ENGLISH FOR TOURISM
Hotel & Accommodation
Foreword

Demonstrate your greetings in front of the class. After the demonstration the rest of the students can give comments if the greetings are well done or not.

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Assemble your greetings in front of the class. After the demonstration, the rest of the students can give comments if the greetings are well done or not.
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UNIT 1
GREETINGS

Hello
After learning this unit, students are able to:

- use friendly and polite expressions to greet guests
- greet and welcome guests appropriately
- Greet and welcome guests in various service contexts properly
BRAINSTORMING

Greetings are friendly and polite expression that we say when we meet guests or other people. It is often followed by body language. Answer the following questions.

1. What is greeting?
2. Who do you greet?
3. What expressions do you use for greetings?
4. When do you greet others or guests?
5. How do you greet people?

STUDY 1: EXPRESSIONS

Study the following expressions and discuss with your classmates when do you use the expressions.

- Good morning
- Good afternoon
- Good evening
- Morning
- Hello
- Hi
- Welcome to Wakatobi
- Welcome to our café/restaurant
- How are you?
- How are you today Mr. Leja?
- How are you this evening, La Bangka?
- How was the flight Sir?
- How was your travel, Madam?
- Can I help you with the luggage, Mr. John?
- Can I have your identity card?
- What room number are you in, Sir?
- Have a nice stay
- Please enjoy your stay
- Good night
- See you later
- See you
- See you to night
- See you this afternoon
CONVERSATION

Study the following dialogues of greetings in different contexts.

a. Hotel guest arrival

- Good afternoon sir. Welcome to Wakatobi Hotel.
- Good afternoon, thank you.
- Can I help you with the luggage sir.
- Oh, certainly. Thank you.
- You can directly check-in (and I will look after your luggage).
- Thank you.
b. Hotel restaurant/café

Good morning madam. Welcome to our hotel café.

Good morning, thank you.

What room are you in, please?

It’s 307.

307, please help yourself with the breakfast.

Oh lovely, thank you.

c. Front Office

Good afternoon, Sir. What can I do for you?

Good afternoon, I would like to check in.

Yes, certainly sir. Can I have the name, please?

I am Achlan.
How do you spell your name, please?

A for Alpha, C for Charlie, H for Hotel, L for Lima, A for Alpha and N for November

Oh. Mr. Achlan. Could you wait for a moment?

Thank you.

d. At the Airport

Good afternoon, Sir. Are you Mr. Alfian?

Good afternoon, yes I am.

Welcome to Wakatobi. May I put your luggage in the car?

Yes, of course, please.

Please, get in the car Mr. Alfian.

Ok. Thank you.
e. With colleagues at the hotel

Good afternoon. Mr. Brugman, how was your weekend?

I went to Liya Togo village with my family.

Good afternoon. Mr. Eko, it was superb. How about you?

Oh no wonder, you look very fresh today.

Yes sir. Have a good job.

You too, thank you.
f. Meeting a friend unexpectedly

Person A: Hi Ayu, how have you been?

Person B: What a surprise. I haven’t seen you for ages.

Person A: I’m doing very well. How about you?

Person B: I finally have a new job. I have just been hired by Wakatobi hotel.

Person A: Oh great, congratulations! Have you ordered something?

Person B: Yes, I ordered Baranang soup.

Person A: Oh, good. I will order the same soup then.

Person B: Okay.
g. In the classroom

Good evening, La Bangka

Good evening, Rina

How are you today?

I am fine, thank you. And you?

So am I.

Are you busy now?

Yes I am.

What are you doing?

I am doing my homework.

Then, see you later.
**TASK: MISSING TEXT CONVERSATION**

Fill in the following missing parts of the dialogues in the following contexts

---

**a. Hotel guest arrival**

Bellboy : Good afternoon sir. Welcome to __________ (1)
Guest : ______________, thank you. (2)
Bellboy : Can I help you with your baggage?
Guest : Yes, please. ____________________________ (3)
Bellboy : I will be careful with your baggage. ________ (4)
Guest : ______________________________________ (5)

---

**b. Hotel restaurant**

Greeter : Good morning Madam. Welcome to our restaurant.
Guest : ______________________________________ (1)
Greeter : _______ I know your room number, mam? (2)
Guest : Five, O, seven (507)
Greeter : ______________, ___________________________ (3)
Guest : Yes, I am alone.
Greeter : __________, please enjoy your breakfast. (4)
Guest : _____________________________________. (5)

---

**c. Front Office**

Receptionist : Good afternoon, Madam. What can I do for you?
Guest : Good afternoon, _____________________________ (1)
Receptionist : Certainly Madam. Can I have your name _________? (2)
Guest : I am Hasnarita.
Receptionist : How ___________________________ please? (3)
Guest : H for ____, ____, ____, ___ , ___ , ___ , ___ , ___ , (4)
Receptionist : Oh.Mr.Hasnarita.__________________________? (5)
Guest : ____________________________________________ (6)
**d. At the airport**

Tourist Guide : Good evening Madam. Welcome to _______. (1)
Guest : Good evening, thank you.
Tourist Guide : ___________________________? (2)
Guest : Yes, I am Marcella.
Tourist Guide : I am Umar, your driver. __________________ (3)
Guest : Nice to meet you too Umar.
Tourist Guide : _____________________________. (4)
Guest : Oh yes, thank you

**e. With a colleague at the hotel**

Roomboy : Good morning. Ms. Wa Wiy, ____________? (1)
FO supervisor : ____________. How was the event yesterday? (2)
Roomboy : It was great, thank you. And ____________? (3)
FO supervisor : It’s not so bad.
Roomboy : _________________________________. (4)
FO supervisor : _______________________________. (5)

**LET’S PRACTICE!**

Work in pair or group of threes to practice greetings in different contexts such as at the airport, guest arrival at the hotel, at the receptionist, at the café, or at the office with colleagues.
DEMONSTRATE IT!

Demonstrate your greetings in front of the class. After the demonstration the rest of the students can give comments if the greetings are well done or not.

TASK: MISSING TEXT
CONVERSATION (LISTENING)

Listen to the following dialogues of greetings. Fill in the missing expressions with the expressions you hear.

a. At the reception

Receptionist : ________________, what can I do for you? (1)
Guest : Good evening. I want to__________________. (2)
Receptionist : Yes please. Have you made a _____________? (3)
Guest : Yes, _______________ of Ms. Nining. (4)
Receptionist : _____________ wait a moment, please ? (5)
Guest : _____________________________________ (6)

b. At the café

Waiter : Good evening. Welcome to our café Sir.
Guest : Good evening, thank you.
Waiter : ________________________________ (1)
Guest : Could you book a table for two?
Waiter : ________________________, smoking or non-smoking sir? (2)
Guest : I prefer a non-smoking table please.
Waiter : ________________________________ (3)
Guest : Thank you.
Waiter : ________________________________ (4)
Guest : Yes, excellent. Thank you.
b. At the swimming pool

Tourist Guide : Good afternoon Sir._____________________. (1)
Tourist : Good afternoon. _______________________. (2)
Tourist Guide : Yes,_______________________________. (3)
Tourist : Thank you very much.
Tourist Guide : ____________ if you need it Sir. (4)
Tourist : Ok, thank you.
Tourist Guide : _________________________________. (5)

LET’S READ!: GREETING IS ....

Read the following passage below

Greeting

Greeting is an act of communication in which people intentionally make their presence known to each other. It is to show attention to, and to suggest a type of friendly relationship between individuals or group of people coming in contact with each other. Greetings are often used to greet other people or guests before a conversation. Greetings may change within a culture depending on social status (formal or informal) and relationship between the greeter and the people. Greetings can be expressed both orally and physically, and often involve a combination of the two.

Adapted from Wikipedia (2015)
TRUE OR FALSE?

The following statements refer to the passage above. Decide whether they are true (T) or false (F).

1. Greeting is a communication between two people or more. (___)
2. Greeting is to show happiness. (___)
3. Greetings are often used to greet visitors or guests. (___)
4. Greetings may change within a culture depending on relationship between the greeter and the people. (___)
5. Greetings can be expressed only orally. (___)

VOCABULARIES

Fill in the following parts of speech based on the passage above.

1. Verbs (kata kerja) : 
2. Nouns (kata benda) : 
3. Adjectives (kata sifat) : 
4. Adverbs (keterangan) : 
5. Articles (kata sandang) : 
6. Prepositions (kata depan) : 

Unit 1: Greetings
TASK: MATCH IT!

Greetings are also shown physically or using body language. Match the following pictures of greetings with the captions by writing the captions under the pictures.

( ) Bowing the body (Japanese)  ( ) Military greeting
( ) Embracing
( ) Hands raised and forwarded
( ) Hand kissing
( ) Hands on chest
( ) Hand shake (Universal greetings)

( ) Nose to nose touching (Hongi-Maori New Zealand)
( ) Waving hands

Source: gettyimages
LET’S PRACTICE!

Work in pair or groups to practice greetings from different countries and using body (physical) language.
Read the following reading passage and underline the vocabulary that you may not understand the meaning.

ASEAN Gestures for Greeting

In Indonesia, gestures are in use in various parts of the country, in the royal courts of Java it is called sembah, and also common in Lombok and Bali, where Hinduism and Buddhism is or has been widely practiced. In Bali the greeting word spoken during the sembah is om swastiastu, which is cognate to sawatdee in Thai, both originated from Sanskrit svasti. In Sanskrit word svasti meaning safe, happy and prosperous, and astu means hopefully. Thus Om Swastiastu means: “Oh God, I hope all goodness (safety, happiness and prosperity) comes from all directions.”

In Laos and Cambodia, similar greetings—called nop and sampeah, respectively—are also in use. In Malaysia and Brunei, it was historically used to convey thanks or salutations to a patron or higher personage, with the hands raised to a level in accordance with the rank or caste of the individual to whom it was directed. It is still used in the presence of Malaysian or Bruneian royalty. In Sri Lanka a similar gesture is used with the word “Ayubowan”, meaning, ‘may you live longer’.

Adopted from Wikipedia (2015)
Answer the following questions.

a What is the passage talking about?

b Where is ‘sembah’ used?

c Mention the other Indonesian gestures for greeting.

d What does Om Swastiastu mean?

e What language is Sawatdee from and what is the meaning?

f What greetings are Laos people and Cambodians use?

g How is the gesture for Malaysians and Bruneians?

h What is the meaning of Ayubowan?

i What is the source of the reading text?
## STUDY 2: GESTURES

Study the following ways to say Hello in Asian countries.

### A Few Ways to Say Hello in Asia

<table>
<thead>
<tr>
<th>No</th>
<th>Country</th>
<th>Gestures</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>China</td>
<td>A nod or bow</td>
</tr>
<tr>
<td>2</td>
<td>Hongkong (Older Chinese)</td>
<td>Clap hands together at throat level and nod</td>
</tr>
<tr>
<td>3</td>
<td>India</td>
<td>Palms together as though praying and bend or nod, called namaste</td>
</tr>
<tr>
<td>4</td>
<td>Indonesia</td>
<td>Say selamat, which means peace</td>
</tr>
<tr>
<td>5</td>
<td>Japan</td>
<td>Bow from the waist, palms on thighs, heels together</td>
</tr>
<tr>
<td>6</td>
<td>Korea</td>
<td>A slight bow and handshake (right hand in one or both hands)</td>
</tr>
<tr>
<td>7</td>
<td>Malaysia</td>
<td>Offering both hands lightly touches the other person’s hand and then bring it to the chest. it called Salam Gesture</td>
</tr>
<tr>
<td>8</td>
<td>Philippines</td>
<td>A limp handshake</td>
</tr>
<tr>
<td>9</td>
<td>Sri Lanka</td>
<td>Place palms together under chin and bow slightly</td>
</tr>
<tr>
<td>10</td>
<td>Thailand</td>
<td>Place palms together, elbows down, and bow head slightly, called wai</td>
</tr>
</tbody>
</table>

*Note:*

In Indonesia Malaysia people greet each other by saying “Mau ke mana?” (Where are you going?) Because it is not really a question, the polite response is “Jalan-jalan” (Just for a walk). “Fact Monster (2016)
**DEMONSTRATE IT!**

Practice greeting and use gestures from the ten (10) Asian countries above. Demonstrate them in front of the class.

**STUDY 3: GREETINGS AND RESPONSES**

Study the following expressions for greetings and responses.

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<th>Responses</th>
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<tbody>
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<td>a. Good morning.</td>
<td>Good morning.</td>
</tr>
<tr>
<td>b. Good afternoon.</td>
<td>Good afternoon.</td>
</tr>
<tr>
<td>c. Good evening.</td>
<td>Good evening.</td>
</tr>
<tr>
<td>d. Hello.</td>
<td>Hello.</td>
</tr>
<tr>
<td>e. Good morning. How are you?</td>
<td>Good morning. I’m fine. Thank you.</td>
</tr>
<tr>
<td>f. Hello, how are you?</td>
<td>Hallo, I am very well, thank you. And you?</td>
</tr>
<tr>
<td>Informal greetings</td>
<td>Responses</td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>a. Hi, how’s life?</td>
<td>Not bad, thank you.</td>
</tr>
<tr>
<td>b. Hi there, how’s everything?</td>
<td>Just fine, thanks.</td>
</tr>
<tr>
<td>d. What’s news?</td>
<td>Great, and you?</td>
</tr>
<tr>
<td>e. How have you been (doing)?</td>
<td>Pretty well. What about you?</td>
</tr>
<tr>
<td>f. Hi long time no see. How’s life?</td>
<td>Superb, thank you, and you?</td>
</tr>
</tbody>
</table>
CONVERSATION

Work in pairs to practice reading the following dialogues.

Dialogue A

Mr. John: Good morning.
Ms. Janet: Good morning.
Mr. John: How are you?
Ms. Janet: Very well, thank you. And how are you, sir?
Mr. John: Fine, thank you. Did you have a good night’s rest last night?
Ms. Janet: Yes, sir. Thank you.
Dialogue B

Hi, Andi?

Hello, Angga. How’s everything?

Just fine, thanks, and how about you?

Good, thanks. How was your weekend, Angga?

It was great. I went to Tomia. What about you?

Not bad. I just stayed at home, we had a family gathering.
**Dialogue C**

Rifka: Hey Halmia, how have you been?

Halmia: What a surprise. I haven’t seen you in a long time. How have you been?

Rifka: I’m doing very well. How about you?

Halmia: I finally have some free time. I just finished taking a big examination, and I’m so relieved that I’m done with it.

**Dialogue D**

La Donda: Hi Tobelo, what have you been up to?

Tobelo: The same as usual. How about you?

La Donda: I’m pretty busy at work these days, but everything is great.
Dialogue E

La Ira: Rio, it’s been a long time, how are you man?

Mario: What a surprise. I haven’t seen you in a long time. How have you been doing?

La Ira: Do you come to this restaurant often?

Mario: I’ve been here a couple of times, but I don’t come on a regular basis.
TASK: MISSING TEXT CONVERSATION

With your partner, complete the following dialogues with the expressions you have learned and practice speaking them out.

A. You meet your friend on the way to your school.

Melai : Hi, Gendi?
Gendi : _________________________________________
Melai : How are you?
Gendi : _________________________________________
Melai : Great, thank you. How was your weekend?
Gendi : _________________________________________
Melai : It is bad. I just stayed at home doing my homework.
Gendi : _________________________________________

B. You meet your supervisor at work.

Waboe-boe : _________________________________________
Ms. Cemara : Good morning Boe, how are you?
Waboe-boe : _________________________________________
Ms. Cemara : I am not so well today.
Waboe-boe : _________________________________________
Ms. Cemara : Thank you. How was your day yesterday?
Waboe-boe : _________________________________________
Ms. Cemara : Good. Enjoy your day.
Waboe-boe : _________________________________________
CONVERSATION

Listen to the following dialogues, then follow how your teacher reads the dialogues.

Dialogue A

Hi, how are you doing?

I’m doing great. How about you?

Not too bad.

Do you come to this restaurant often?

I’ve been here a couple of times, but I don’t come on a regular basis. What have you been up to?

I’m pretty busy at work these days, but otherwise, everything is great.

Well, have a good evening.

You too.
**Dialogue B**

I'm Suhufia. It’s a pleasure to meet you.

