

Hotel facilities



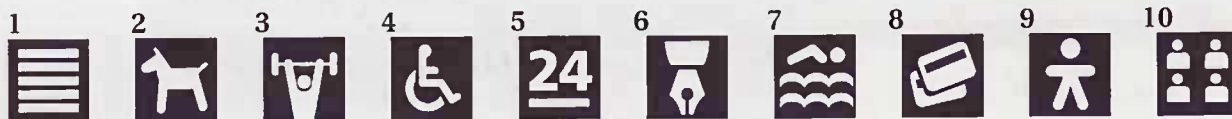
1 What facilities would you expect a very expensive hotel to provide for its guests? Make a list and compare your ideas with a partner.

vocabulary

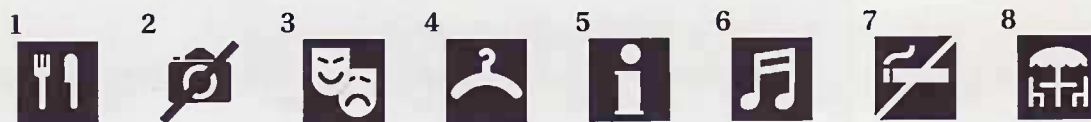
Hotel facilities

2 Match these facilities with the icons below.

wheelchair access health or fitness facilities credit cards accepted
 rooms for more than 2 people pets welcome air conditioning swimming pool
 24-hour room service business facilities children's facilities



3 Work in pairs. What facilities do you think these icons show?



reading

4 Read the article on the opposite page and make a list of all the facilities that guests can enjoy at the Lanesborough Hotel.

5 Read the article again. Are these statements true or false? Correct any false statements.

- 1 Stanley Kubrick stayed at the Lanesborough.
- 2 The £5,287.50 a night tariff includes breakfast.
- 3 The room tariff includes a car with a driver.
- 4 The rooms contain their own fitness studio.
- 5 The hotel combines modernity with tradition.
- 6 Guests can be contacted even when they are not in their room.
- 7 The butler provides a 24-hour service.
- 8 The butler wasn't able to get a 35 mm film for the guest.

A superior night's sleep

yours for only **£5,287.50**

Madonna, Michael Jackson, Celine Dion and Mariah Carey have all stayed at the Lanesborough. Stanley Kubrick filmed scenes for *Eyes Wide Shut* in a junior bedroom and Princess Diana used the dining room for a party. By anybody's standards £5,287.50 (excluding breakfast and dinner) is a lot to pay so what exactly do you get for your money?

For starters there was the chauffeured Rolls-Royce which came with the suite. Then there were the butlers whose role is to find anything the guest wishes to receive. There were personalised business cards and stationery, bunches of flowers from the in-house florist, a bottle of Perrier-Jouet champagne on ice, and a fruit bowl containing giant strawberries.

My butler told me about the hotel's fitness studio, I asked if I had to train in front of other guests: 'Of course not sir, I can have the equipment moved up to your suite. You can work out by the window, it's a lovely view over Green Park.'

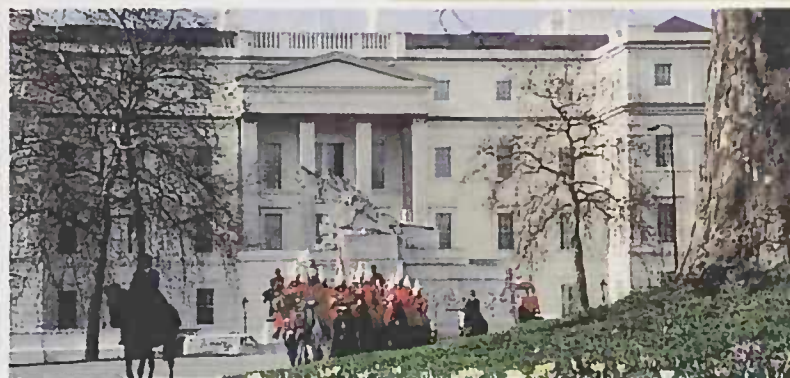
There's a lot of gold. Gilt-framed portraits, gold and black candlesticks and in the bedroom golden walls, curtains and a gold-canopied four-poster bed.

