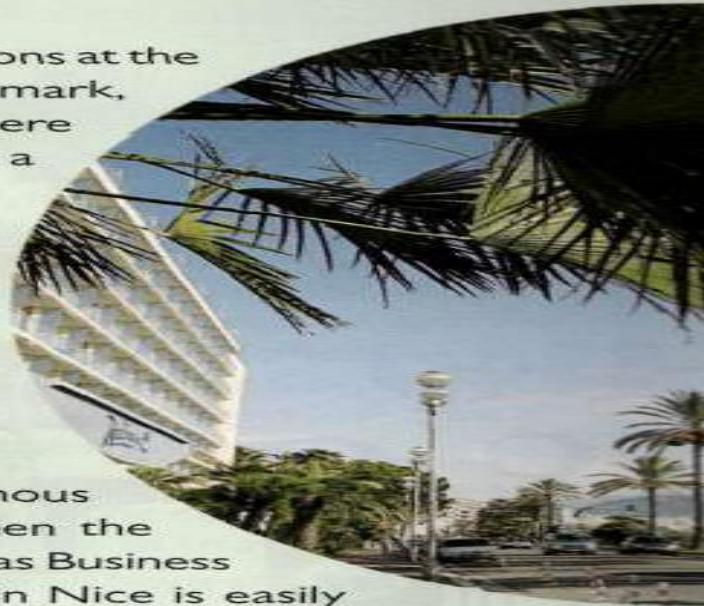
Nice, France

Discover a new world of sensations at the French Riviera – stay at the landmark, Radisson SAS Hotel in Nice where excellence meets originality in a modern ambience.

The hotel features 331 rooms and suites decorated in three imposing and original designs.

With 11 excellent meeting rooms, our hotel can accommodate 400 in the new ballroom and 300 for lunch or dinner on the rooftop terrace.

Ideally located on the famous Promenade des Anglais between the romantic old town and the Arenas Business Park, the Radisson SAS Hotel in Nice is easily accessible by train, plane, and car. The hotel is a five-minute drive from Nice International Airport, and a ten-minute walk from the train station.



LANGUAGE SPOT

DESCRIBING LOCATION- BALLYMALOE



- 1** on a 400-acre farm
- 20 miles east of Cork City
- in pleasant rural surroundings
- 5 km from several seaside villages
- located on the famous Promenade des Anglais
- between the romantic old town and the Arenas Business Park
- a five-minute drive from Nice International Airport
- a ten-minute walk from the train station

We use certain prepositions to describe where things and people are. These include *at*, *in*, *on*, *between*, *near (to)*, and *next to*.

at for a building or an address
Many people stay at our campsite.
The guesthouse is located at 12 Northumberland Avenue.

in for a specific street, town, or country, and the countryside in general
The hotel is in Northumberland Avenue.
I'd prefer to stay somewhere in the countryside.

on for rivers, the coast, famous streets, and floors of a building
I'm staying at a hotel on Fifth Avenue.
Our room is on the seventh floor.

Note that both *in* and *at* can be used for buildings. *In* generally refers to a position inside, while *at* suggests the function of the building.

He's at the gym. (= he is doing exercise)

He's in the gym. (= his location is inside the gym)

In, *at*, and *on* are used in many other expressions to describe location, which need to be learnt individually, e.g. *in the middle*, *at home*, *on the top*.

Between means in the middle of two things.

The gymnasium is between the car park and the swimming pool.

Opposite means on the other side to a person, building, or other object.

My hotel is opposite the station.

NOT *My hotel is ~~opposite to~~ the station.*

Near (to) means not very far from something or someone.

I'd prefer to be near (to) the financial district.

Next to means at the side of something or someone.

I am standing next to the conference centre.

SERVICES AND FACILITIES

Hotels are the most popular type of accommodation in many countries. They can be small, family-owned hotels, hotels at popular resorts catering for holidaymakers, business hotels, and so on.

All hotels offer a range of *services* and *facilities*. In general

- *Services* involve a member of the hotel staff doing something for you. Typical services are reception services,

transportation and transfers, tourist information, ticket reservations, laundry, and room service.

- *Facilities* make the guest's stay more enjoyable, and include restaurants and bars, business centres, sports facilities, minibar, pay TV, internet connection in room, direct dial telephone, and so on.

HOTELS CLASSIFICATION

Depending on the range of services and facilities on offer, a hotel can be classified as 1-star through to 5-star. The star rating system is the *classification* that is used most around the world. Other systems exist, but all of them essentially classify hotels as luxury, superior, mid-market, and budget / economy.