That's great. It was nice meeting you.

I work at the Bau Bau Restaurant. How about you?

I'm a student of vocational high school (SMK).

That's great. It was nice meeting you.

Yeah. It was a pleasure meeting you.

It’s nice to meet you. My name is Agnes.

What was your name again?

So Suhufia, What do you do for a living?
Dialogue C

Hi Tobelo, it’s good to see you.

La Donda

Wow. It seems like more than a year, we have not met. How about you?

Tobelo

I’m doing pretty well.

La Donda

Not too bad

Tobelo

Do you come to this beach quite often?

La Donda

Not really, just once a year, and you?

Tobelo

It’s my first time to come here. Do you go snorkeling?

La Donda

Yes, do you?

Tobelo

Of course, let’s go together.

La Donda
### STUDY 4: END GREETING RESPONSES

Study the following expressions and responses to end your greetings or conversation.

<table>
<thead>
<tr>
<th>Formal endings</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. I am sorry, I have to go now.</td>
<td>Yes of course. See you.</td>
</tr>
<tr>
<td>b. I hope to see you tomorrow.</td>
<td>Fine, see you tomorrow.</td>
</tr>
<tr>
<td>c. Good bye.</td>
<td>Good bye.</td>
</tr>
<tr>
<td>d. It’s been nice talking to you.</td>
<td>It is nice to talk to you too, good bye.</td>
</tr>
<tr>
<td>e. I’ll talk to you later.</td>
<td>Sure. See you later.</td>
</tr>
<tr>
<td>f. It is getting late, I have to go now.</td>
<td>Alright, I am pleased to meet you.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Informal endings</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Sorry, I must go now.</td>
<td>Take care.</td>
</tr>
<tr>
<td>b. See you later</td>
<td>So long.</td>
</tr>
<tr>
<td>c. See you soon.</td>
<td>Yes, keep in touch.</td>
</tr>
<tr>
<td>d. See you.</td>
<td>See you at work.</td>
</tr>
<tr>
<td>e. Bye-bye</td>
<td>See you.</td>
</tr>
</tbody>
</table>
Work with your partner to read the dialogues below with the expressions you have learned and practice speaking them out.

**CONVERSATION**

Good morning, TINDOI. How are you?

I am good, thanks, and how are you?

Very well, thank you.

How is your family?

Fine thank you.

I’m sorry, but I really have to go now. It’s been nice talking to you.

It is nice to talk to you too. I hope to see you soon.
Hi, Ridwan

Not bad, thank you. And how are you?

Hi Kika, how are you?

Great thanks.

How’s your work?

Pretty well, Kika. I’ll talk to you later.

Sure. See you later.

See you.
TASK: MISSING TEXT CONVERSATION

Work with your partner, complete the dialogues below and practice speaking them out.

Usono : Good afternoon, Meha. How are you?
Onemeha : ________________________________
Usono : Not too bad, thank you.
Onemeha : ________________________________
Usono : She is fine, thank you.
Onemeha : ________________________________
Usono : I am sorry. It is getting late. I have to go now.
Onemeha : ________________________________
Usono : See you tomorrow.

Kaindea : ________________________________
Kenari : Hallo Dea, how is life?
Kaindea : ________________________________
Kenari : Excellent, thank you.
Kaindea : ________________________________
Kenari : So far so good. Nice to meet you.
Kaindea : ________________________________
Kenari : Bye bye.
**TASK: MATCHING THE PROPER EXPRESSIONS**

Work individually. Match the situations in column A, with the proper expressions in column B.

<table>
<thead>
<tr>
<th>A. Situations</th>
<th>B. Expressions</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. You greet your manager in the morning.</td>
<td>Hi Kenari, how are you today?</td>
</tr>
<tr>
<td>b. Liya meets a close friend.</td>
<td>Good evening, ladies and gentlemen.</td>
</tr>
<tr>
<td>c. A supervisor greets her colleague.</td>
<td>Good night. Have a sweet dream.</td>
</tr>
<tr>
<td>d. Someone gives a speech at 17.00</td>
<td>Good bye. See you tomorrow.</td>
</tr>
<tr>
<td>e. A waitress welcomes a guest at 09.00.</td>
<td>Good morning. Welcome to our café, sir.</td>
</tr>
<tr>
<td>f. You leave a friend after work.</td>
<td>Good morning, Mr. Nirwana.</td>
</tr>
<tr>
<td>g. A teacher opens her class.</td>
<td>Hallo Ms. Metoy. How is life?</td>
</tr>
<tr>
<td>h. You end a talk with a friend.</td>
<td>Good morning class.</td>
</tr>
<tr>
<td>i. You leave your schoolmates at 22.00.</td>
<td>Sorry, I have to go.</td>
</tr>
</tbody>
</table>
Greetings around the World

One custom that gives insight into people’s history and values is the way they greet one another. There is a wide range of greetings around the world. These range from the common handshake to other strange rituals found in some countries. Let’s take a look at how the simple action of greeting someone differs greatly from place to place.

In the United States and Canada, for example, a simple handshake or nod is the norm. The handshake has an interesting origin: it started long ago as a way of showing people that you weren’t carrying a weapon. Shaking the person’s right hand while looking him or her in the eye is the usual method.

Handshakes are also common in other parts of the world, including Britain and Russia. In Russia, males grasp other men’s hands very strongly during the handshake. Handshakes are also how most people in New Zealand greet each other. However, the native Maori people of that country display more physical contact: they press their noses together in a sign of trust and closeness.

In other countries, such as France and Belgium, hugging and kissing are more common when two people meet. In those cultures, people kiss each other on the cheeks. The number of times varies depending on the particular country. In Saudi Arabia, men might hug and kiss each other (but not a woman) on the cheek. Men will also shake hands with other men there. In some Eastern countries, including Korea and Japan, bowing is the traditional greeting. In Japan, the deeper the bow, the deeper the respect shown. The strangest custom, though, is likely in Tibet. People there opt to stick out their tongue to greet others.

Adopted from Cosmos (2016)
TASK: MAKE A QUESTION

Write questions based on the underlined words (as the answers) of the following sentences. Number 1 is done for you.

Example

1. (Q) Question: What is one custom that gives insight into people’s history and values?
   (A) Answer: One custom that gives insight into people’s history and values is the way they greet one another.

2. Q: ...  
   A: These range from the common handshake to other strange rituals found in some countries.

3. Q: ...  
   A: The simple action of greeting someone differs greatly from place to place.

4. Q: ...  
   A: The handshake has an interesting origin.

5. Q: ...  
   A: Shaking the person’s right hand while looking him or her in the eye is the usual method.

6. Q: ...  
   A: In Russia, males grasp other men’s hands very strongly during the handshake.

7. Q: ...  
   A: Handshakes are also how most people in New Zealand greet each other.
8 Q: ...  
A: The native Maori people of that country display more physical contact: they press their noses together in a sign of trust and closeness.

9 Q: ...  
A: In those cultures, people kiss each other on the cheeks.

10 Q: ...  
A: The strangest custom is in Tibet, people there opt to stick out their tongue to greet others.
**STUDY 5: PERSONAL PRONOUN**

Study the following personal pronouns and how to use them in sentences.

**Personal Pronouns**

<table>
<thead>
<tr>
<th>Subjects</th>
<th>Objects</th>
<th>Possessive Adjective</th>
<th>Possessive Pronoun</th>
</tr>
</thead>
<tbody>
<tr>
<td>I</td>
<td>Me</td>
<td>My</td>
<td>Mine</td>
</tr>
<tr>
<td>You</td>
<td>You</td>
<td>Your</td>
<td>Yours</td>
</tr>
<tr>
<td>He</td>
<td>Him</td>
<td>His</td>
<td>His</td>
</tr>
<tr>
<td>She</td>
<td>Her</td>
<td>Her</td>
<td>Hers</td>
</tr>
<tr>
<td>It</td>
<td>It</td>
<td>Its</td>
<td>Its</td>
</tr>
<tr>
<td>We</td>
<td>Us</td>
<td>Our</td>
<td>Ours</td>
</tr>
<tr>
<td>They</td>
<td>Them</td>
<td>Their</td>
<td>Theirs</td>
</tr>
<tr>
<td>Rina</td>
<td>Her</td>
<td>Her (Rina’s)</td>
<td>Hers</td>
</tr>
<tr>
<td>Rangga</td>
<td>His</td>
<td>His (Rangga’s)</td>
<td>His</td>
</tr>
<tr>
<td>Mina and Milo</td>
<td>Them</td>
<td>Their</td>
<td>Theirs</td>
</tr>
</tbody>
</table>
Write sentences based on each of the personal pronouns above like the given examples. The underlined words are personal pronouns.

a  I am La Dino. *(as subject)*
b  Let me introduce you to Mr. Rudi. *(as object)*
c  Fian is my friend. *(as possessive adjective)*
d  Aldo is a friend of mine. *(as possessive pronoun)*

**TASK: MISSING WORD**

Fill in the blanks with the appropriate personal pronouns.

a  This is Wakatobi Hotel. ____1____ is a business hotel. ____2____ am the restaurant manager. ____3____ name is Tomia ____4____ have 12 waiters and two cooks in ____5____ restaurant. There is a cafe where ____6____ can have breakfast. ____7____ are glad to welcome ____8____ in ____9____ hotel.

b  Those pretty girls are Tomia and Liya. ____1____ are employees in the same department at Bau-bau Hotel. ____2____ positions are not the same. ____3____ are disciplined and loyal. The hotel manager like ____4____ very much. They got rewards as employees of the year. These rewards are ____5____
VOCABULARY GAME

The game starts from a student who sits in the front or at the back corner of the classroom or anywhere in the classroom. The first student mentions a word and the student next to him/her mention another word which begins with the last letter of the word mentioned by the first student.

For example:

First student mentions ‘GOOD’, the second student who sits next to the first student makes a word starting from D that is ‘DAY’, the third student says ‘YESTERDAY’ etc.

The rules:

- Each student has to make words not more than thirty second for the first round, and the time is reduced five second for the second round, and so on.
- The student who can not make a new word or who mention the word alread mentioned within the time allocated will be out of the game.
- The words that have been mentioned can not be mentioned again
- Words starting with upper case (capital letter) can not be mentioned.
- These words include names of places, persons, months, days, brands of something, etc.
- The winner is the one who can survive to make the word until the others are out of the game.
REFLECTION UNIT 1

At the end of this chapter, ask yourself the following questions to know how effective your learning process is.

1. Have you been able to understand how to use friendly and polite expressions to greet guests?
2. Do you know how to greet and welcome guests appropriately?
3. Can you greet and welcome guests in various service contexts properly?

If your answer is ‘no’ to one of these questions, see your teacher and discuss with him/her on how you can understand better and be able to use friendly and polite expressions to greet guests, greet and welcome guests appropriately.
“The roots of education are bitter, but the fruit is sweet”

- Aristotle
UNIT 2
INTRODUCING ONESELF
After learning this unit, students are able to:

- introduce one’s self to other people
- introduce a guest to a supervisor or a manager
- introduce a guest to another guest
BRAINSTORMING

Introducing yourself is much more than saying your name. It’s a way to connect with someone new by exchanging words and often, physical contact. Answer the following questions:

1. Have you introduced yourself to other people?
2. How do you introduce yourself?
3. Did you shake your hand?
4. Did you mention your name?
5. What else did you say?

STUDY 1: EXPRESSIONS

Study the following expressions for introducing oneself

Greetings and names
- Hi
- Hey
- Hello
- Good morning
- Hello, my name is Achlan
- Hey! I am Cella
- Hello, my name is Leo

Age, job, and city or country of origin
- I am 16 years old
- I am 18
- I work in a restaurant
- I work for a hotel
- I am a bellboy
- I am a waiter
- I work as a chef
- I am from Wakatobi
- I come from Wangi-wangi
- I live in Kalidupa
What you like to do?

- I like reading novels
- I like cooking and I am a good cook
- I am good at diving and snorkeling
- I like to go snorkeling in Tomia

Introducing somebody else

- Meleu, please meet Nicolas
- Wagugu, have you met Nicolas?
- I’d like you to meet Liza
- I’d like to introduce you to Betty
- Leila, this is Barbara. Barbara this is Leila
- I’d like you to meet Mr. La Ode
- I want you to meet Mrs Wa Leja
- I’d like to introduce my friend (Deni) to you
- I’d like to introduce you to my friend, Ade
- How do you do?
- It’s nice to meet you
- I’m glad to meet you
- Nice to meet you too
- Are you Mr. La Yidja?
- Is your name La Ode Ijo?
- Do you know Rida?
- Have you met Kiki?
- What did you say your name was?
- Could you say your name again, please?
- See you tomorrow
- See you later
- Good bye
STUDY 2: INTRODUCE YOURSELF

Study the following self introduction.

Hello. My name is Akbar, I am from Binongko, Wakatobi. I am a diver in Binongko. I am 25 years old.

Hi. I am Rosnani. I work as a receptionist in a three-star hotel. I like my job very much. I live in Kalidupa and I am 26 years old. My hobby is reading. I love to read novels.
CONVERSATION

Study and practice the following dialogues.

**a. Introducing yourself at the hotel**

Good morning. Are you Mr. Jack?

---

Ade

Good morning. Yes, I am Jack.

---

Guest

Oh good. I am Ade, Nice to meet you.

---

Ade

Nice to meet you too.

---

Guest

What can I do for you Mr. Jack?

---

Ade

I want to see the front office manager.

---

Guest

Could you wait for a moment please ?

---

Ade

Thank you.
b. Introducing a guest to the manager

Good evening Mr. Jack

Good evening.

I would like to meet you to my manager Mr. La Ode Mr. Jack this is Mr. La Ode. Mr. La Ode this is Mr. Jack

How do you do Mr. La Ode?

How do you do Mr. Jack

Nice to meet you.

Nice to meet you, too.
c. Introducing a guest to another guest

Guest 1: Good morning, Ms. Fitri

Manager: Good morning, Mr. Alfin. How are you?

Guest 1: I’m fine thanks, and you?

Manager: I’m fine too thanks.

Guest 2: Ms. Fitri, I would like to meet you to my guest, Ms. Yorsi

Manager: How do you Ms. Fitri?

Guest 2: How do you do Ms. Yorsi?

Manager: Nice to meet you

Guest 2: Nice to meet you, too

Manager: Ms. Fitri, where are you from?
I’m from Bandung and what about you, ms. Yorsi? I am from Belitung island, Sumatra. What a nice island! Thank you.

**TASK: MISSING WORD**

Complete the following self introduction.

**a** Good morning. My name is _____1_____. I am from _____2_____, _____3_____. I am a _____4_____ in _____5_____. I am _____6_____ years old.

**b** Hello. My name is _____1_____. I work as a _____2____ in a _____3_____. I like my job very much. I live in _____4____ and I am _____5_____ old. My hobby is _____6_____. I love _____7_____.

Unit 2: Introduction
**TASK: MISSING TEXT CONVERSATION**

Fill in the following missing parts of the dialogues in the following contexts.

---

### a. At the hotel lobby

**Receptionist**: Good afternoon. Are you Mr. Nauvar?
**Guest**: ________________, ______________ (1)
**Receptionist**: Oh good. I am Rihanna. Nice to meet you.
**Guest**: ___________________________________ (2)
**Receptionist**: What can I do for you Mr. Nauvar?
**Guest**: I want to see_________________________ (3)
**Receptionist**: _______________________________? (4)
**Guest**: Yes my pleasure, thank you.

---

### b. Introducing a guest to Manager

**Receptionist**: Good evening Mr. Satria.
**Mr. Satria**: ___________________________________. (1)
**Receptionist**: I would like to meet you to _______________. (2)
**Mr. Satria**: ________________________, (3) _______________. (4)
**Manager**: How do you do ________________________ ? (5)
**Mr. Satria**: I am glad to meet you.
**Manager**: _____________________________________. (7)

---

### c. Introducing somebody else in the Hotel

**Supervisor**: Good morning, Mr. Asrul.
**Bellboy**: ____________, (1) Mr.Indra. ___________? (2)
**Supervisor**: I am fine thank you and you?
**Bellboy**: Very well, thank you. Mr. Indra, ___________? (3)
**Supervisor**: I am afraid not.
**Bellboy**: Alright. Mr. Angga, this is Mr. Indra. ________. (4)
**Mr. Angga**: How do you do?
**Supervisor**: ________________? ____________________ (5)
**Mr. Angga**: Nice to meet you too.
**d. Introducing a wife at the airport**

Put the following sentences to make a good dialogue between Mr. Asri, Mr. La Ode, and Mrs. Wa Ode.