But behind the early nineteenth-century façade I discovered a stack of

hi-tech gadgets: an in-room computer with fast internet access and internet radio so you can listen to local stations from New York to Buenos Aires, fifteen phone handsets and a mobile so you can be reached on your room number even when you're out about town.

But the price shouldn't be related to the facilities. It's a unique experience, like the butler who can find whatever you're looking for. At 12.10 am I urgently needed a recommendation for an Ethiopian restaurant, a 35 mm film for my camera and a fitness cycle delivered to my room for when I woke next morning.

My night butler did not disappoint. Within minutes he recommended the Ethiopian restaurant in Brixton: 'Would you like us to make a booking sir?' and located a night chemist who unfortunately did not stock film. It appeared as if by magic by 8.30 next morning, as did the member of staff asking where I required the cycle.



Adapted from the *Observer*, 18 March 2001

vocabulary 6 Match these words with their definitions.

- | | |
|--------------|--------------------------------------|
| 1 chauffeur | a) small, clever machine |
| 2 stationery | b) professional driver |
| 3 florist | c) front of a building |
| 4 façade | d) part of a telephone that you hold |
| 5 gadget | e) paper, envelopes etc. |
| 6 handset | f) person who sells flowers |
| 7 mobile | g) telephone you can carry with you |

listening **7** Five guests at the Paragon Hotel make requests at reception. Listen and match the guests with the services below.



Room service

- If you need anything – breakfast, lunch, sandwiches or champagne just ring reception from the telephone at the side of your bed.
- And if you want us to book theatre or concert tickets for you just ask.

Valet service

- If you have any items of clothing that need washing or dry-cleaning give them to the chambermaid before 9 am for same-day service.

Valet parking

- Leave your car with a chauffeur who will park it in your reserved space. If it needs to be washed tell the person on duty.

Business facilities

- Documents can be typed or translated for you into the world's major languages. Email and internet available on request.

Beauty salon and hairdresser

- No need to book. Relax while you have your hair cut and your nails manicured.

Children's facilities

- Leave your children with us in safety if you want a night out on the town by yourselves.

Language focus Have / Get something done

- This structure is used to refer to actions done for someone by someone else.
*Is it possible to **have** some sandwiches **sent** up to my room?*
- *get* is a little more informal than *have*.
*I need to **get** it **translated** into Spanish.*
- If we want to name the person who will do the action we use an infinitive.
*I'll **get** the porter **to carry** your bags.*

What other things can you have done for you at a top hotel?

speaking **8** Read the descriptions and say which hotel:

- offers a service for no extra charge
- is close to the city centre
- ensures its rooms are quiet inside
- combines modernity with tradition
- provides an exceptionally high level of service

Berlin's Best Hotels

BERLIN BOASTS MANY splendid and luxurious hotels. While some of them belong to international chains, others are private establishments with an intimate family atmosphere. The hotels chosen here offer unique interiors, excellent service and a price that is a true representation of the accommodation and service provided.



Hackescher Markt
This charming hotel, opened in 1998, has bright, elegant rooms and a beautiful façade that matches the surrounding historic architecture.