VOCABULARY

Services and facilities

1 Match these facilities and services with the icons.

a air conditioning
b baby sitting
c beauty parlour
d boutique
e car park
f conference facilities
g safe box
h direct dial telephone
i gymnasium
j hairdryer
k internet connection
l jacuzzi
m laundry service
n minibar
o outdoor swimming pool
p pay TV
q radio
r restaurant
s satellite TV
t room service
u wake-up call
v sauna
w sea view

ANSWER: MATCHING THE FACILITIES AND SERVICES WITH THE ICONS/ P.62

0π

1 a	6 g	11 m	16 o	21 q
2 b	7 f	12 j	17 u	22 s
3 d	8 h	13 n	18 p	23 w
4 c	9 i	14 t	19 v	
5 e	10 k	15 l	20 r	

DISCUSSION

- Which are the five most important hotel services and facilities in:
 - A hotel for business people and conference delegates?
 - A holiday hotel complex on the coast?
 - A small hotel in the countryside?

HOTEL RESERVATIONS

Reservations for hotels can be taken in different ways:

- face-to-face in the hotel
- by phone
- by email, fax, or in writing using a conventional letter
- through a travel agent
- through the Internet.

Internet bookings are increasingly common and use computer reservation systems like Sabre or Apollo. Major hotel chains usually have their own system. Hotel receptionists are trained to follow strict procedures when entering information about a reservation into the hotel reservation system.

SPEAKING

GIVING INFORMATION ABOUT HOTELS

Giving information about hotels

Student A

Home

Hotels

Resorts

FAQ

H10 Las Palmeras (Tenerife) ★★★★★

The H10 Las Palmeras hotel is located in Playa de las Americas, surrounded by generous subtropical gardens with direct access to the seaside-promenade and only 15 km from the airport.

Food & drink

In the hotel you can find the 'Las Palmeras' restaurant, where there is a buffet with show cooking, a Barbecue Restaurant near the swimming pool, a Pool Bar, the 'Big Ben' Bar, which offers evening entertainment, a Piano Bar in the Hall, and the 'Ballena Bar', a snack-bar near the beach.

Sports & leisure

The hotel has two swimming pools (one heated in winter), with a special section for children, three tennis courts, ping pong, and billiards.

Facilities & services

Hairdresser, internet corner, private parking, souvenir shops, car rental, money exchange, room service, TV, games room, meeting rooms, and day and night-time entertainment are also available in the hotel.

QUESTIONS

- likes camping
- knows someone who works in a hotel
- stayed in a hotel last year
- can name three different types of accommodation
- has stayed in a five-star hotel
- would like to work on a cruise ship

VOCABULARY & MEANING

- Profitable (adj)= makes money
- Pitch (n)= a place to put up a tent
- Seasonality (n)= when something happens at a particular time of year
- Budget (adj)= very cheap
- Budget (n)= a plan of how to spend an amount of money over a particular period of time
- Chic (adj)= fashionable and elegant
- Unrivalled (adj)= much better than any other of the same type
- Restored (adj)= put back into its former condition
- Steeped in (adj)= having a lot of, full of something
- Surroundings (n)= everything that is near or around you
- Sleeping bag (n)= a large soft bag that you use for sleeping in when you go camping, etc.

IT'S MY JOB CELINA ALVAREZ VALLE

P.63

- Read the passage carefully on page 63 about the topic of: It's my job- Celina Alvarez Valle
- Think about three questions that they would ask a campsite owner.



LISTENING

A PLACE TO STAY

- Listen to these people asking for accommodation.
- Listen again. How many people is each enquiry for, and for how long?

KEY

Speaker	Type	Number / guests	Length of stay	Other details
Richard	hotel	1	one night	non-smoking room
Susan	hotel	2	two nights	en suite wash basin and shower; supper
Radka	campsite	5	two weeks	from 22 July; as far as possible from the showers

VOCABULARY

DESCRIBING ACCOMMODATION: ADJECTIVE AND NOUNS

1. **Metropolitan** is to do with city, **Cottage** is in the countryside.
2. Match adjectives from A with nouns from B
3. Which adjective can describe most nouns? Which adjectives combine with only one of the nouns.