1. Thank you, you too.
2. No just to Kendari for a few days?
3. I’m good thanks, and you?
4. Are you going to Makassar?
5. Not too bad. Mr Asri. this is my wife. Darling, this is Mr. Asri.
6. Pleased to meet you too.
7. Good morning, Mr. La Ode.
8. Alright, have a nice trip.
9. Good morning, Mr Asri. How are you?
10. Pleased to meet you, Mrs. Wa Ode

Mr. Asri : ________________________________
Mr. La Ode : ________________________________
Mr. Asri : ________________________________
Mr. La Ode : ________________________________
Mr. Asri : ________________________________
Mrs. Wa Ode : ________________________________
Mr. Asri : ________________________________
Mrs. Wa Ode : ________________________________
Mr. Asri : ________________________________
Mrs. Wa Ode : ________________________________

**TASK: WRITE A SELF INTRODUCTION**

- Work individually to write a self introduction.
- Work in pair or group or threes to write and practice introducing oneself in different contexts such as at the lobby, a guest to manager, supervisor, or somebody else in the hotel.
LET’S PRACTICE

Demonstrate your introduction in front of the class. After the demonstration the rest of the students can give comments if the introduction is done properly or not.

TASK: MISSING TEXT CONVERSATION (LISTENING)

Listen to the following dialogues of introduction. Fill in the missing expressions with the expressions you hear.

a. At the Airport

Hotel representative : ___________, (1) sir. Are you Mr. Roland?
Guest : Good afternoon. Yes ___________. (2)
Hotel representative : I am Ridho, from________________ , (3)
                   Nice to meet you, Mr. Roland.
Guest : ______________________________ . (4)
Hotel representative : May I help you with your luggage?
Guest : _____________________, ________.  (5)

b. Introducing a Guest to Supervisor

Bellboy : Good morning, Madam. Are you ____?(1)
Guest : ________________, (2) Yes I am.
Bellboy : I will ____________________. (3)
           Miss. Anha this is Mr. Khairun. _______. (4)
HK Supervisor : ______________________ (5) Miss Anha.
Guest : Nice to meet you too
Introduction

Introducing yourself is much more than saying your name; it’s a way to connect with someone new by exchanging words and often, physical contact. Introducing yourself to strangers can be tricky because what you say depends entirely on the context. You may introduce yourself differently depending on whether you are addressing an audience before you give a speech, meeting someone at a networking event, or just starting a conversation with a new person at a party. What is important is to introduce yourself in a way that is appropriate and makes people like and remember you.

**TRUE OR FALSE?**

The following statements refer to the passage above. Decide whether they are true (T) or false (F).

- a. Introducing yourself is much more than saying your title. **T**
- b. When introducing myself, giving details about my identity is very important. **T**
- c. Before introducing yourself, you have to say “good luck”. **F**
- d. It isn’t important to introduce yourself in a way that is appropriate and makes people like remember them. **F**
- e. Introducing yourself to stranger can be tricky because what you say depends entirely on the contexts. **T**

**TASK: MATCH THE Q&A**

Match the questions in the left column table with the answers on the right column by drawing lines.

<table>
<thead>
<tr>
<th>Questions</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Where do you live?</td>
<td>It’s fine</td>
</tr>
<tr>
<td>2. May I Know your name, please?</td>
<td>Nice to meet you too</td>
</tr>
<tr>
<td>3. How are you?</td>
<td>I’m twenty years old.</td>
</tr>
<tr>
<td>4. How old are you?</td>
<td>My name is Mr. Daud</td>
</tr>
<tr>
<td>5. Nice to meet you.</td>
<td>I live in Wangi-Wangi</td>
</tr>
</tbody>
</table>

Unit 2: Introduction
STUDY 2: INTRODUCE AND RESPONSES

Study the following common expressions of introducing oneself and others with the responses.

**a. Introducing oneself**

<table>
<thead>
<tr>
<th>Self-introduction</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Hello, my name is Cella</td>
<td>Hello, my name is Saiudin. I am pleased to meet you.</td>
</tr>
<tr>
<td>3. Good morning. My full name is Umar Said.</td>
<td>Good morning Mr. Said. My name is Safar. How do you do?</td>
</tr>
<tr>
<td>4. Good afternoon. Let me introduce myself. I am Rio Marino</td>
<td>Good afternoon. I am Wilda. Glad to meet you Mr. Rio</td>
</tr>
<tr>
<td>5. May I introduce myself, My nick name is Tiara</td>
<td>I am Gufri. I am happy to meet you Ms. Tiara.</td>
</tr>
<tr>
<td>7. It is nice to meet you.</td>
<td>Nice to meet you.</td>
</tr>
</tbody>
</table>
### b. Introducing others

<table>
<thead>
<tr>
<th>Self-introduction</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. La Dandi, this is my friend Dedi.</td>
<td>Hi, glad to meet you. I’m Resty.</td>
</tr>
<tr>
<td>2. Have you met Tiara?</td>
<td>No, I haven’t.</td>
</tr>
<tr>
<td>3. Do you know Michella?</td>
<td>Yes, I have met her before.</td>
</tr>
<tr>
<td>4. This is a friend of mine, Rendy.</td>
<td>Hello, Rendy. Nice to meet you.</td>
</tr>
<tr>
<td>5. I would like to meet you to my friend, Budi. Budi, this is Any.</td>
<td>Good to meet you Budi.</td>
</tr>
<tr>
<td>6. May I introduce our new classmate, Dodi.</td>
<td>I am happy to meet you Dodi.</td>
</tr>
<tr>
<td>7. Please allow me to introduce my colleague, Ms. Yorsi.</td>
<td>It is good to know you.</td>
</tr>
<tr>
<td>8. Let me introduce you to Mr. Diver. Mr. Diver, this is Mr. Akbar from Bau Bau.</td>
<td>How do you do. It is very nice to meet you.</td>
</tr>
</tbody>
</table>
Listen and repeat how your teacher reads the following dialogues using the expressions you have learned. Then, work in pair to read the dialogues and to practice them.

**Dialogue A**

Dilan: Excuse me. I don’t think we have met, I’m Dilan.

Dina: Hello. I’m Dina.

Dilan: Nice to meet you, Dina.

Dina: Nice to meet you.

**Dialogue B**

Mr. Ode: Mr. Ode, let me introduce you to Mr. La Bamba. Mr. La Bamba, this is Mr. Ode, our Restaurant Manager.

Mr. La Bamba: How do you do? Mr. Ode
Warani: How do you do? It’s very nice to meet you.

Mr. La Bamba: It’s nice to meet you too.

Dialogue C

Wa Lindi: That’s Tobi. Have you met him?

Rendy: No, I haven’t.

Wa Lindi: Hello, Tobi. How are you?

Tobi: Hi, Wa Lindi. I am fine thank you, and you?

Rendy: Good thanks. Tobi, this is a friend of mine, Rendy.

Wa Lindi: Hello, pleased to meet you.

Tobi: Hi, pleased to meet you too.
Dialogue D

I’m sorry. I don’t think we’ve met. My name is Tanti Welok.

Hi. I’m Refa Prima. I’m a new comer in this place. I’m pleased to meet you.

Pleased to meet you too. Have you met the others?

Not yet. You are the first.

Would you come with me. I’ll introduce you to them.

Thanks. I appreciate that.
TASK: COMPLETE THE DIALOGUES

Work in pair to complete the following dialogues using the expressions above and to practice the dialogues.

**Dialog A**

Binongko : Excuse me. _________________________________________
Batara  : Hello. I’m Batara.
Binongko : _________________________________________
Batara  : _________________________________________

**Dialog B**

Ms. Liya  : Mr. Ode, I would __________________________
Mr. Ode   : I am happy to meet you, Mr. Bamba
Mr. Bamba : _________________________________________
Mr. Ode   : _________________________________________

**Dialog C**

Tomia   : Hello, Rendy. How are you?
Rendy   : I am good, thank you. And you?
Tomia   : _________________________________________
Rendy   : No, I haven’t.
Tomia   : _________________________________________
Tobi    : Hi, Tomia. I am fine thank you and you.
Tomia   : _________________________________________
Rendy   : Hello, pleased to meet you.
Tobi    : _________________________________________
**Dialog D**

Liya : Good morning. I think we have met before. I am Liya
Ratna : ________________________________________________
Liya : It is a pleasure to meet you too. Have you met the others?
Ratna : ________________________________________________
Liya : Let’s meet the others. I’ll introduce you to them.
Ratna : Thanks. I appreciate that.
Liya : ________________________________________________
TASK: ASK YOUR FRIEND

Interview your classmate using the following questions. Write the information as required.

1. Good morning, I am Tobi. What is your name?
   ________________________________

2. Where and when were you born?
   ________________________________

3. How do you live? (What are you doing for living?)
   ________________________________

4. What are your favorite activities/hobbies/sports? Why? (Feel free to name several.)
   ________________________________
   ________________________________
   ________________________________

5. What is the best place you have ever visited? Please explain.
   ________________________________
   ________________________________

6. What have you done that you are proud of? Please explain.
   ________________________________
What is a weakness or bad habits (drinking, eating too much) that you would like to eliminate?

__________________________________________________________

__________________________________________________________

Please choose three words that describe you best:

__________________________________________________________

__________________________________________________________

Mention three things, activities, or places that you like best. Why?

__________________________________________________________

__________________________________________________________

__________________________________________________________

Mention three things, activities, or places that you dislike most. Why?

__________________________________________________________

__________________________________________________________

__________________________________________________________

What is your favorite game, book or movie?

__________________________________________________________

__________________________________________________________

What are your favorite foods?

__________________________________________________________

__________________________________________________________

What is/are your favorite restaurant(s)?

__________________________________________________________

__________________________________________________________

__________________________________________________________
14. What is one of your favorite memories?
__________________________________________________________
__________________________________________________________
__________________________________________________________

15. What is the name of your favorite music group or singer?
__________________________________________________________

16. What TV show do you try not to miss?
__________________________________________________________
__________________________________________________________

17. What is your best experience in life?
__________________________________________________________
__________________________________________________________
__________________________________________________________

18. What is your worst experience?
__________________________________________________________
__________________________________________________________
__________________________________________________________

19. What is your future ambition? (What do you want to do in the future?)
__________________________________________________________
__________________________________________________________
__________________________________________________________

20. How would you achieve your ambition?
__________________________________________________________
__________________________________________________________
__________________________________________________________
Read the following self introductions.

**Self introduction A**

Good morning, I would like to introduce myself. My name is La Ode Sangi and it is nice to meet you. I come from Binongko. I live in a small village that is close to Benteng Baluara. I am 17 years old. I am studying hospitality at vocational high school and work in a restaurant at the weekends. I have a and a sister. They both are older than me. My sister is 25 years old and my brother is 21 years old. They both graduated from vocational high school in Wangi Wangi.

**Self introduction B**

Hi, my name is Safara and it is nice to meet you everyone. I always be excited to see so many people. I am 18 years old and I have no sibling. I come from Tomia, which is in the South part of Wakatobi. My mother is a teacher and my father works as a fisherman. I graduated from SMK 1 Kaledupa this year and I want to move to Kendari to find a job.
**TASK: MISSING WORD**

Fill in the following missing words, phrases or sentences in the self introduction a by choosing the right options in the box bellow.

**Self Introduction A**

(  ) I spend all my time studying  (  ) introduce
(  ) have come to  (  ) am the oldest
(  ) I grew up  (  ) come from
(  ) a restaurant manager  (  ) finish my study

Good morning. It is pleasure to meet my. Please let me _______ 1 ______ myself to you. I am Wowine and I _______ 2 _______ Tomia. I was born in Wangi wangi but _______ 3 _______ in Tomia. I am 19 years old and _______ 4 _______ Wangi Wangi to study at Vocational School. I will stay here for one more year to _______ 5 _______. I want to learn a lot. My family is big. I have three brothers and one sister. I _______ 6 _______ and my sister, the youngest, is 11 years old. My father works as _______ 7 _______ and my mother is a housewife. I want to learn English so I can get a good job. I do not work as _______ 8 _______

**Self Introduction B**

Hello, it is nice to see you all. I’m ____________. I come from ____________ and it is great to be here to meet you all in _____________. I am ____________ old. I am married to my husband, ____________, and have two children. One son named ____________ who is 18 years old and one daughter called ____________ who is ____________ old. I work in a ____________ and my husband is a ____________. My son wants to study ____________ while my daughter wants to become a ________________.
**TASK: MATCH THE JOB**

Match the following jobs with the picture. Write the relevant job above each picture.

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<th>Bellboy</th>
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<th>Accountant</th>
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<th>Driver</th>
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<th>Receptionist</th>
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<td>6</td>
<td>Pastry chef</td>
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*Source: gettyimages*
Work individually to write job descriptions of the job title in the pictures above. Number (a) is given as an example:

**a) Waiter**

A waiter works for a restaurant. His job is to welcome guest, escort guest to a table, take order and serve the food, clear up the table. He also explains the menu and ingredients. Sometimes, he handles payment as well.

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DESCRIBING GAME

Work in group of four to give job descriptions using cards. The cards can be produced by photocopying the following job titles as many as required and cutting them into pieces.

The job titles to be photocopied are available in the appendix (Answer key Unit 2 Task: Match the job). The paper used is suggested to be rather thick like cover paper so that we can keep the cards for later use.

Rules:

a. Four or five students sit face to face in a group
b. The cards are put in piles. Each group is given a pile of cards.
c. The pile of cards is put on the table downward in front of the group members.
d. One person describes a job and the other three students guest the job being described.
e. Students take their turns to describe the cards.
f. When a student can guest the word, he will keep the card.
g. The winner is the student who can guest the most cards.

For example:

This employee cleans the bedroom, vacuums the room floor, cleans the bathroom, toilet makes the bed, changes room and guest’s supplies, etc. What is his job?

The Answer: ROOMBOY
In the previous learning activities, there are some sentences like as follows. Study the sentences carefully.

1. I live in Binongko.
2. I have one brother and one sister.
3. Do you know Tomia?
4. I don’t think we have met.
5. A waiter works for a restaurant.

When talking about habits that happen again and again or about facts that stay the same for a long time, we use sentences **THE SIMPLE PRESENT**.

The verb is the simple form of verb. In positive sentences, when the subject is a third singular person (Wa Ode (she) or La Ode (he) and The cat (it), suffix s/es is added to the verb. In negative and interrogative, does is used for the third singular person, and do is used for the others (I, you, we, they).

Choose the right verbs for the following sentences by underlining the right verbs.

1. Wowini _______ in Wakatobi Hotel (work, works, working)
2. Wandi _______ the competency to work as waitress. (have, has, had)
3. Does Wandi _______ English well? (speak, speaks, speaking)
4. Safara _______ not like Japanese food. (Do, Does, Did)
5. They _____ in Bau Bau. (live, lives, living)
6. More people _______ to Wakatobi on weekends. (come, comes, came)
7. They usually _______ with their family. (come, comes, came)
8. _____ you like to go to Binongko? (Do, Does, Are)
9. Refa and Rendy _______ spend much money on food. (Don’t, Doesn’t, Didn’t)
10. A bell boy _______ guests to bring their luggage. (help, helps, helping)
REFLECTION UNIT 2

At the end of this chapter, ask yourself the following questions to know how effective your learning process is.

1. Have you been able to understand how to introduce yourself to other people?
2. Do you know how to introduce guests to a supervisor or a manager?
3. Can you introduce a guest to another guest?