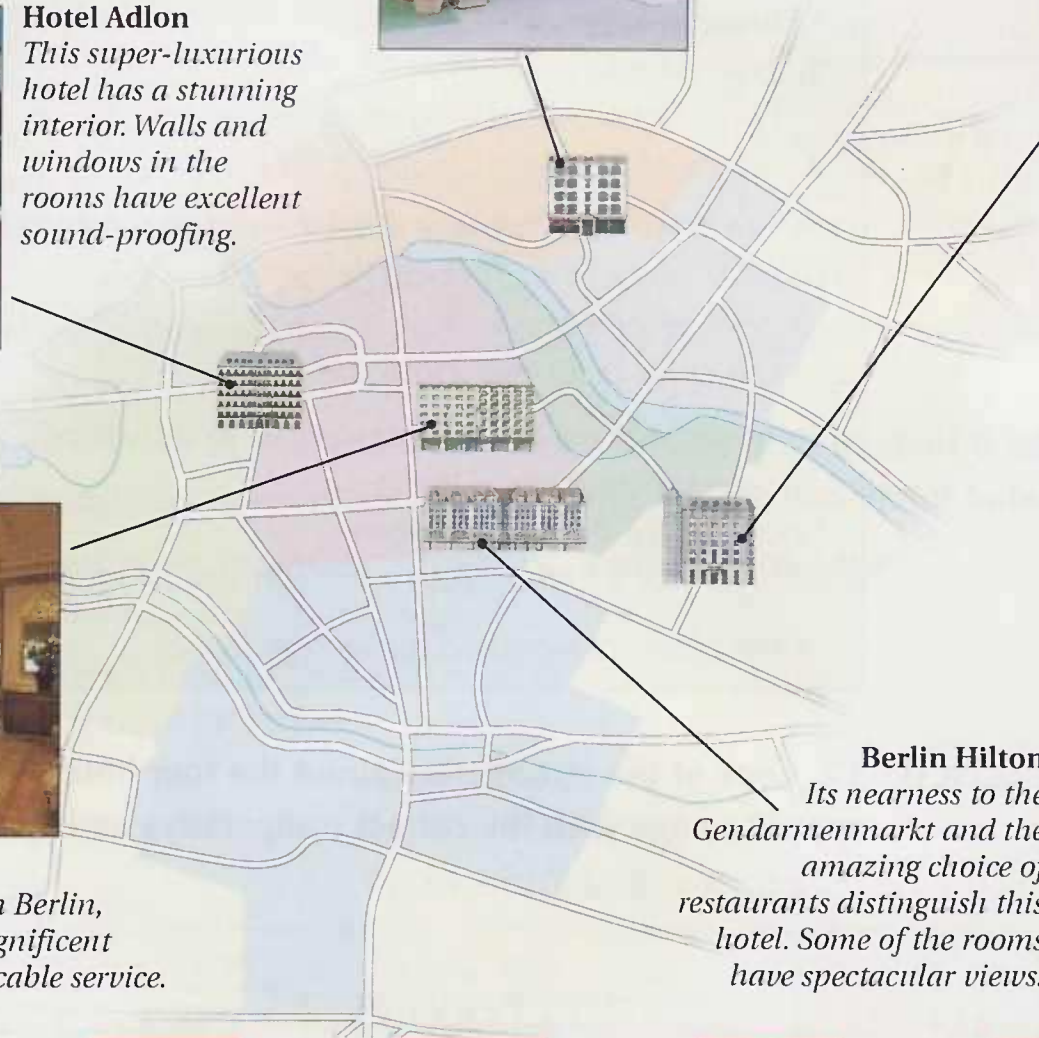
DeragHotel Grosser Kurfürst
This modern hotel offers many additional services, such as free bicycle hire, that set it apart from other hotels.



Hotel Adlon
This super-luxurious hotel has a stunning interior. Walls and windows in the rooms have excellent sound-proofing.



Four Seasons Hotel
This hotel, one of the top three in Berlin, offers opulent interiors with magnificent flower arrangements and impeccable service.



Berlin Hilton
Its nearness to the Gendarmenmarkt and the amazing choice of restaurants distinguish this hotel. Some of the rooms have spectacular views.



vocabulary Describing hotels

9 Match these words with their definitions.

- | | |
|---------------|---------------------------------|
| 1 stunning | a) very light |
| 2 impeccable | b) extremely attractive |
| 3 spectacular | c) highly decorated |
| 4 bright | d) very impressive and exciting |
| 5 luxurious | e) perfect |
| 6 opulent | f) attractive and nice |
| 7 charming | g) extremely comfortable |

pronunciation Word stress

10 Now listen to the stress in the words and put them in the correct groups.



stunning

speaking 11 Which of these hotels would you like to stay at and why?

Language focus Making comparisons

Look at the examples and complete the rules below

The Hotel Adlon is **more expensive than** the Berlin Hilton.

Berlin is one of **the busiest** cities in the world.

The Berlin Hilton is **older than** the Hackescher Markt.

Prices are **as expensive as** in other major capital cities.

To form comparatives and superlatives of ...

- 1 three-syllable adjectives
 - 2 one-syllable adjectives
 - 3 two-syllable adjectives ending in -y
 - 4 similar or identical people and things
- a) put *more, less, most* or *least* in front of the adjective.
 - b) change -y to -i and add -er or -est.
 - c) add -er or -est.
 - d) use *as ... as* or *the same as*.

Some adjectives have irregular comparative and superlative forms.

good – *better than* – *the best*

bad – *worse than* – *the worst*

far – *farther / further than* – *the farthest / furthest*

► For more information turn to page 123.