0-π

2 Possible answers

- | | | | |
|--------------|-----------------------|--------------|---------------|
| 1 h, j | 4 g, h | 7 e | 9 a, e |
| 2 d, f, h, j | 5 b, d, e, f, g, h, i | 8 a, f, h, j | 10 a, h, i, j |
| 3 e | 6 h | | |

3 adjective that describes most nouns: friendly

adjectives that combine with only one noun: converted, medieval

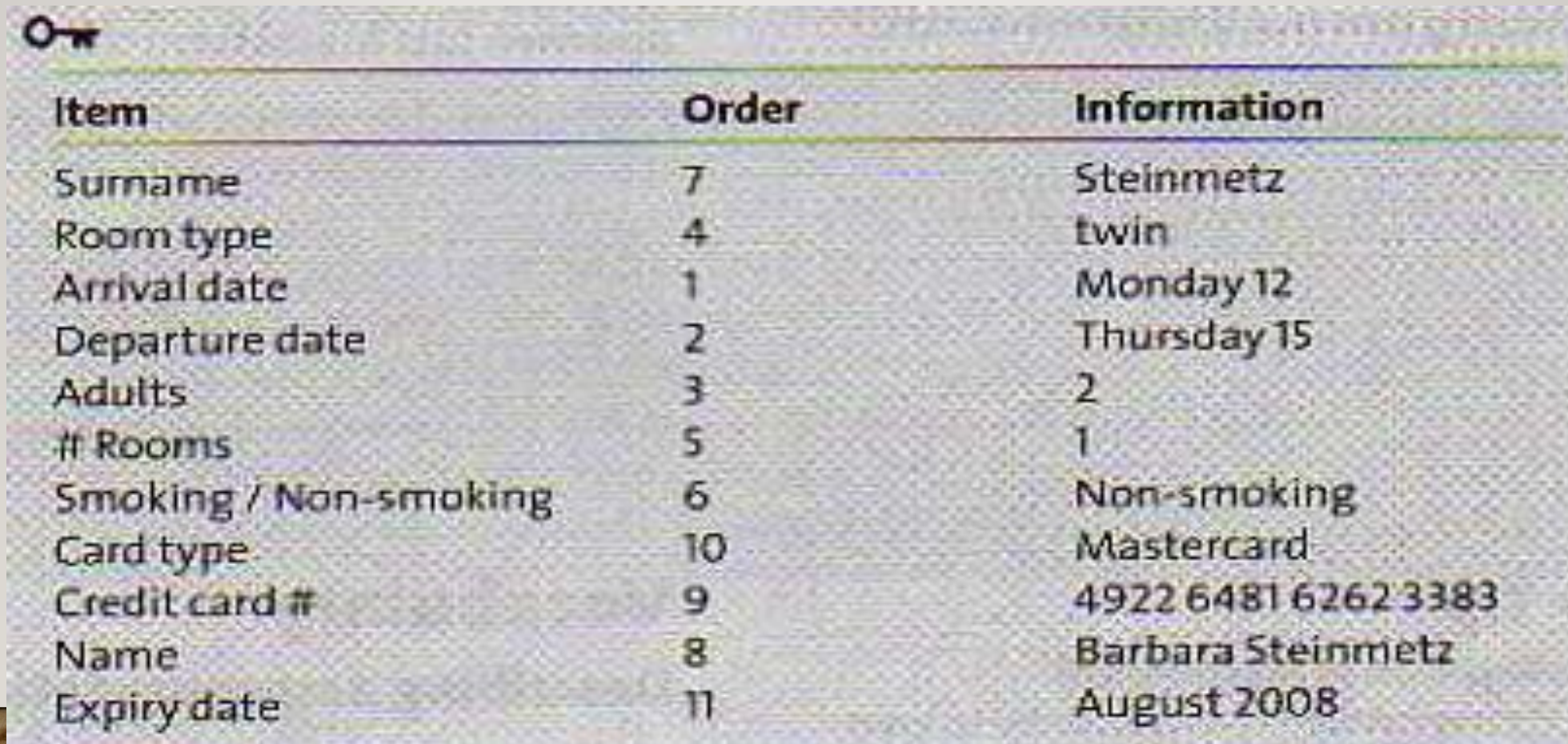
WRITING

LOCAL ACCOMMODATION

- Write an introduction to tourist accommodation in your area. Include the information on the writing section regarding local accommodation on page 65.

LISTENING

TAKING A RESERVATION BY TELEPHONE



Item	Order	Information
Surname	7	Steinmetz
Room type	4	twin
Arrival date	1	Monday 12
Departure date	2	Thursday 15
Adults	3	2
# Rooms	5	1
Smoking / Non-smoking	6	Non-smoking
Card type	10	Mastercard
Credit card #	9	4922 6481 6262 3383
Name	8	Barbara Steinmetz
Expiry date	11	August 2008

PRONUNCIATION

- In phrases of spoken English we stress one word more than the others. This word represents the most important idea we want the listener to focus on.
1. Underline the word that is stressed most.
 2. Which word will be stressed most in each questions from the telephone reservation?