If your answer is ‘no’ to one of these questions, read this chapter and do the activities again. Don’t hesitate to see your teacher or classmates and discuss with them how you can understand better and be able to introduce yourself and another guest to other people.
“Ara dhi langke bara dhi moturu dao, fila hemeita to junia”

“Don’t get oversleep when you decide to live outside your hometown, Go around and see the world”-

- Wa Ale
UNIT 3
TELEPHONING

Receptionist
LEARNING OUTCOMES

After learning this unit, students are able to:

a. Use appropriate expressions for receiving telephone calls.

b. Asking the purposes for calling and taking a message.

c. Making and ending the call properly.
STUDY 1: EXPRESSIONS

Telephoning is an activity to transmit a message (recorded message, radio or television programme, or other information) by telephone using special transmitting and receiving equipment. Study the following expressions for telephoning.

a. Receiving telephone calls

- Wakatobi Hotel, Rifka speaking. Can I help you?
- Patuno Hotel, may I help you?
- Budget Hotel, Tiyo speaking. How may I assist you?
- Wisata Resort Hotel, Lintang speaking how can I help you?
- Hello, Binongko hotel, Achlan speaking.
- Good morning / Good afternoon/Good evening (Hotel name) (your name)
- (Hotel name) (your name) speaking, how can I help you?

b. Making a call

- Good morning, this is (your name) from (hotel).
- Good afternoon, this is Wilda from Patuno Hotel.
- Hello, it’s Akbar from Wisata Hotel.
- May I speak to (name) please?
- Please could I speak to (name)?
- I’d like to speak to Mr Asri, please.
- Is Ms. Cella there?
- Can I speak to Ms. Yorsi please?
c. Purposes for calling

- May I speak to Ms. Wilda, the FO Manager, please
- Could I talk to ...
- I wonder if Mr. Tobi is in his room this morning?
- I am calling about my reservation.
- I’m calling to...
- Could you tell me...
- I was wondering if you could tell me...
- I was wondering if you could help me, I have a problem with my room.
- I need bath towels.
- I just wanted to ask...

d. Making small talk

- Good morning Ms. Yorsi How are you?
- It’s nice to hear from you.
- How are things?
- How did you get on with...?
- How are you getting on with...?
- How was the...
- How are you getting on with...?
e. Taking a message

- Mr. La Doni is in a meeting, would you like me to take a message?
- I’m afraid Ms. Rifka is away this week, would you like to leave a message?
- She is unavailable at the moment, can I take a message?
- I’m sorry but Mr. Ahlan isn’t at his desk right now, can I take a message?
- I am sorry but he is not in at the moment, would you like to leave a message?
- I’m afraid she is busy right now, would you mind calling back later?
- Would you mind taking a message?

f. Leaving a message

- Please tell Mr. Tobi that...
- Please let Ms. Cella know that...
- I call to say goodbye to ...
- I’d like to re-arrange my snorkeling and diving schedule with ...
- Please ask (him/her) to call me back.
- Please ask him her/him to contact me about....
- My telephone/mobile number is...
- I’d like to leave (him/her) a message.

g. Passing a message on

- I will tell him/her you called.
- I will pass that on to him/her.
- I will let him/her know.
- I’ll make sure he/she gets your message.
- Ok I’ll call back later.
- Ok I’ll try again tomorrow/later.


**h. Asking for name**

- Could you spell your name please?
- How do you spell that, please?
- I’m sorry I didn’t catch that.
- I’m sorry, could you repeat your name again please?
- I’m sorry, I can’t hear you, could you please speak up a little?
- Would you mind speaking a little slower?
- I’m sorry, I didn’t catch your name.
- Could you please repeat your name?
- What was the name of the company please?
- Can I just check your name? I’ll spell it.

**i. Asking to wait and to call back**

- When will he be back/available?
- When is a good time to call?
- I’m a little busy at the moment, would you mind calling me back later?
- I’m afraid I can’t talk right now, would you please call me back later?
- Could I call you back later? I’m a bit tired up right now.
- Wait a moment please.
- I’ll just put you on hold for a moment.
j. Connecting a caller

- Could you please put me through to Mr. Ahlan, the Human Resources Manager?
- Could you please connect me with the FO Supervisor, Ms. Wilda?
- Just a moment, I’ll put you through
- One moment please, I’ll connect you
- I’m afraid the line is busy
- I’m afraid his phone is engaged.

k. Ending the call

- Thank you for calling.
- Thanks for calling.
- Give my regards to...
- Thank you very much for your help.
- It was great to hear from you.
- I hope to see you soon.
- Take care, bye bye.
- Thank you for your time.
- Cheers, then bye.
- Good bye.
CONVERSATION

Work in pairs to read the following telephone dialogues.

Dialogue a

Reservation: Good morning. Patuno Hotel, Ahlan speaking.

Guest: Good morning. This is Roby. I would like to speak to Mr. La Ode

Reservation: Oh, sorry. Mr. La Ode is not here, yet.

Guest: Can you tell me when he will be in?

Reservation: Probably around 10.00 a.m.

Guest: Alright, I will call again later then. Thank you.


Guest: Bye.
**Dialogue b**

**Caller**

Good morning

**Reservationist**

Wakatobi Hotel, good morning can I help you?

**Caller**

Can I speak to Ms. Wilda?

**Reservationist**

Please hold on. Let me see whether she has come. Hello, Ms. Wilda hasn’t arrived. May I know who’s calling?

**Caller**

Tobi, her close friend from Bau Bau

**Reservationist**

Is there any message for Ms. Wilda?

**Caller**

No thanks. I’ll call again in the afternoon.

**Reservationist**

I’ll tell Ms. Wilda that you’ve called and will call again.

**Caller**

OK. Thanks.
**Dialogue c**

**Receptionist**

Good morning. Welcome to Wisata Hotel.

**Client**

Hi, good morning. I’d like to make a reservation for the third weekend in December. Do you still have any vacant rooms?

**Receptionist**

Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

**Client**

The 24th of December.

**Receptionist**

How long will you be staying?

**Client**

I’ll be staying for two nights.

**Receptionist**

How many people is the reservation for?

**Client**

There will be two of us.

**Receptionist**

Would you like a room with twin beds or a double bed?

**Client**

A double bed, please.

**Receptionist**

Great. And would you prefer to have a room with a sea view?
If that type of room is available, I would love to have an ocean view. What’s the rate for the room?

Your room is nine hundred and fifty thousand rupiahs per night. Now what name will the reservation be listed under?

David Mahardhika

Could you spell your last name for me, please?


And is there a phone number where you can be contacted?

Yes, my hand phone number is ...

Alright, Mr. David Mahardhika, your reservation has been made for the twenty-fourth of December for a room with a double bed and view of the sea. Check-in is at 2 o’clock. If you have any other questions, please do not hesitate to call us.

Excellent, thank you so much.

My pleasure. We’ll see you in December, Mr. David Mahardhika Have a nice day.
LET'S PRACTICE!

Work in pair to practice dialogues in the task above. You need (feel free) to change the name of the hotel, the name of the caller and receptionist, and the date, etc.

TASK: MATCH THE DIALOGUES

In the following dialogues, telephone operator’s parts and caller’s parts of the dialogues are in the wrong order. Re-arrange them into the right order.

Dialogue a (Telephone operator’s parts)

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**Caller** : Hello, is this Tomia Resort Hotel?
**Operator** : ____________________________________________ (1)
**Caller** : Has Mr. Asri come?
**Operator** : ____________________________________________ (2)
**Caller** : I see. Do you have his mobile number with you?
**Operator** : ____________________________________________ (3)
**Caller** : Then I shouldn’t ask you. You give my mobile number to Mr. Asri.
**Operator** : ____________________________________________ (4)
**Caller** : Here it is. Ask him to contact me urgently.
**Operator** : ____________________________________________ (5)
**Caller** : No. Thanks
**Dialogue b (Caller’s parts)**

a. Excellent, I’m sure my manager will be pleased to hear that.

b. Great, I’d love to see this problem resolved as quickly as possible.

c. No, that’s all. Thank you very much.

d. Uhm... actually, this call is rather urgent. We spoke yesterday about our coming event. Did he leave any information with you?

e. Yes, this is Ms Cella calling. May I speak to Mr. Asri, please?

---

Assistant M. : Hello, Binongko Hotel, this is Ahlan speaking. How may I be of help to you?

Caller : ___________________________________________ (1)

Assistant M. : I’m afraid Mr. Asri is out of the office at the moment. Would you like me to take a message?

Caller : ___________________________________________ (2)

Assistant M. : As a matter of fact, he did. He said that a representative from your travel agent might be calling. He also asked me to ask you a few questions.

Caller : ____________________________________________ (3)

Assistant M. : Your special request for the type of food and room facilities have been solved. We can provide them all.

Caller : ____________________________________________ (4)

Assistant M. : Oh great then. Anything else I can do for you?

Caller : ____________________________________________ (5)

Assistant M. : You’re welcome.

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**DEMONSTRATE IT!**

If you have completed the task above, read the dialogues in pair. Then practice dialogues with your partner. You need (feel free) to change the name of the hotel, the name of the caller and receptionist, and the date, etc.
You will hear the following dialogues. Your teacher may read the dialogues or play CD. The dialogues have some missing information. Listen and put the following information into the right places in the dialogue.

| a | 0815 7204 9988 | e | problem with that |
| b | before taxes | f | you’ll be needing |
| c | do you prefer | g | your full name |
| d | our room prices |

### a. At the reception

**Guest**: Can I reserve a hotel room?

**Reception**: Certainly sir. What is ______1______, please?

**Guest**: My Name is Sutanto Leo

**Reception**: It’s a pleasure to assist you. Please tell me when ______2_____ the room, Mr. Leo

**Guest**: If my plans don’t change, I’ll need a room June 7 till 10.

**Reception**: Mr. Leo , ______3_____ are slightly higher than you may have thought. Will that be okay?

**Guest**: Tell me how much it will be, and I can tell you if it’s okay.

**Reception**: It is IDR 1,200,000 per night, ______4_____, of course.

**Guest**: IDR 1,200,000, That is quite reasonable price.

**Reception**: Now, as for the room, sir, ______5_____ smoking or non-smoking?

**Guest**: Non-smoking, please.

**Reception**: Non-smoking. Now, sir, does a single queen-size bed meet your approval?

**Guest**: I have absolutely no ______6_____.

**Reception**: Queen, non-smoking. Okay, sir, your room is reserved. Now if you’ll just give me your phone number.

**Guest**: Not a problem. The number is ______7_____

**Reception**: Thank you for making a reservation with us. We look forward to seeing you in April!
Dialogue b

Listen the dialogue carefully. Fill in the missing words or phrases as you listen to the dialogue.

Reservation : Good morning, Patuno Hotel reservation Achlan’s speaking, how may I assist you?
Guest : Hello, good morning. I’d like to make a reservation for the third weekend in December in your hotel.
Reservation : Excuse me Mam, ____1____ who is speaking?
Guest : I’m Marcella
Reservation : Could you spell your name please?
Guest : M-A-R-C-E-L-L-A
Reservation : Alright Ms, now I want to spell your name. Your name is Marcella, M for Mike, A for Alpha, R for Romeo, C for Charlie, E for Echo, Double L for Lima, and A for Alpha. Am I right mam?
Guest : Yes, ____2____.
Reservation : May I know who is the reservation for Ms. Marcella?
Guest : The reservation is for me.
Reservation : Alright Ms. Marcella, may I know what type of room do you need?
Guest : I need ____3____. What is the rate of the room?
Reservation : Certainly Ms. The room price is IDR 1,250,000/night. What is the exact date of your arrival Ms?
Guest : The 21st of December 20...
Reservation : How long will you be staying Ms. Marcella?
Guest : I’ll be staying ____4____.
Reservation : Your departure could be 24th of December 2016, couldn’t it Ms?
Guest : Yes that’s right.
Reservation : How many people is the reservation for Ms. Marcella?
Guest : There will be ____5____.
Reservation : Well Ms. Marcella, wait a moment please, I would like to check the availability of the room on that period.
Guest : Yes please.
Reservation : Thank you very much for your waiting Ms. Marcella, we have several suite room available on that particular weekend.
Guest : Thanks.
Reservation : And, is there a phone number where you ____6____ Ms. Marcella?
Guest : My phone number is 0812 3345 6789
Reservation : And your e-mail address please?
Guest : My email address is ______7_____
Reservation : May I know your nationality Ms. Marcella?
Guest : I’m Australian.
Reservation : And could you tell me where ______8______ is?
Guest : Melbourne, Australia
Reservation : Thank you. Do you have any special request that could be prepared for your arrival here?
Guest : No, thanks.
Reservation : Well Ms. Marcella, for your reservation you _____9_____ for a one-night stay. I will email you our bank account number.
Guest : May I know what is it for?
Reservation : It is to _____10______ Ms. Marcella, because, that period is on a high season, so we need a guarantee for your reservation.
Guest : OK. I will send it soon.
Reservation : Alright Ms. Marcella, your reservation has been made for_______11_______ for a suite room. Your phone number is 081233456789 and your e-mail address is marcella@yahoo.com
Guest : Perfect.
Reservation : For the check-in time is at 2 pm, and we will wait for your deposit issue. And if you have any other question, please _______12_________ us as soon as possible Ms. Marcella
Guest : Great, thank you.
Reservation : My pleasure Ms. We will see you in December Ms. Marcella. Thank you and have a nice day.

LET’S PRACTICE!

If you have completed the task above, read the dialogues in pair. Then practice dialogues with your partner again. You need (feel free) to change the name of the hotel, the name of the caller and receptionist, and the date, etc.
Study the following reading passage about telephone operator with some blank spaces. Fill in the blank spaces using the following phrases or expression by writing numbers before the right information.

Telephone Operator

Hotel telephone operator requires to speak clearly, distinctly, and with a friendly, courteous tone. He uses listening skills to put callers at ease and obtains accurate, complete information. He _______1_______ and directs them to guest rooms through the telephone console or to hotel personnel or departments. He also _______2_______ messages for guests, provides information on guest services, answers inquiries about public hotel events, and _______3_______ service for hotel guests and employees and processes guest wake-up calls as well. Hotel telephone operator _______4_______ and responsibilities.

a. to answers incoming calls.
b. to direct calls to guest rooms, staff, or departments through the switchboard or PBX system.
c. to place outgoing calls.
d. _______5_______ and deliver them to the guests.
e. to logs all wake-up call requests and performs wake-up call services.
f. to provide information about hotel services to guests.
g. to understand the telephone operator board or PBX switchboard operations.
h. to provide paging services for __________ 6 __________.
i. to know what action to take when an emergency call is required.
j. to monitors automated systems including fire alarms and telephone equipment when engineering and maintenance department is closed.
k. to assist in ________ 7 ______ or service complaints and problems.
l. to train or assist with training new telephone operators in performance of job duties.
m. to be fully aware of and adhere of health and safety, fire and bomb threat procedures.

n. to multitask abilities that will always come in handy, because a switchboard operator may be asked to __________ 8 __________.
o. to be polite and courteous while answering the phone.
p. to open and close telephone functionality on the hotel front office software.
q. to keep records of calls placed and received by all departments and recording the call charges.
r. to setup conference calls ________ 9 ______ and time zones.
s. to update directory information on the front office software.
t. to provide relay service for hearing-impaired guests.
u. to follow telephone etiquette.

Requirements
Hotel telephone operator needs to be high school graduate or equivalent. He must be able ________ 10 ______ the primary language used in the workplace. He must also be able to speak and understand the primary language used by the guests who visit the hotel. He ________ 11 ______ hotel-related experience desired, knowledge of centralized telephone systems, skills in the operation of telephone equipment, skills in dealing diplomatically with the public under stressful conditions, knowledge of personal computers, ________ 12 ________.
LET’S READ!: TELEPHONE ETIQUETTE

Read the following tips of telephone etiquette. Underline the words that you do not know the meaning. Guess the meanings from the context or consult with your teacher or dictionary.

10 “Do’s & Don’ts” of Telephone Etiquette

Telephone etiquette doesn’t mean being stiff and overly formal on the phone, and it isn’t just for talking to your grandmother or impressing a potential client. Using basic courtesy and good manners when talking and texting helps set a positive tone for a conversation and can help you avoid confusing, frustrating or even embarrassing situations.

1. Taking Calls

DO greet the caller pleasantly and identify yourself when you answer the phone. In a business setting, say “Good morning” or “Good afternoon,” then name your company or department and say who’s speaking. On a personal phone, say “Hello” and give your name. DON’T answer in a brisk or hurried tone or with “Yes” or “Yeah.” People don’t want to feel like their call is unwelcome.