LANGUAGE TIP

Don't forget that comparatives are followed by **than**.

- Going by U-Bahn is quicker **than** by car.

practice 12 Look at the information about the four hotels and complete the text on the opposite page with the correct comparative and superlative forms.

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TRAVELLER'S NEEDS

Choosing a Hotel

THE CHOICE OF HOTELS selected in this guide is based on quality of accommodation and service as well as location. The list of hotels covers all the areas and price categories with additional information to help you choose a hotel that best meets your needs. Hotels within the same price category are listed alphabetically. More details can be found on pages 217–25.

		NUMBER OF ROOMS	BUSINESS FACILITIES	CHILDREN'S FACILITIES	RECOMMENDED RESTAURANT	CLOSE TO SHOPS	QUIET LOCATION	24-HOUR ROOM SERVICE
Jugendgästehaus der DSJ	€	124		■				
Hotel Antares	€€	85	●	■				■
Hotel Riehmers Hofgarten	€€	25			●	■	●	
Best Western Hotel Stuttgarter Hof	€€€	110	●	■	●			■



KREUZBERG

The Jugendgästehaus

The Jugendgästehaus der DSJ is (large) *the largest* of the four hotels but not (comfortable) *the most comfortable*.² The rooms do not have bathrooms but there are showers in the corridors. For those who do not mind sharing, (cheap) *the cheapest* rate is for a bed in a dormitory. The Hotel Antares is (expensive) *the most expensive* the Jugendgästehaus but the extra level of comfort is worth the (high) *the highest* price. Room rates at The

Antares are about (same) *the same* at the Riehmers Hofgarten but guests at the Riehmers will find it (easy) *easy* to get to the shops and it is in a (quiet) *quiet* location. None of these hotels is (well-equipped) *as well* the Best Western, which is (suitable) *the most suitable* for business visitors. All establishments except for the Riehmers Hofgarten cater for children.



speaking 13 Work in pairs. Student A turn to page 108. Student B ask your partner questions to complete the following information about hotels in Berlin.

How many rooms does the Hotel Pension Funk have?

How expensive is it?

Does it have business facilities?

Is it close to shops?

Price categories for a double room per night. Including all taxes (in Euros)
 € under €100
 €€ €100-150
 €€€ €150-200
 €€€€ €200-250
 €€€€€ €250

BUSINESS FACILITIES
 There are telephone and fax machines in bedrooms, a conference

or meeting room within the hotel and computers with Internet access for guests.
CHILDREN'S FACILITIES
 Family rooms and/or extra bed in a double room. Cots and babysitting service available. There are creche areas in some hotels, or a games room with toys and other suitable equipment
QUIET LOCATION
 Hotel is located on a quiet street
CLOSE TO SHOPS
 Within a five-minute walk to a good choice of shops and restaurants

		NUMBER OF ROOMS	BUSINESS FACILITIES	CHILDREN'S FACILITIES	RECOMMENDED RESTAURANT	CLOSE TO SHOPS	QUIET LOCATION	24-HOUR ROOM SERVICE
Hotel Pension Funk								
Hotel Ambassador Berlin	€€	200	●	■	●	■		■
Concept Hotel								
Hotel Brandenburger Hof	€€€	87	●	■	●		●	■
Savoy Hotel								
Steigenberger Berlin	€€€€	397	●	■	●	■		■



14 In some countries there are official hotel classification schemes which rate hotels from one-star to five-star (excellent). What would the differences be between a typical one, three and five-star hotel?

- facilities
- restaurant
- cleanliness
- comfort
- services
- room size
- staffing
- customer care

reading **Hotel inspections**

15 What kind of things do you think hotel inspectors check? What questions do they ask?

16 Read the article below and complete the table.

area	checks
conciierge	
restaurant	
room service	
bedroom	
bathroom	

Business Travel

WHEN AN INSPECTOR Calls

During a hotel stay, have you ever waited more than three rings before the phone was picked up, found hairs in the bath or failed to receive a message?

If the hotel is up-market, these failings are serious. All hotels have their reputation to maintain but deluxe hotels have to justify their higher rates. So one way of maintaining standards is to use the services of a hotel inspector.