2. Making Calls

DO identify yourself clearly and politely ask for the person you’re trying to reach or briefly state your reason for calling. Take a few moments before you place the call to determine what you’re going to say. Being clear and concise up front will save time and reduce confusion. DON’T demand to talk to someone or launch into a request or complaint without first saying hello and identifying yourself. The recipient of your call will be much happier to help you if you make a good first impression.
3. Using Your Voice

DO speak in a friendly, pleasant voice with moderate volume. Smiling while you’re talking, regardless of whether anyone is looking at you, will improve your tone of voice. DON’T use an inappropriate volume. A voice that’s too loud can sound aggressive, while an overly quiet voice can be very difficult to understand. If you have difficulty controlling the volume of your voice, try moving the receiver a little distance away from your ear and listen to yourself talk for a few moments. Adjust your volume as needed.

4. Watch Your Language

DO use polite, professional language, speaking to your conversation partner the way you would hope to be spoken to. If you’re on a professional call, keep your conversation partner informed of what’s going on at your end. DON’T use abrupt phrases or issue orders to your conversation partner, such as “Hang on” or “Who’s calling?” If you’re on a professional or business call, avoid using slang.

5. Call Interrupted

DO apologize if you’re interrupted during a call and ask your conversation partner’s permission before placing him on hold. Check back in on him regularly while he’s on hold. DON’T talk in a distracting environment, try to multitask while you talk or carry on in-person conversations while you’re on the phone.

6. Time to Say Goodbye

DO wind down the conversation courteously by using closing and past tense phrases, such as “Thanks for calling” and “I’m glad we were able to talk today.” End the call by clearly saying goodbye. DON’T stop the conversation abruptly or impatiently. Avoid ambiguous or slang closing phrases like “OK, see ya” or “Toodles” that might make your partner uncertain about whether the call is ending.
7. Taking Messages

DO sound friendly and accommodating, letting the caller know you’re writing her message down and will pass it on to the person she’s trying to reach as soon as possible. If you need more information from the caller, ask for it politely and not in a prying way. DON’T be impatient or short with the caller. If she suspects her message won’t be forwarded, she may be uneasy. Don’t be nosy by asking for more information than you need or the caller wants to give.

8. Leaving Messages

DO speak clearly and slowly, leaving your name and complete number both at the beginning and the end of the message and briefly stating what you’re calling about. DON’T ramble on or go into too much detail in a message, and don’t assume that the caller remembers your last name or can get your number from the phone’s display.

9. Using Cellphones

DO speak in a soft voice in public places and be mindful of your language and subject matter. If you think you might disrupt those around you, move to a different location or don’t take the call. DON’T answer your phone or let it ring in a theater, library or meeting or at a table in a restaurant. Never talk on the phone or text while you’re driving.

10. Texting Tips

DO identify yourself in text messages and be clear and concise. Be mindful of whether your recipient has a texting plan (so you can avoid sending too many messages) and whether he is familiar with common text speak. DON’T text anywhere where a phone call would not be appropriate, and don’t text while you’re having a conversation or should have your attention elsewhere. Avoid sending serious or sad news by text message.

*Demand Media (2016)*
Answer the following questions

a. What is telephone etiquette

b. What do you have to do by the time somebody makes a call to you?

c. When you want to make a call, what do you do before saying your reason for calling?

d. What do you have to avoid doing when you make a telephone call?

e. How do you use your voice when telephoning?

f. What is a professional language like?

g. Can you make interruption when telephoning? How?

h. How do you close your conversation in telephoning?

i. What can’t you do when taking messages?

j. How do you leave messages?

k. Where can you use your mobile-phones?

l. How do you text your messages?
Read the reading passage below.

**Top 10 Telephone Skills**

Great telephone skills are the building blocks of every business and it is easy to see why. Many of the important experiences that your existing, new, and potential customers are having are based upon the level of customer service they are receiving from your employees while on the phone. Employees that can use their telephone skills to effectively deliver excellent service will grow and maintain a thriving business.

There are many tips and techniques available on the market to help your employees build great telephone skills, however, there are only 10 that can truly deliver. The following Top 10 skills have been gathered from the Telephone Training Program, an award winning resource that is entertaining and simple for any business to use.

1. **Telephone Responsibility** - It is important to identify and clarify whose role it is to answer the phone to avoid confusion and chaos.

2. **The Greeting** - It is much more than a “hello” or “good morning.” Use your greeting to warmly welcome existing and potential customers to your business.

3. **Telephone Etiquette** - It’s not so much “what you say,” but “how you say it,” that truly matters to your customers - continue to provide important information but focus on the delivery.

4. **Scheduling Appointments** - Make sure your employees know how to schedule those appointments - don’t take it for granted that they already know.

5. **Placing Callers on Hold** - Establish a customer-friendly manner to place callers on hold without offending the customer.

6. **Transferring Calls** - Don’t leave the caller hanging, let him or her know when and why you are transferring their call to another employee.
7. **Leaving and Taking Messages** - Identify what an appropriate message is to leave for a customer, as well as how to gather all the necessary information when taking a message for other employees.

8. **Handling the Unhappy Caller** - It is important that employees keep their own cool when talking with an unhappy caller and work towards a mutually acceptable answer to the caller’s concern.

9. **Handling Tough Questions** - Recognise how much information is okay to provide and when it is time to seek the assistance of a more seasoned employee.

10. **Personal Calls** - There really is no time that is acceptable for employees to make and receive personal calls. This behavior communicates to the customer that their time is more valuable than the customer’s - a big put-off!

You can provide your employees with these necessary phone skills in your employee manual and through hands-on instruction. Consider adding a web-based front office and/or telephone training program to supplement your own training. This will ensure that you cover all bases and give your employees the best foundation possible.

In short, do not ignore the significance of an employee that possesses great telephone training. Review the Top 10 skills with your employees on a regular basis and train a new employee as a part of their employee orientation. Your business will continue to thrive with every ring of the telephone.

*Adapted from Cathywarschaw (2016)*
STUDY 2: “IT” AND “THERE”

Study the following sentences from the reading passage above.

a. Sentences starting with ‘It’.
   - It is easy to see why
   - It is important to identify and clarify whose role.
   - It is to answer the phone to avoid confusion and chaos.
   - It is much more than a “hello” or “good morning
   - It’s not so much “what you say,”
   - It is important that employees keep their own cool when talking with an unhappy caller
   - It is time to seek the assistance of a more seasoned employee.

b. Sentences starting with ‘There’.
   There really is no time that is acceptable for employees to make and receive personal calls.
   There are many tips and techniques to help your employees build great telephone skills.

   In many kinds of English sentences, you will find the word “it” or the word “there” in the subject position. These are usually “impersonal” sentences — sentences where there is no natural subject. This introduction will help you to understand when to use “it” and when to use “there”. Study the following example
### 1. *Impersonal “it”*

<table>
<thead>
<tr>
<th>When to use it</th>
<th>Examples</th>
</tr>
</thead>
</table>
| Talking about something  | It’s raining.  
It’s cold if the weather is windy and rainy.  
It was sunny when I was in Bau-bau.  
It is easy to say that you love snorkeling and diving.  
It’s not so much “what you say,”  
It is important to identify and clarify whose role. |
| Identifying something    | What is it?  
It’s a cat.  
Whose cat sleeping on the sofa is it?  
It’s my cat that has black and white colour. |
| Talking about time       | What time is it?  
It’s five o’clock  
Whose birthday is it today?  
It’s Marcella’s birthday today. |
| Talking about distance   | How far is it from Wangi Wangi to Binongko?  
It’s about ... kilometers. It takes about .... hour to go by boat. |
2. Impersonal “there”

Impersonal “there” is used to say that something exists in a particular place.

**Singular**
- There is a book on the table.
- There is a Swisscontact office in Wangi Wangi.
- There really is no time that is acceptable for employees to make and receive personal calls.

**Plural**
- There are three men in the car.
- There are only 10 that can truly deliver.
- There are many tips and techniques to help your employees build great telephone skills.

**TASK: COMPLETE IT!**

Complete the following sentences.

1. It is difficult to ...........................................................................................
2. It is interesting ............................................................................................
3. It was rainy............................................................................................... 
4. It is his bag ............................................................................................... 
5. It is time ...................................................................................................
6. It is Achlan’s party that ...........................................................................
7. It is about ............................................................................................... 
8. How far ...................................................................................................
9. There is ...................................................................................................
10. There is much .........................................................................................
11. There are ............................................................................................... 
12. There are many .....................................................................................
One moment please, I’ll connect you
TELEPHONING GAME

**Step 1:**

The class is divided into six teams (A and B). Each group consists of five students and receives a copy of a role play card. The students in each group work out phrases which they could use in the telephone conversation indicated on the role play card.

**Step 2:**

One person/two students from each group act out the telephone conversation in front of the group. Up to six pairs give their versions as well. This game is repeated with different role play cards.

---

**You are a telephone operator.**

A. You receive a telephone call and the caller wants to speak to the manager but he is out at the moment.

**You are a telephone operator.**

B. There is telephone call from a customer. She wants to ask for confirmation about the beverage and music instrument facilities for the wedding event.
You are a customer.
A. You left your wallet in the room. You ask hotel employee to find it in her room and to keep it. You explain what the wallet is like and the contents. You will collect it tonight.

You are a customer.
B. You lost your watch in bathroom when you left the room for going out of the hotel. You explain what the watch is like. You complain and ask hotel to find it.

You are a receptionist.
A. Your senior guest in his room fell down in the bathroom. He has sprained his ankle and is difficult to walk.

B. Your guest bathroom is flooded. The tap gets stuck and the water is running. Some cockroaches are swimming there.
REFLECTION UNIT 3

At the end of this chapter, ask yourself the following questions to know how effective your learning process is.

1. Have you been able to use appropriate expressions for receiving telephone calls?
2. Do you know how to ask the purposes for calling?
3. Can you make a call and end it properly?

If your answer is ‘no’ to one of these questions, see your teacher and discuss with him/her on how you can understand better and be able to use the expressions for telephoning. You can also read this chapter and do the activities again.
“Learning without thinking is useless, but thinking without learning is very dangerous!”

- Ir. Soekarno
LEARNING OUTCOMES

After learning this unit, students are able to:

a. Use appropriate expression in seating guests and taking orders

b. Practice seating guests and taking orders

c. Demonstrate to seat guest and to take orders
BRAINSTORMING

Seating guests is an initial activity in restaurant service as the guests arrive at the restaurant. Taking orders is an activity where the waiter asks the guests to order the food. Answer the following question:

1. Have you ever served food to guests?
2. What do you do when the guest arrive to your restaurant?
3. What do you say to your guest?
4. When do you take order?
5. What do you do when you take order?

STUDY1: EXPRESSION

Study the following expressions and discuss with your classmate when we use the expressions

a. Assisting guest arrival

- Good morning, welcome to Wisata restaurant, madam/sir
- Do you have reservation?
- Have you made a reservation?
- Can I have your name?
- What’s the name, please?
- Escort the guest to the table.
- May I escort to your table?
- Would you like to come this way?
- This is your table, Mrs.Wakalambe.
- Are you happy with your table?
b. If the guest has been seated

- What would you like to start with?
- Could I pour some Ice water?
- Here is the menu!
- Please, take your time to have a look at the menu.
- Are you ready to order?

c. If the guest is not ready to order

- Please take your time to have a look at the menu.
- If you are ready to order, just call me.
- I’m sorry, Mr. Tobi. I will come back for your order when you’re ready to order.

d. Asking for more information

- What would you like to start with Ms. Untele?
- And to follow?
- And for you, Mrs. Wa Ode?
- How about you, Mr. Tobi

e. Providing Options

- Would you prefer cakalang or tuna fish?
- How would you like your fish cooked?
- What kind of sauce would you like?
f. Explaining different portion sizes

- This set dinner is for a minimum of two people.
- This large fish is enough for three people.
- This spicy prawn is for around for people.

g. Methods of cooking sizes

- pan fried / stir fried / deep fried
- boiled / smoked / poached / steamed, grilled
- It’s marinated in garlic, lemon, and oregano with salad.

h. Degree of flavour

- quite mild, extra (spicy), very (hot)
- rich / creamy / sweet / thick / sour
- It’s a rich and creamy tomato Baronang soup
- The baked fish is extra spicy
- It’s a kind of (fish soup).
- It is stuffed fish with spinach
i. **Making suggestions and recommendations**

- Would you care for something spicy?
- Would you prefer a snack or a meal?
- May I suggest our specialty of the day?
- Today we’re featuring spicy prawn
- Our Chef’s specialty today is (Pomegranate Chicken).

j. **Saying something positive about the food**

- It’s very popular / It’s very tasty.
- I’m sure you will enjoy it.
- May I recommend the grilled dori fish and Sour Soup? It’s delicious.
- Perhaps you’d like to try the boneless Chicken.
- It’s small pieces of boneless chicken baked using skewers in a clay oven

k. **Mentioning the food preparation time**

- It takes about 25 minutes to prepare this dish.
- Breakfast course is delivered within 10 minutes of ordering.
- Lunch course is delivered within 12 minutes of ordering.
- Dinner main course is delivered within 20 minutes of ordering.

I. **Finishing the order-taking process**

- May I repeat your order?
- Could I repeat the order, sir?
- Is there anything else I can bring you?
CONVERSATION

Study the following dialogues of seating the guest and taking order

a. Seating the guest

Good evening. Welcome to our Restaurant.

Good evening. I have reserved a table for two under the name of Wilda.

Yes, Mrs. Wilda. Would you like to come this way.

Thank you

This is your table Mrs. Wilda. Will this table do for you?

That will be fine. Thanks

Would you like a drink before you meal?
What about you Mr. Wilda?

Yes, a fresh coconut with ice.

Just the same, thank you.

Mrs. Wilda

b. Taking order

Are you ready to order, Mr. La Ode?

Yes, I think we are ready. My wife would like grilled fish with tomato sauce and I’d like spicy water spinach.

Mr. La Ode  Mrs. La Ode

Which fish do you like to have, sir? Cakalang is our favorite fish.

I will try Cakalang, then.

Mrs. La Ode  Mr. La Ode

That’s great, sir. And would you like anything to start with?
Would you like mushroom or parende soup?

The mushroom, please.

The mushroom, and what about you?

Well, the same soup please.

Very good, Mr. La Ode.

Thank you.
**TASK: MISSING TEXT CONVERSATION**

Fill in the following missing parts of the dialogue in the following contexts

---

**a. Seating the guest**

Head waiter : Good afternoon, madam
Guest : Hi, good afternoon
Head Waiter : ............................................., madam?
Guest : Yes, we have
Head Waiter : Could..........................Please?
Head Waiter : Miss Wa Leja. A table for two.
Guest : Thank you
Head waiter : Could I .......................Ms Wa Leja.
Guest : Yes, please
Head Waiter : Here is your table Ms.Wa Leja
Guest : Thank you
Head waiter : .................................... the menu.
Guest : Thank you

---

**b. A waiter is taking order**

Waiter : Would you like to order now, Mr.Rudy?
Mr.Rudy : Yes, .............................. My wife would like The Kasoami and fish.
Waiter : Would you like to try Kasoami Pepe
Mrs. Rudy : Yes, please.
Waiter : That’s great madam, and would you like....................?
Mrs. Rudy : Yes, I like soup.
Waiter : Would you like.................?  
Mrs. Rudy : The chicken soup, please.
Waiter : .................What about you, Mr. Rudy?
Mr. Rudy : Well, .................., please
Waiter : Fine I will be back a moment, sir.

**LET’S PRACTICE!**

Work in pairs or group of three to write and practice seating the guest and taking order

**DEMONSTRATE IT!**

Demonstrate sitting the guest and taking order in front of the class.
LET’S READ! : THINGS TO BE CONSIDERED IN THE DINNER PARTY

Read the following passage

When you decide to have dinner party, there are many things that you need to consider beside the menu. An important consideration is where the guests should be seated, as this could determine whether or not your guests enjoy themselves or network successfully.

Adopted from Wikihow 2015

TRUE OR FALSE?

The following statements refer to the passage above. Decide whether they are true (T) or F (false)

a. There are many things that you need to consider beside the menu.
b. Is it unimportant where the guests should be seated?
c. Your guests should enjoy themselves or network successfully.
d. When you decide to have dinner party, there is nothing that you need to consider.
VOCABULARIES

Fill in the following parts of speech based on the passage above.

Verbs : ......

Noun : guest, dinner, ........, ............

Adjectives : important

Adverbs : succesfully, ..., ........,

Articles : ......

Prepositios : ......

TASK: MATCH THE Q&A

Fill in the following parts of speech based on the passage above.

<table>
<thead>
<tr>
<th>A. Questions or statements</th>
<th>B. Answers or responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Have you made a reservation?</td>
<td>a. Good, Thank you</td>
</tr>
<tr>
<td>2. Could I escort to your table, madam?</td>
<td>b. Sorry, can you wait a moment.</td>
</tr>
<tr>
<td>3. Would you like to come this way?</td>
<td>c. Yes, under the name of Ms. Tomia</td>
</tr>
<tr>
<td>4. This is the menu, sir.</td>
<td>d. Yes, please, thank you</td>
</tr>
<tr>
<td>5. Would you like to order, madam?</td>
<td>e. Yes, certainly. Thank you.</td>
</tr>
<tr>
<td>6. Would you like to see the wine list?</td>
<td>f. Ok, thank you</td>
</tr>
</tbody>
</table>
**TASK: WRITE THE EXPRESSIONS**

Read the following “food service” and fill in the “what the waiter/waitress says” with the expressions you have learned. Number one and two are done for you.

<table>
<thead>
<tr>
<th>FOOD SERVICE</th>
<th>WHAT THE WAITER/WAITRESS SAYS</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Greet and welcome your guest(s)</td>
<td>Good afternoon, welcome to our restaurant.</td>
</tr>
<tr>
<td>2. Ask if reservation has been made</td>
<td>Have you made a reservation?</td>
</tr>
<tr>
<td>3. Escort the guests to the table</td>
<td></td>
</tr>
<tr>
<td>4. Take a drink order</td>
<td></td>
</tr>
<tr>
<td>5. Deliver or serve the drinks</td>
<td></td>
</tr>
<tr>
<td>6. Tell features or specials (optional)</td>
<td></td>
</tr>
<tr>
<td>7. Take food order</td>
<td></td>
</tr>
<tr>
<td>8. Promise that you will be back in certain minutes</td>
<td></td>
</tr>
<tr>
<td>9. Deliver or serve the food</td>
<td></td>
</tr>
<tr>
<td>10. Ask if everything is complete.</td>
<td></td>
</tr>
<tr>
<td>11. Clear the table</td>
<td></td>
</tr>
<tr>
<td>12. Take dessert and coffee/tea order</td>
<td></td>
</tr>
<tr>
<td>13. Serve the dessert and the coffee/tea</td>
<td></td>
</tr>
<tr>
<td>14. Present the bill</td>
<td></td>
</tr>
<tr>
<td>15. Thank your guests as or before they leave</td>
<td></td>
</tr>
</tbody>
</table>
MINI RESTAURANT GAME

Role playing. Students work in groups of three. One student pretends to be a waiter/waitress and the others become costumers. The costumers have just entered the restaurant and the waiter/waitress practices seating them and taking their orders using the following taking order slips and an available menu. Please, follow the food service steps in the role playing.

Order Slip

<table>
<thead>
<tr>
<th>Order Slip</th>
</tr>
</thead>
<tbody>
<tr>
<td>RESTAURANT</td>
</tr>
<tr>
<td>Table No.  : ..........</td>
</tr>
<tr>
<td>Appetizer  : ...............................................................</td>
</tr>
<tr>
<td>Main Course: ...............................................................</td>
</tr>
<tr>
<td>Desserts   : ...............................................................</td>
</tr>
<tr>
<td>Drinks     : ...............................................................</td>
</tr>
<tr>
<td>Others     : ...............................................................</td>
</tr>
<tr>
<td>Waiters/waitress: ...............................................................</td>
</tr>
</tbody>
</table>
SALAD
Organic Lettuce • Tomatoes • Cucumber
Nicoise salad • Edible flower salad • Grilled vegetable salad with pesto
Boiled egg, olive, pickle and cheese platter

_Dressing: Thousand island, classic vinaigrette, feta cheese dressing, tomato basil dressing, balsamic vinaigrette, seeded mustard_

ENTREE
Thai beef salad • Vegetable spring roll (hot)
Asian tuna tartar

SOUP
Puree of tomato • Chilled Carrot and apple

BUFFET
Pumpkin ravioli
Sautéed garden vegetables with herbs
Eggplant moussaka
Thai beef curry
Grilled wahoo chimichurri sauce

SAMBAL
Sambal ulek, sambal kecap, tomato ketchup

DESSERT
Pastry chef’s daily dessert selection
SALAD
Organic Lettuce • Tomato and bocconcini cheese • Cucumber
Italian potato salad • Caesar salad • Crunchy Asian salad
Asparagus and air dried beef platter with pistachio nut dressing

Dressing: Caper dressing, ginger honey dressing, Balsamic vinaigrette, classic vinaigrette, mango lime, creamy italian

ENTRÉE
Chicken tortilla • Ho Mok Pla (hot) • Tomato and bocconcini cheese with basil pesto

BUFFET
Boiled potato with fresh rosemary and butter
Ricotta cheese and spinach gnocchi with tomato basil sauce
Roasted Tarragon chicken with wine gravy • Broccoli and cauliflower with fresh herb • Sambal goreng seafood • Spicy roasted labu siam

CARVING
Lamb Leg

SAMBAL
Sambal matah, sambal kecap, tomato ketchup

DESSERT
Pastry chef’s daily dessert selection
DEMONSTRATE IT!

Work in pairs group to demonstrate in front of the class of Task: Write the Expressions and follow the food service steps in Mini Restaurant Game.

CONVERSATION

Listen to the following dialogues and repeat after your teacher.

Dialogue A

Mr. Eddi

Good evening, Madam, and welcome to Bambu Restaurant

Ms. Undi

We have a dinner reservation for four at 7:00 under the name of Undi.

Mr. Eddi

Yes, Ms. Undi, if you would please be seated over in the waiting area, our hostess will be with you in a moment.

Ms. Undi

Thank you. Would it be OK if we have a cocktail while we are waiting?

Mr. Eddi

Of course, I will tell her.
I would really prefer an outside table. Would that be possible?

Sure, if you would like one of those tables, I could seat you right away.

Sure, that would be great! Thank you!

Here are your menus and the wine menu, and would you like to order your drinks now?

Yes, I would like an orange juice, please.

Sure, no problem, Madam.

Thank you very much.
Welcome to our restaurant. Can I help you sir?

Our reservation is under the name of Raim at 7:00 for four people.

Yes, Mr. Raim, our hostess will be with you in just a moment.

We would like to begin with a cocktail while we are waiting. Would you tell the hostess to please come and let us know when our table is ready?

I will let her know where you are.

The tables by the pool look really nice. Could we be seated there, please?

Certainly Mr. Raim. You could seat there right away

Thanks! We’ll sit out there then. We will just order our drinks out there.
Can I start you off with some cocktails while you are looking over the menu?

Yes, why don’t you bring us a bottle of Anchor beer with four glasses to start with?

I’ll get on that right away!

We appreciate your help.
Mr. Fikar : Thank you for joining us this evening at Wakatobi Restaurant.

Ms. Ati : I am Ms. Ati and we have a 7:00 dinner reservation tonight for _____1_____.

Mr. Fikar : Welcome, Ms. Ati, if you would have a seat in the lounge area, our hostess will be ready to seat you in just a moment.

Ms. Ati : We are going to _____2_____ while we are waiting. Please let the hostess know that she can find us there.

Mr. Fikar : She will come and let you know when your table is prepared.

Ms. Ati : The table near _____3____-empty? Would it be possible to be seated there?

Mr. Fikar : Yes Ms Ati, the table is available right now if you would like to be seated immediately.

Ms. Ati : We would _____4_____there. Thanks for your help!

Mr. Fikar : Here is your table, and now may I take your drink order while you are considering what to have for dinner?

Ms. Ati : Yes, could you please bring us _____5_____and four glasses while we are figuring out our dinner order?

Mr. Fikar : I’ll put your drink order in and be right back to get your dinner order.

Ms. Ati : We’ll be ready to order _____6_____ you get back!
HOW TO PROPERLY TAKE RESERVATIONS AND SEAT GUESTS IN A RESTAURANT

Your restaurant needs to make a great first impression on its customers. The moment that your guests walk through the door, their experience begins, and everything can be undone if the initial contact with a restaurant host or server is frosty or non-existent. Great food and drink can be easily forgotten if the customer experience is poor.

The reservation and seating procedures at your restaurant operation need to be on-point so your customers can be seamlessly welcomed and seated without any issues. In the vast majority of cases, taking reservations and seating guests are about communication and organization. We will take a look at how to do both in order to create a positive impression of your establishment.

Taking Reservations Effectively
Whether you are taking reservations by telephone or face-to-face, the same rules apply: You need to greet your guests with a friendly and clear voice and take down as much information from the guests as possible. The procedure for taking a reservation is as follows:
a. Warm welcome – “Good evening, how can I help?”
b. Ask when the guest would like the reservation for – including time and date
c. Find out how many guests the reservation is for
d. If there are any issues with the time and date – for any reason – apologize to the guest and offer alternatives. 30 minutes either side could be the difference between them booking with you or going somewhere else. Always be positive.
e. Any special requirements, e.g. Vegetarians, gluten free, vegans, allergies
f. Take contact details – including telephone number and email address (to send the confirmation of the booking if required, and to add the guest to your mailing list)
g. Read back their reservation to them to ensure you have it exactly right
h. Thank your guests for their reservation

Different restaurants will have different procedures when it comes to taking reservations, but the fundamentals are the same across the board. Get all the information you can and make sure that you confirm it after the reservation has been taken.

Adapted from Rmagazine (2015)
Answer the following questions based on the procedures of taking reservations.

a. How to make a great first impression on restaurant customers?

b. How can good food and drink be easily forgotten?

c. Why do the reservation and seating procedures at your restaurant operation need to be on-point?

d. What are taking reservations and seating guests about?

e. How should we greet your guests with?

f. What is the first step to do in taking reservation?

g. How do you ask the time and date when the guests would like the reservation for?

h. What is the question to find out the number of guests the reservation is for?

i. What special requests do normally guests ask?

j. What is the last step in handling reservation?
**TASK: MATCH IT!**

Study the reading passage about Seating Guest Effectively. Fill in the blank spaces using the words or phrases in the list below.

( .... ) are taking reservations  ( .... ) should follow
( .... ) can offer to take       ( .... ) want to be met
( .... ) has taken              ( .... ) will always start
( .... ) is important to give   ( .... ) will be serving
( .... ) should be met          ( .... ) will do exactly

**SEATING GUESTS EFFECTIVELY**

The procedure for properly seating guests in any restaurant 1 with a warm welcome. The moment your guests walk through the door, they 2 with a smile and a greeting. Following the greeting, you 3 this procedure:

a. Check their reservation (if your restaurant 4 reservations)
b. Observe the restaurant for possible waiting times and/or free tables
c. Gather your menus together – including any specials, wine lists, cocktails, etc.
d. Ask your guests to follow you to their table

Depending on the type of restaurant, you 5 your guests’ coats and hang them in a specified area. This is not necessary for all establishments, but it does lend a touch of class to your service.
After you have seated your guests, it _____6_____them all the information they need, including any specials, offers and menu changes (where applicable). You should then inform your guests of the name of the person who _____7_____them – if you are the host and not the server – and make them feel as welcome and comfortable as possible as they wait to be served.

Whether you _____8_____or seating guests, the most important factors to remember are to always acknowledge the guest and approach the situation in a calm, friendly manner. While the environment in a restaurant may be busy and frenetic, when your guests walk through the door, they _____9_____with a smile, by somebody who can answer their questions and give them the information they need in order to have a great meal at your restaurant. If you follow these guidelines, they _____10_____that.

*Adapted from Rmagazine (2015)*
STUDY: GRAMMAR

Study the following grammar points.

**AUXILIARIES**

- will
- should
- can
- may
- would

Are followed by infinitive verbs such as:

- start
- be
- follow
- do
- etc.

**Example:**

1. I will always start with a warm welcome.
2. They should be met with a smile and greeting.
3. You should follow the procedure.
4. The greeter can offer to take the guest’s coat.
5. You should then inform your guests of the name of the person.
6. Wilda will be serving the guest.
7. They will do it.

**PREPOSITIONS**

- in, with, for, on, of, to, after, at, from, through, between

Are followed by nouns or noun phrases such as:

- in any restaurant
- with a warm welcome
- for all establishments
- etc.
Example:

1. There is a procedure for properly seating guests in any restaurant.
2. We will always start with a warm welcome.
3. This is not necessary for all establishments.
4. It does lend a touch of class to your service.
5. Your guests walk through the door.
6. Depending on the type of restaurant.
7. It does lend a touch of class to your service.
8. That guest is from Tomia.
9. After you have seated your guests.
10. You will have a great meal at your restaurant.

TASK: WRITE SENTENCES USING AUXILIARIES

Write ten sentences using the following auxiliaries: will, should, can, may, would, must, could. Your sentences should be different from the example above.

TASK: WRITE SENTENCES USING PREPOSITIONS

Write ten sentences using the following prepositions: in, with, for, on, of, to, after, at, from, through, between, etc. Your sentences should be different from the example above.
## TASK: WRITE THE RESPONSES

Study the following common questions, requests, or statements from guests, then write the waiter’s responses or answers. Number one and two are done for you.

<table>
<thead>
<tr>
<th>Guest’s questions, requests, or statements.</th>
<th>Waiter’s responses or answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Do you still have a table for three?</td>
<td>Yes, we do. Smoking or non-smoking area, please.</td>
</tr>
<tr>
<td>2. A table for two, please.</td>
<td>Certainly, madam. Near the pool or the band?</td>
</tr>
<tr>
<td>3. May we sit at this table?</td>
<td>........</td>
</tr>
<tr>
<td>4. The menu, please.</td>
<td>........</td>
</tr>
<tr>
<td>5. What’s on the menu?</td>
<td>........</td>
</tr>
<tr>
<td>6. What specialty do you have today?</td>
<td>........</td>
</tr>
<tr>
<td>7. What’s baranang soup like?</td>
<td>........</td>
</tr>
<tr>
<td>8. Wait a few minutes. We’re not ready yet</td>
<td>........</td>
</tr>
<tr>
<td>9. The steak for me, please.</td>
<td>........</td>
</tr>
<tr>
<td>10. Can you bring me the ketchup, please?</td>
<td>........</td>
</tr>
<tr>
<td>11. A salad, please.</td>
<td>........</td>
</tr>
<tr>
<td>12. I’ll have the same.</td>
<td>........</td>
</tr>
<tr>
<td>Guest’s questions, requests, or statements.</td>
<td>Waiter’s responses or answers</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------</td>
</tr>
<tr>
<td>13. That’s all, thank you.</td>
<td>..........................</td>
</tr>
<tr>
<td>14. Can I have the bill please?</td>
<td>..........................</td>
</tr>
<tr>
<td>15. This is on me.</td>
<td>..........................</td>
</tr>
<tr>
<td>16. Here you are.</td>
<td>..........................</td>
</tr>
<tr>
<td>17. The rest is for you.</td>
<td>..........................</td>
</tr>
<tr>
<td>18. Do you have wine by the glass?</td>
<td>..........................</td>
</tr>
<tr>
<td>19. I’d prefer red wine.</td>
<td>..........................</td>
</tr>
<tr>
<td>20. Please bring us another beer.</td>
<td>..........................</td>
</tr>
<tr>
<td>21. Could I have chips instead of salad?</td>
<td>..........................</td>
</tr>
<tr>
<td>22. What can you recommend?</td>
<td>..........................</td>
</tr>
<tr>
<td>23. What kind of desserts do you have?</td>
<td>..........................</td>
</tr>
<tr>
<td>24. Please bring me the bill with my coffee.</td>
<td>..........................</td>
</tr>
<tr>
<td>25. Sorry, we did not order this food,</td>
<td>..........................</td>
</tr>
<tr>
<td>26. I think you’ve made a mistake</td>
<td>..........................</td>
</tr>
</tbody>
</table>
**TASK: WRITE THE REQUEST**

Study the following common waiter’s responses or answers from waiters. Provide the questions or requests from guests. Numbers one, two and three are done for you.