Inspectors checking any Preferred Hotels, an association of 125 deluxe hotels in 25 countries, answer 1,600 questions on each hotel during a two-day, anonymous stay. If a hotel fails the inspection in two categories – service and condition of the building – it goes on six months' trial, at the end of which is a second inspection. A second failure means a quick exit from Preferred.

David Smith is an inspector and travels the USA and Asia, for 12 days each month inspecting hotels, never using the same hotel twice. It should be a pleasure but it's difficult to relax and enjoy the luxury, he says. Work begins as soon as he enters the hotel entrance – 100 questions on the check-in procedure. The concierge is another target. Mr Smith will ask for anything from an aspirin to a legal document after offices have closed. 'The concierge has to provide a full service, not just theatre tickets, and must not expect a gratuity.'

Mr Smith also samples the restaurants and bars for the quality of service, doesn't tip staff and orders room service to check that staff are helpful in suggesting what to order and that the food trolley is clean when it arrives with breakfast.

There are 165 questions in the bathroom and bedroom, which means a 45-minute check for rubbish under the bed, dusty curtains, an empty minibar, dirty pillows or towels. 'The bathroom must be clean,' says Mr Smith, 'the water has to be instant and the shower easy to use and definitely no hairs in the bath.'

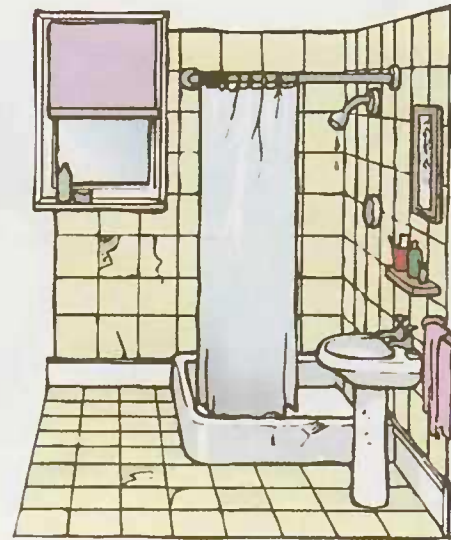
17 Read the article again and answer these questions.

- 1 Why would a hotel manager want to be inspected?
- 2 Does the manager know about the inspection in advance? *Yes*
- 3 What happens if a hotel fails the test?
- 4 Where does Mr Smith work?
- 5 About how many hotels does Mr Smith inspect each year?
- 6 Why doesn't he give them a tip?

listening **A hotel inspection**

18 Listen to a hotel inspector report on the Royal Oak Hotel and complete the inspection form.

	Poor	Satisfactory	Excellent
Front entrance			
signs and notices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lobby			
carpets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
tidiness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen			
hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
food storage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
appliances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
fittings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restaurant			
hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
linen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
tableware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathrooms			
fittings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
towels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bedrooms			
fittings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TV remote control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
bed linen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



speaking

19 Work in groups. You manage the Royal Oak Hotel and have £300,000 to refurbish it. Look at the inspection form above and the information on page 109. Decide what you would do to the hotel and how you would advertise it.

writing

20 Write a description of the refurbished Royal Oak for a travel guide.

Tapescripts

Unit 1, Exercise 7 (CD 1 Track 2)

Frank Louisa. Can you tell the viewers at home how you got your present job?

Louisa Well, it was an accident really. I went to Spain two years ago and when I booked my holiday I got this travel magazine with my tickets and stuff and I saw an advert for a job in there. It said things like 'Have you travelled a lot?' and 'Do you like working with people?' and so on. And I just thought 'Yes. That's me!' and applied.

Frank That's great. And what does a typical day involve?

Louisa If I work upstairs then I'm on the phone most of the time – answering questions, taking new calls, dealing with existing clients who may have queries. If I work downstairs then I deal with people who have made an appointment to see me or perhaps come in off the street because they've seen a notice in the window and they want to make an enquiry.

Frank What sort of questions do people ask?

Louise That depends. A customer may come in with a very specific question and ask something like 'Could you book me a flight for Helsinki on 5 November?' or 'How much is the cheapest flight to San Francisco?' or 'What's the weather like in Egypt in winter?' Other people may have been saving their money for years for a round the world trip and they want you to help them plan their whole holiday, so I have to ask questions such as 'How long do you want to go away for?' or 'How much money do you want to spend?' and things like that.

Frank I imagine that at a party or something that if people find out what you do they must ask you lots of questions.

Louisa Yes, they do. They ask me whether I travel for free or what countries I go to on holiday. They think it's a great life.

Frank And what countries have you been to lately?

Louisa Well, this year I've been quite lucky. I won a cruise for two to Malaysia and I've been to Boston for a week with work and I'm going to Rio next month.

Int Very nice. It does sound like a good life.

Unit 1, Exercise 11 (CD 1 Track 3)

There's lots of advice on CVs and a lot of it differs so it's hard to say exactly what the perfect CV is. I'd say a good CV should cover no more than two sides of A4 paper and be divided into clear headings. The first section should include personal details: name, address, telephone number, email and things. Some employers like to see a photo, too. You can always phone the company and find out.

Next comes education and qualifications starting with the most recent things. The third section deals with work experience – again starting with the most recent job. I think it's important here to be brief so use bullet points and action verbs. You don't need to use complete sentences as long as it's very clear what you've done.

Following this is the section on professional skills. Show the employer your abilities, including your ability to use IT and foreign languages.

Finally, detail your interests. An employer likes to know what kind of person you are and things like team sports, for example, show this.

Perhaps the most important thing is to show how you meet the criteria in the job advertisement. Make it easy for the employer to ask you to an interview.

Presentation is also important. Good quality paper and a clear typeface make a difference. And once you've written your CV check your grammar and spelling carefully. Then put it in a good quality large envelope so you don't have to fold it.

Unit 2, Exercise 9 (CD 1 Track 4)

One

A Look! Who's that? It's Julia Roberts!

B Where?

A Look, she's getting out of that black limousine.

B Where?

A Over there! In the red dress.

B Where, I can't see.

A Look! She's going into that funny sort of Oriental building.

B Oh, yeah, so it is.

Two

There are a lot of famous places just along here where TV personalities and film stars often stay. And if you look carefully you can see a plaque on the wall that portrays a famous comedian and I don't need to tell you who.

Three

A What's on this week?

B I don't know. I'll have a look at the programme.

Oh, they're showing a movie called *Bandit Country* and a comedy. And there's a Disney premiere.

A Oh, really. Let me see. Oh yeah, it's at that nice place that they've restored, you know, with the 1920s, 1930s design and really comfortable seats.

B What time does the movie start?

A It says here it starts at 7 o'clock.

Four

A The trouble with this place is that it's becoming too crowded.

B Yeah, but I still enjoy coming here. They just seem to be looking at you. They're so life-like, aren't they?

Five

A What's that? It looks like some kind of prehistoric monster!

B Actually, it's a museum.

A Oh. What's it got inside?

B Lots of really weird, freaky things, and if you're into inflicting pain they have all sorts of instruments of torture that they used during medieval times.

A I might take the kids. They like that sort of thing.

Do you know how much it costs to get in?

B Oh, I reckon about ten dollars for adults and a bit less for kids.

Unit 2, Exercise 14 (CD 1 Track 5)

The best time to go to Moscow is July and August because they are the warmest months of the year. Summer days are long and it can rain quite a lot. By the end of November Moscow is frozen most of the time and snow stays until April.

Getting around is easy and relatively cheap. You can get between all five airports and the city centre by a combination of bus and metro or suburban train. It's a good idea to book a transfer, which means you'll be picked up and driven to your hotel for little more than

the cost of a taxi.

Most visitors to Moscow come to see the Kremlin, Red Square and St Basil's Cathedral and to look at Lenin's tomb and it's best to see the central area around the Kremlin on foot. For other parts of the city, the fastest, cheapest and easiest way to get around is on the metro. There are more than 150 metro stations – some of them with amazing architecture – and you don't have to wait long for a train. Buses, trolleybuses and trams run almost everywhere the metro doesn't go. The most famous of Moscow's parks and gardens is Gorky Park which stretches almost three kilometres along the river Moskva. There's a fairground, an ornamental garden and in summer boats leave from the pier on river excursions.

There are a number of festivals that are worth seeing.

The Moscow Film Festival takes place in the autumn and the Russian Winter Festival is a must, with troyka rides, folklore shows, games and vodka. The live music scene is good, with regular gigs at numerous venues.