<table>
<thead>
<tr>
<th>Guest’s questions, requests, or statements.</th>
<th>Waiter’s responses or answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Good evening.</td>
<td>Good evening, welcome to our restaurants.</td>
</tr>
<tr>
<td>2. Hello</td>
<td>Hello sir. What can I do for you?/Can I help you?</td>
</tr>
<tr>
<td>3. A table for three, please.</td>
<td>Have you booked a table?</td>
</tr>
<tr>
<td>4. ........</td>
<td>How many are you?</td>
</tr>
<tr>
<td>5. ........</td>
<td>Can I take your coat?</td>
</tr>
<tr>
<td>6. ........</td>
<td>Would you follow me, please?</td>
</tr>
<tr>
<td>7. ........</td>
<td>What would you like to start with?</td>
</tr>
<tr>
<td>8. ........</td>
<td>Can I take your order, sir/madam?</td>
</tr>
<tr>
<td>9. ........</td>
<td>What would you like to drink?</td>
</tr>
<tr>
<td>10. ........</td>
<td>What would you like for dessert?</td>
</tr>
<tr>
<td>11. ........</td>
<td>How would you like your steak: rare, medium, or well done?</td>
</tr>
<tr>
<td>Guest’s questions, requests, or statements.</td>
<td>Waiter’s responses or answers</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>------------------------------</td>
</tr>
<tr>
<td>12. ........</td>
<td>Do you want a salad with it?</td>
</tr>
<tr>
<td>13. ........</td>
<td>What kind of dressing?</td>
</tr>
<tr>
<td>14. ........</td>
<td>Anything to drink?</td>
</tr>
<tr>
<td>15. ........</td>
<td>Do you want a dessert?</td>
</tr>
<tr>
<td>16. ........</td>
<td>The burgers are very good.</td>
</tr>
<tr>
<td>17. ........</td>
<td>Sorry, the hamburgers are off.</td>
</tr>
<tr>
<td>18. ........</td>
<td>Is everything all right?</td>
</tr>
<tr>
<td>19. ........</td>
<td>Did you enjoy your meal?</td>
</tr>
<tr>
<td>20. ........</td>
<td>Are you paying together?</td>
</tr>
<tr>
<td>21. ........</td>
<td>May I show you to a table?</td>
</tr>
<tr>
<td>22. ........</td>
<td>If you wait, there’ll be a table for you free in a minute.</td>
</tr>
<tr>
<td>23. ........</td>
<td>Do you want vegetables with it?</td>
</tr>
<tr>
<td>24. ........</td>
<td>Why don’t you try the pizza?</td>
</tr>
<tr>
<td>25. ........</td>
<td>It’ll take about 20 minutes.</td>
</tr>
<tr>
<td>26. ........</td>
<td>I am very sorry sir about sir.</td>
</tr>
</tbody>
</table>
MIMING GAME

To mime is to use facial expressions and gestures to the words or phrases given. The class is divided into two big groups. The teacher shows a group representative a word (restaurant staff) to be mimed. The representative of each group takes turns to mime words. The rest of the group try to guess the word being mimed by the representative in a certain length of time (two or three minutes) to win the game. The winner is the group who can guess the most. The following is a list of words, to be mimed. Examples of the words/phrases to be mimed for group A and B.

<table>
<thead>
<tr>
<th>NO</th>
<th>GROUP A</th>
<th>GROUP B</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Waiter</td>
<td>Cashier</td>
</tr>
<tr>
<td>2.</td>
<td>Take order</td>
<td>Serve food</td>
</tr>
<tr>
<td>3.</td>
<td>Greet the guest</td>
<td>Welcome the guest</td>
</tr>
<tr>
<td>4.</td>
<td>Come this way, please</td>
<td>This is your menu.</td>
</tr>
<tr>
<td>5.</td>
<td>Are you ready to order madam?</td>
<td>Can I take your order, sir?</td>
</tr>
<tr>
<td>6.</td>
<td>Have you made a reservation?</td>
<td>Do you want a non-smoking table?</td>
</tr>
<tr>
<td>7.</td>
<td>Thank you for your coming, madam.</td>
<td>We hope to see you again, sir.</td>
</tr>
</tbody>
</table>
REFLECTION UNIT 4

At the end of this chapter, ask yourself the following questions to know how effective your learning process is.

1. Have you been able to use appropriate expression in seating guests and taking orders?

2. Do you know how to do seating guest and taking orders?

If your answer is ‘no’ to one of these questions, read this chapter and do the activities again. Don’t hesitate to see your teacher or more able classmates and discuss with them how to make you understand and able to use expression in seating guests and taking orders better.
“Do what you have to do until you can do what you want to do”

- Oprah Winfrey
UNIT 5
HANDLING RESERVATIONS
LEARNING OUTCOMES

After learning this unit, students are able to:

a. use friendly and polite expressions to handle reservations

b. Practice handling reservation and handling cancelled reservation

c. Demonstrate handling reservation and handling cancelled reservation
BRAINSTORMING

Answer the following questions

1. What is reservation?
2. Why do guests have to make reservation?
3. How do hotel guests make reservation?
4. What information do you need from the guests when handling reservation?
5. How do guests decide to choose hotels?

STUDY: EXPRESSIONS

Study the following expressions and discuss with your classmates when we use the expressions.

- Wisata Hotel, good morning.
- Wakatobi patuno resort, can I help you?
- What time will you be arriving?
- When will you be arriving?
- For what time/date will that be?
- For what time/day would that be?
- For how many (people) will that be?
- What name is it, please?
- Could I have the name, please?
- Could you spell the name, please?
- Do you have any special requests?
- Would you like a room near the garden?
Afternoon, I would like to book a room for Saturday the seventh of June, please. Two adults and a child. A double room plus extra bed with bathroom if possible, please.

Wakatobi Patuno Resort, Good afternoon. What can I do for you, sir?

Yes, sir, for how many persons?

Two adults and a child. A double room plus extra bed with bathroom if possible, please.

Afternoon, I would like to book a room for Saturday the seventh of June, please.

Yes, sir, for how many persons?

Two adults and a child. A double room plus extra bed with bathroom if possible, please.

Fine, we have a double room plus extra bed available with bathroom. The rate is 750.000 a night including breakfast. Would that be suitable, sir.

One night, that is the night of seventh of June.
Yes, that would be fine.

Could I know your name, please?

Arifin Putra

How should I write your name please?

A-r-i-f-i-n P-u-t-r-a

Thank you. And what time will you be arriving, Mr. Arifin Putra.

Around half past five, I think.

That’s fine, Mr. Arifin Putra. Thank you very much. We look forward to seeing you.
b. Cancelling reservation

My wife is sick, so I have to cancel a reservation I made.

If you will just give me your name, phone, and date of visit, I can cancel your reservation.

I’m Rudy Suhendra at 082-291-664-149, April ninth to the fifteenth.

Mr. Rudy Suhendra. Okay, just a moment, Sir. Your reservation is now cancelled.

I wish everything in life was so simple, thank you.

Not a problem, sir. Please remember us in the future.
STUDY: AMERICAN SPELLING SYSTEM

When asking guest to spell the name in handling reservation, many hotels use American spelling system. Study the following spelling system based on the American system.

---

**American Spelling System**

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
<th>M</th>
<th>N</th>
<th>O</th>
<th>P</th>
<th>Q</th>
<th>R</th>
<th>S</th>
<th>T</th>
<th>U</th>
<th>V</th>
<th>W</th>
<th>X</th>
<th>Y</th>
<th>Z</th>
</tr>
</thead>
<tbody>
<tr>
<td>as in Alpha</td>
<td>as in Bravo</td>
<td>as in Charlie</td>
<td>as in Delta</td>
<td>as in Echo</td>
<td>as in Foxtrot</td>
<td>as in Golf</td>
<td>as in Hotel</td>
<td>as in India</td>
<td>as in Juliette</td>
<td>as in Kilo</td>
<td>as in Lima</td>
<td>as in Mike</td>
<td>as in November</td>
<td>as in Oscar</td>
<td>as in Papa</td>
<td>as in Quebec</td>
<td>as in Romeo</td>
<td>as in Sierra</td>
<td>as in Tango</td>
<td>as in Uniform</td>
<td>as in Victor</td>
<td>as in Whisky</td>
<td>as in X-tray</td>
<td>as in Yankee</td>
<td>as in Zulu</td>
</tr>
</tbody>
</table>
Practice using the American spelling system above in a dialogue like the example below. Use the information in the table. (a) is given as an example dialogue.

<table>
<thead>
<tr>
<th></th>
<th>your name</th>
<th>Arifin</th>
<th>Tomia</th>
</tr>
</thead>
<tbody>
<tr>
<td>b</td>
<td>her name</td>
<td>Wilda</td>
<td>Bau-Bau</td>
</tr>
<tr>
<td>c</td>
<td>his name</td>
<td>Wa Ode</td>
<td>Wangi-wangi</td>
</tr>
<tr>
<td>d</td>
<td>that student’s name</td>
<td>Cikita Willy</td>
<td>Jakarta</td>
</tr>
<tr>
<td>e</td>
<td>your teacher’s name</td>
<td>Marcella</td>
<td>Semarang</td>
</tr>
<tr>
<td>f</td>
<td>his brother’s name</td>
<td>Mochammad Ahlan</td>
<td>Makassar</td>
</tr>
<tr>
<td>g</td>
<td>his sister’s name</td>
<td>Halimah</td>
<td>Yogyakarta</td>
</tr>
<tr>
<td>h</td>
<td>your name</td>
<td>Zain Aquino</td>
<td>Phillippine</td>
</tr>
<tr>
<td>i</td>
<td>her name</td>
<td>Akardia Brunai</td>
<td>Pontianak</td>
</tr>
<tr>
<td>j</td>
<td>our Japanese teacher’s name</td>
<td>Mazumi Otaka</td>
<td>Hirosima, Japan</td>
</tr>
</tbody>
</table>
Dialogue number (a)

Hello, I am Tobi. Could I know your name, please?

Arifin

How do you spell your name, please?

A for Alpha, R for Romeo, I for India, F for Foxtrot, I for India, and N for November.

Tomia. T for Tanggo, O for Oscar, M for Mike, I for India, and A for Alpha.

Thank you, Mr Arifin. And where are you from?

Thank you.
REPEAT AFTER YOUR TEACHER

Listen to your teacher reading the following dialogue, then repeat after the teacher.

Good morning Wakatobi hotel, how may I help you?

I want to book a room, please.

When would you like to stay with us?

Around the end of this/year.

All right Sir. We have 3 types of room, standard, deluxe, and suite. The price of the standard room is 700,000 IDR per night, deluxe room is 800,000 IDR per night, and the suite is one million IDR 1,000,000 per night. Which type of room would you like to book?

I want to book a deluxe room for me and my wife.

Please wait a moment. I will check if the deluxe room is still available for the end of the year. All right Sir, we still have deluxe room available for the end of the year. May we know your arrival and departure date?
Receptionist: All right Sir I will make a room reservation for you. Could I have/ know your name please?

Sutanto Leo: Could you spell it for me please?

Receptionist: S for Sierra, U for uniform, T for tango, A for Alpha, N for November, T for tango, O for Oscar, L for Lima, E for Echo, and O for Oscar.

Receptionist: All right Mr Sutanto Leo, I have made a room reservation for you. You will check in on December 24 and check out on January 2, total 9 (nine) nights. I will send the confirmation by fax. Could I have your fax number?

Guest: I am sorry I don’t have fax.

Receptionist: How about email?
Reservation : Good Morning, Patuno Hotel. May I help you?
Guest : Good Morning I would like to reserve a room.
Reservation : Yes Sir, May I know _______ ______ would you like, and for how many person, Sir?
Guest : I like one suite room for two nights.
Reservation : May I know what date __________ 2 ________.
Guest : I will be arriving on 6th of June 2017
Reservation : Alright Sir, May I _______ 3 _____, Sir?
Guest : My name is Tobi
Reservation : Just a moment Mr, Tobi, let me check ______ 4 _______.
Guest : Yes, please.
Reservation : You are very lucky Sir, because one suite room is __ 5 ___.
Guest : Great, thank you.
Reservation : Well, the room rate is ______ 6 _______ including breakfast for two people. Would you like to take it, Sir?
Guest : Yes, I will take it.
Reservation : How about your deposit? Since ______ 7 _______, you need to pay the deposit of room.
Guest : Ok, I will pay, how much should I pay it?
Reservation : You must pay one million IDR ______ 8 _______, is that Ok?
Guest : Of course. If that possible, May I transfer the payment?
Reservation : Certainly. If you want transfer the payment, you can transfer with CIMB bank in your city, and our account is ______ 9 ______, is that alright, Sir?
Guest : Ok. Thank you for your information,
Reservation : May Repeat your reservation, Sir?
Guest : Yes, Please.
Reservation : Well, Mr. Tobi, you would like one suite room and the rate is one million net ______ 10 _______, you will be arriving at 6th of June until 8th of June 2017. You will be transferring one million IDR for deposit. And would you like a anything else?
Guest : I think that is all, thank you.
Reservation : Thank you very much for your reservation. We ______ 11 ______ your coming to our Hotel.
Guest : Thank you very much for your service,
Reservation : Our pleasure.
STUDY: HANDLING RESERVATION PROCEDURE

Study the following procedure of handling reservation.

1. Pick up the call in 3 rings (*current industry standard*)

2. Smile on the phone (*guest can hear you smile*)

3. Good morning this is (*mention your hotel name*) how may I help you *wait for guest’s response*

4. With pleasure

5. Could I request you for your name and number please *wait for guest’s response* (*and note down all details on the reservation form*)

6. Could I have the arrival and departre date please *tell the guest tha available room categories in your hotel*

7. Mr. Guest name. We have 3 categories of rooms available.

8. Executive Suite the tariff for the same will be (*Room rate + Taxes/All Inc*)

9. Deluxe Suite the tariff for the same will be (*Room rate + Taxes/All Inc*)
Deluxe King the tariff for the same will be *(Room rate + Taxes/All Inc)*

Standard Twin the tariff for the same will be *(Room rate + Taxes/All Inc)*

While I check the availability allow me to explain the facilities of the hotel

(explain the facilities in your hotel – Usually main 3 or 4 facilities of the hotel)

Eg: We have a 24 hour coffee shop where the complimentary breakfast is served, a fitness center with Sauna and Steam.

We do have rooms available.

Mention the categories which are available during this period.

Could I have the name of the guest for whom the reservation has to be made

Could I have the arrival and the departure details
<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>19</strong></td>
<td>Would Mr. / Ms. be needing an airport pick up</td>
<td><strong>20</strong></td>
</tr>
<tr>
<td><strong>22</strong></td>
<td>Note down any special requirement like size of the bed etc</td>
<td><strong>23</strong></td>
</tr>
<tr>
<td><strong>25</strong></td>
<td>“Repeat the reservation with the confirmation number”</td>
<td><strong>26</strong></td>
</tr>
</tbody>
</table>
Answer the following questions.

1. What is the standard for picking up guest calls?
2. What details do we explain to the guest while checking the availability?
3. How do we handle ‘bill’ to company booking?
4. What does the airport pickup on sharing basis mean?
5. How do we close the conversation with the guest?
**TASK: WRITE THE STATEMENTS**

Study the following steps in handling reservation using telephone and provide a statement or question for each step. Steps one and two are given as examples.