As far as eating out is concerned, for an authentic Russian experience go to Petrovich where the walls are covered by all sorts of reminders of the Soviet past.

For a quick snack, there are three chains of food stalls – Niam Niam, which sells all kinds of sweet and savoury pies, Kroshka Kartoshka, which are jacket potatoes with fillings and Russkie Bliny, which of course needs no explanation.

Unit 3, Exercise 7 (CD 1 Track 6)**One**

A Hello, reception.

B Oh, hello, this is Mrs Wallstein here from room 202. Is it possible to get my hair done tomorrow before, say, eight-thirty?

A I'm sorry madam, but the hair salon doesn't open until 9 am.

Two

A Reception.

B Hello. I'm afraid I've missed dinner. Is it possible to have some sandwiches sent up to my room?

A Certainly. What kind of sandwich?

B What have you got?

Three

A Hello. Room 157, please.

B Here's your key.

A Thanks. Oh, I've left my car just round the corner. It's a blue BMW with German registration plates.

B OK. I'll get someone to park it for you in your reserved space.

Four

A Hello. I've got a pair of pants that need dry-cleaning. Is it possible to have them done at the hotel?

B Certainly Sir, just give them to the chambermaid tomorrow morning before nine o'clock and we'll have them ready for you in the evening.

A Great.

Five

A Good morning.

B Morning. I've a problem. I have a report that has been written in English and it has to be sent to Buenos Aires by Friday at the latest.

A No problem. You can email it from the business centre.

B Yeah, OK but that's not the problem. I need to get it translated into Spanish. Do you know of an agency where I could have it done?

A There's no need. You can have it translated here.

B Oh, really.

Unit 3, Exercise 18 (CD 1 Track 8)

So, here we go. Notes on the Royal Oak Hotel, 20 June.

Beginning with the front entrance: tariffs inadequately displayed, notice faded in the sunlight.

Moving on to the lobby: carpet worn in front of reception desk, ashtray not emptied, guests also kept waiting at reception for unacceptable period.

And now the kitchen: dirt, cracked and stained food preparation surfaces, inadequate temperature control and storage of frozen foodstuffs, refrigerator overstocked, evidence of smoking in food preparation area.

The restaurant: dirty, stained utensils and a stained tablecloth.

The bathrooms: cracked and missing floor and wall tiles in two bathrooms, lack of soap in soap dispensers.

Moving into the bedrooms: wall light bulbs not working in several rooms, TV remote control handset missing in one room.

This hotel does not come up to the required standard.

Unless appropriate steps are taken within the next six months we'll have no option but to recommend removing this hotel from the Preferred List.

Unit 4, Exercise 14 (CD 1 Track 10)

Tony OK, let's get started. Sandra, do you have the latest information on the Hotel Calderón?

Sandra Yes, I think so.

Tony Right, let's check the details. This hotel is just outside Cambrils and you say there's a bus service to Salou. Have you checked that?

Sandra Yes, it stops right outside the hotel.

Tony And the beach is really close?

Sandra Yes, about 100 metres away.

Chris Last year we had complaints about the busy road you have to cross to get to the beach. I think we should mention that, especially as it's a family hotel.

Tony OK. So we'll just say 'This modern popular family hotel is on the outskirts of Cambrils, 4 km from Salou, which is easily reached by bus. The long stretch of sandy beach is just 100 metres away across a main road.'

Chris OK. Hang on just let me get that down. Yeah, I think that'll be OK.

Paul What about the facilities and entertainment? Have they changed?

Chris I think we ought to say what activities are included. What is there?

Sandra Well, there's tennis, table tennis, volleyball and mini golf. Oh and they also now organise football matches and keep-fit classes.

Chris OK so that's 'Daily sports and activities including tennis, table tennis, mini golf ...'

Tony Volleyball.

Sandra Volleyball, football and keep fit. And the entertainment programme includes live music, disco and cabarets.

Tony Good. I've got that. Any other changes?

Sandra Since the beginning of the year the sauna, Turkish bath and jacuzzi have been charged extra.

Chris And is the overall price still the same?

Sandra Well, the pound's been high so we're holding the prices for the moment.

Paul Wouldn't it be better to bring it down to £699? It would look so much better than seven hundred and something.

Tony Yes, let's do that. Change the low season fourteen night price in June to £699.