<table>
<thead>
<tr>
<th>Steps</th>
<th>Statements or questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Greet the caller and help</td>
<td>Good morning, How may I assist you?</td>
</tr>
<tr>
<td>2. Ask the name of caller</td>
<td>Could I have your name?</td>
</tr>
<tr>
<td>3. Ask the arrival date</td>
<td></td>
</tr>
<tr>
<td>4. Ask the length of stay</td>
<td></td>
</tr>
<tr>
<td>5. Ask the room type and number</td>
<td></td>
</tr>
<tr>
<td>6. Check the availability</td>
<td></td>
</tr>
<tr>
<td>7. Inform if the is available or not</td>
<td></td>
</tr>
<tr>
<td>8. Inform the price and inclusion</td>
<td></td>
</tr>
<tr>
<td>9. Ask or inform the method of payment</td>
<td></td>
</tr>
<tr>
<td>10. Ask if it is an individual or company booking</td>
<td></td>
</tr>
<tr>
<td>11. Ask the address</td>
<td></td>
</tr>
<tr>
<td>12. Ask the telp number</td>
<td></td>
</tr>
<tr>
<td>13. Ask if there is any special request</td>
<td></td>
</tr>
<tr>
<td>14. Ask the expected Time of Arrival (ETA)</td>
<td></td>
</tr>
<tr>
<td>15. Ask the means of transport</td>
<td></td>
</tr>
<tr>
<td>16. Repeat the reservation</td>
<td></td>
</tr>
<tr>
<td>17. Ask if there is anything else to help</td>
<td></td>
</tr>
<tr>
<td>18. Thank and last greeting</td>
<td></td>
</tr>
</tbody>
</table>
a. Making Reservation

Receptionist: ..................Hotel. Can I help you?
Caller: ..............................................................................................
Receptionist: Certainly, sir. Could I know your name please?
Caller: ..............................................................................................
Receptionist:  Thank you, Mrs. Nining. When will you be arriving?
Caller: ..............................................................................................
Receptionist: For how many night, Mrs. Nining .......................?
Caller: ..............................................................................................
Receptionist: So.............................for............................nights.

b. Handling cancelled reservation

Guest: My son got an accident, so I have to cancel.........................
Receptionist: Can I have your name, ......, ......, please. I will cancel your reservation.
Guest: I’m Rosnani at 082-188-918-157. I reserved 1 deluxe room on 7-9 April.
Receptionist: Mrs. Rosnani. ......................., madam? Your reservation is now cancelled.
Guest: ................................. and .................................
Receptionist: No problem, Madam. Thank you
TASK: WRITE AND PRACTICE THE DIALOGUE

Work in pairs or group of three to write and practice handling reservation and cancelled reservation.

LET'S READ! : HOW TO HANDLE THE RESERVATION CANCELATION

Read the following passage

How to Handle a Canceled Hotel Reservation

The process you need to follow to cancel a hotel reservation depends on the hotel, and the method you used to book a room. Booking directly with a hotel involves a different set of rules than when you book with an online travel agency. Sometimes, hotels need to cancel your reservation, and you will not always get a lot of notice, or a reason that you find acceptable.
**TRUE OR FALSE**

The following statement refer to the passage above. Decide whether they are true (T) or false (F).

1. Is the topic about making hotel reservation?
2. Does every hotels have the same procedures in handing hotel reservation?
3. Do you know any handling reservation rules?
4. Do you get a lot of notice or acceptable reasons when canceling reservation?
5. Why do you think people cancel their reservation?

**VOCABULARIES**

Fill in the following parts of speech based on the passage above.

<table>
<thead>
<tr>
<th>Part of Speech</th>
<th>List of Words</th>
</tr>
</thead>
<tbody>
<tr>
<td>Verbs</td>
<td>____________________________</td>
</tr>
<tr>
<td>Nouns</td>
<td>____________________________</td>
</tr>
<tr>
<td>Adjectives</td>
<td>____________________________</td>
</tr>
<tr>
<td>Adverbs</td>
<td>____________________________</td>
</tr>
<tr>
<td>Articles</td>
<td>____________________________</td>
</tr>
<tr>
<td>Preposition</td>
<td>____________________________</td>
</tr>
</tbody>
</table>
DEMONSTRATE IT!

Work in pairs to demonstrate reservation handling. One student becomes a receptionist and the other becomes a guest. The guest can be walking-in or telephoning. The receptionist is given a reservation slip and room rates of Wisata Beach Hotel, Wakatobi.

---

**wisata beach hotel**

---

**RESERVATION SLIP**

Name of guest(s) : ..............................................................
Arrival date : ..............................................................
Length of stay : ..............................................................
Room (no+type) : ..............................................................
Method of payment : ..............................................................
Individual/company : ..............................................................
Address : ..............................................................
Telephone : ..............................................................
Special request(s) : ..............................................................
Expected time of arrival (ETA) : ..............................................................
Means of transport : ..............................................................

Clerk : ..............................................................
Date : ..............................................................
Time : ..............................................................
FACILITIES:
Free Hotspot, Floating Restaurant, Diving/Snorkeling Equipment, Speedboat, Cable Television

ROOM RATES:
Single Room IDR 300.000
Standard Double Room IDR 450.000
Deluxe Room IDR 550.000
Suite Room IDR 750.000
Extra Bed IDR 100.000
LET’S READ!: TELEPHONE ETIQUETTE FOR RECEPTIONIST

Study the following Telephone Etiquette for the hotel receptionist

Presenting a professional image, both in person and on the telephone is very important in the office skills profession. Taking care of your customers over the telephone and making them feel well informed and appreciated is essential. Whether you are a front office receptionist, or an executive secretary, the following phone tips should always be followed.

1. **Speak clearly.** A picture paints a thousand words but the caller on the other end of the phone can only hear you. They cannot see your face or body language. Therefore, taking the time to speak clearly, slowly and in a cheerful, professional voice is very important.

2. **Use your normal tone of voice when answering a call.** If you have a tendency to speak loud or shout, avoid doing so on the telephone.

3. **Do not eat or drink while you are on telephone duty.** Only eat or drink during your coffee break or lunch break.

4. **Do not use slang words or poor language.** Respond clearly with “yes” or “no” when speaking. Never use swear words.

5. **Address the caller properly by his or her title.** (i.e. Good morning Mr. Brown, Good afternoon Ms. Sanders). Never address an unfamiliar caller by his or her first name.

6. **Listen to the caller and what they have to say.** The ability to listen is a problem in general but it is very important to listen to what the caller has to say. It is always a good habit to repeat the information back to the client when you are taking a message. Verify that you have heard and transcribed the message accurately.
7. **Be patient and helpful.** If a caller is irate or upset, listen to what they have to say and then refer them to the appropriate resource. Never snap back or act rude to the caller.

8. **Always ask if you can put the caller on hold.** If you are responsible for answering multiple calls at once, always ask the caller politely if you may put them on hold. Remember that the caller could have already waited several minutes before getting connected to you and may not take lightly to being put on hold. Never leave the person on hold for more than a few seconds or they may become upset and hang up.

9. **Always focus on the call.** Try not to get distracted by people around you. If someone tries to interrupt you while you are on a call, politely remind them that you are on a customer call and that you will be with them as soon as you are finished.

*Source: OfficeSkills.org (n.d.)*
Answer the following questions based on the reading passage above.

a. Is presenting a professional image important in the office skills profession?
   
b. Can we show our body language on the telephone?
   
c. Why do we have to speak clearly and slowly on the phone?
   
d. What is the reason for not eating or drinking while you are on telephone?
   
e. Why should we address the caller by his or her title?
   
f. What should you do if a caller is upset?
   
g. What should you do if you answer multiple calls at once?
   
h. How long could we leave the person on hold?
Grammar points. Study the following sentences taken from the reading passage on Telephone Etiquette.

a. Speak clearly.
b. Use your normal tone of voice when answering a call.
c. Address the Caller Properly by his or her title.
d. Listen to the Caller and what they have to say.
e. Be patient and helpful.
f. Always ask if you can put the caller on hold.
g. Always focus on the call.

All of the examples are imperative sentences. **Imperative sentences are requests, suggestions, advice, or commands.**

Imperative sentences often appear to be missing subjects and use a verb to begin the sentence. In fact, the subject is the person listening, or the audience. In other words, if an imperative sentence is directed at you, then you are the subject of that sentence.

Our opening example sentences are all written in a positive format, meaning that the verb is in the affirmative.

The affirmative encourages an action or directs that something happen. The following sentences are still imperative sentences, but they are negative instead, indicating that something should not happen or is not desired.

a. Do not eat or drink while you are on telephone duty.
b. Do not use slang words or poor language.
c. Never use swear words.
d. Never address an unfamiliar caller by his or her first name.
e. Don’t wait for my answer.
f. Don’t close the windows.

A negative could be shortened into the simple one-word statement of **Don’t.**
STUDY: IMPERATIVE SENTENCE

Study the following different usages of imperative sentences

a. *We can use the imperative to give a direct order.*

- Be quiet.
- Stand up straight.
- Put it back.
- Take that chewing gum out of your mouth.

b. *We can use the imperative to give instructions.*

- Open your book.
- Take two tablets every evening.
- Take a left and then a right.
- Help your sister.
c. We can use the imperative to make an invitation.

- Come in and sit down. Make yourself at home.
- Please wait a moment. I’ll be back shortly.
- Have a piece of this cake. It’s delicious.

d. We can use the imperative on signs and notices.

- Push.
- Do not use.
- Insert one dollar.
- Be aware.
e. We can use the imperative to give friendly informal advice.

Speak to him. Tell him how you feel.

Have a quiet word with her about it.

Don’t go anywhere. Get some sleep and recover.

f. We can make the imperative ‘more polite’ by adding ‘please’ or ‘do’

Be quiet, please. Do be quiet.

Come, please. Do come.

Sit down, please. Do sit down.
TASK: MISSING VERBS 1

Fill in the blanks with the correct form of the verbs.
Number one is done for you.

1. Open your notebooks now. (to open)
2. _______ upstairs. (to go)
3. _______ in this lake. (not/to swim)
4. _______ your homework. (to do)
5. _______ football in the yard. (not/to play)
6. _______ your teeth. (to brush)
7. _______ during the lesson. (not/to talk)
8. _______ the animals in the zoo. (not/to feed)
9. _______ the instructions. (to read)
10. _______ late for school. (not/to be)
11. _______ your mobile phone, please. (to switch off)
12. _______ your time ( not, to spoil)
13. _______ to the restaurant manager. (to speak)
14. _______ your name on paper, please. (to write)
15. _______ that alcoholic drink. (not, to drink)
16. _______ go there, please. Is is dangerous (not, to go)
17. _______ your English in the classroom.( to practice)
18. _______ your local language in the classroom.(not, to speak)
19. _______ your dinner at Wisata Beach Hotel restaurant. (enjoy)
20. _______ to meet me on Patuna beach. (not, to forget)
21. Please, _______ in Wakatobi at least for one week. (to come and to stay)
TASK: MISSING VERBS 2

Supply the correct verbs for the following imperative sentences.

1. _______ a moment, please.
2. _______ hard to gain the best mathematics score
3. _______ angry to your boyfriend.
4. _______ in the classroom.
5. _______ you will win the game.
6. _______ her to come to my birthday party.
7. _______ him to do his homework
8. _______ your car on the yellow line.
9. _______ the door when you go outside.
10. _______ me your phone number so that I can call you.
JUMBLLED LETTERS AND WORDS (GAME)

a. Rearrange the following letters or group of letters to produce meaningful words. Number one is given as an example.

<table>
<thead>
<tr>
<th>t i t i s c e p r e o n</th>
<th>= receptionist</th>
</tr>
</thead>
<tbody>
<tr>
<td>k i b o n g o</td>
<td>=..........................</td>
</tr>
<tr>
<td>s o e r t i n v e r a</td>
<td>=..........................</td>
</tr>
<tr>
<td>k i t a n g d r o e r</td>
<td>=..........................</td>
</tr>
<tr>
<td>c l a b k o f f e c e</td>
<td>=..........................</td>
</tr>
<tr>
<td>r e v s e t h o d o f</td>
<td>=..........................</td>
</tr>
<tr>
<td>m i l e s s t i r f</td>
<td>=..........................</td>
</tr>
<tr>
<td>o d t o n o r w r y</td>
<td>=..........................</td>
</tr>
<tr>
<td>k a p e s y e a r c l l</td>
<td>=..........................</td>
</tr>
<tr>
<td>s e a t i n g t e h t u g e s</td>
<td>=..........................</td>
</tr>
</tbody>
</table>
b. Rearrange the following words to make meaningful sentences. Number one is given as an example.

1. Water - of - me - glass - a - pour
   You write: Pour me a glass of water.

2. your - write - name
   You write: .................................................................

3. have - your - could - name - I - please.
   You write: .................................................................

4. would - stay - like - when - us - you - to - with?
   You write: .................................................................

5. arriving - you - time - be, - madam - will - what?
   You write: .................................................................

6. Mr. Waka - settle - would - bill - you - the, - how?
   You write: .................................................................

7. room - type - which - of - sir? - want - to - do - take, - you
   You write: .................................................................

8. transfer - a - you - deposit - much - as - one - need - to - the - rate - as - for - night - stay.
   You write: .................................................................

9. from - provide - we - service - the - airport - to - hotel - pick - the - up
   You write: .................................................................

    You write: .................................................................
REFLECTION UNIT 5

At the end of this chapter, ask yourself the following questions to know how effective your learning process is.

1. Have you been able to use friendly and polite expressions to handle reservations?

2. Do you know how to handling cancelled reservation?

If your answer is ‘no’ to one of these questions, read this chapter and do the activities again. Don’t hesitate to see your teacher or more able classmates and discuss with them how to make you understand and able to use expression in handling reservation better.
“A Journey of A thousand miles begins with a single step”

- Lao Tzu
GLOSSARY

A moment : Sebentar
Accurate : Akurat
Airport : Bandar udara
Appropriate : Memadai, Baik
Arrange : Mengatur
Assist : Membantu
Audience : Pendengar
Availability : Tersedianya
Baggage : Bagasi
Breakfast : Sarapan/ Makan pagi
Certainly : Pasti
Colleagues : Rekan sejawat
Congratulation : Selamat
Connect : Hubungkan
Could : Dapat
Culture : Budaya
Deliver : Mengirim
Depending : Tergantung
Depends : Tergantung, Sesuaikan
Desire : Keinginan
Determine : Menentukan
Directly : Secara langsung
Driver : Sopir
Distinctly : Jelas
Employee : Karyawan
Entirely : Seluruhnya
<table>
<thead>
<tr>
<th>English</th>
<th>Indonesian</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment</td>
<td>Peralatan</td>
</tr>
<tr>
<td>Equivalent</td>
<td>Setara</td>
</tr>
<tr>
<td>Event</td>
<td>Peristiwa</td>
</tr>
<tr>
<td>Excellent</td>
<td>Sempurna</td>
</tr>
<tr>
<td>Exchanging</td>
<td>Menukar</td>
</tr>
<tr>
<td>Expression</td>
<td>Ekspresi/Ungkapan</td>
</tr>
<tr>
<td>Flight</td>
<td>Penerbangan</td>
</tr>
<tr>
<td>Follow</td>
<td>Mengikuti, Ikut</td>
</tr>
<tr>
<td>For ages</td>
<td>Sudah lama sekali</td>
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<tr>
<td>Glad</td>
<td>Gembira</td>
</tr>
<tr>
<td>Glad</td>
<td>Gembira</td>
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<tr>
<td>Greeting</td>
<td>Sapaan</td>
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<td>Guarantee</td>
<td>Garansi</td>
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<td>Guest arrival</td>
<td>Kedatangan tamu</td>
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<td>Guest</td>
<td>Tamu</td>
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<tr>
<td>Identity card</td>
<td>Kartu pengenal</td>
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<tr>
<td>Important</td>
<td>Penting</td>
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<tr>
<td>Impression</td>
<td>Kesan</td>
</tr>
<tr>
<td>Intentionally</td>
<td>Dengan sengaja</td>
</tr>
<tr>
<td>Introduction</td>
<td>Perkenalan, Pengantar</td>
</tr>
<tr>
<td>Involve</td>
<td>Melibatkan</td>
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<tr>
<td>Luggage</td>
<td>Bagasi</td>
</tr>
<tr>
<td>Made</td>
<td>Dibuat</td>
</tr>
<tr>
<td>Meet</td>
<td>Pertemuan</td>
</tr>
<tr>
<td>Mention</td>
<td>Sebut</td>
</tr>
<tr>
<td>Much</td>
<td>Banyak</td>
</tr>
<tr>
<td>Necessary</td>
<td>Penting</td>
</tr>
<tr>
<td>Nice</td>
<td>Senang</td>
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<tr>
<td>Obtains</td>
<td>Memperoleh</td>
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<tr>
<td>Often</td>
<td>Sering</td>
</tr>
<tr>
<td>Orally</td>
<td>Dengan lisan</td>
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<tr>
<td>Others</td>
<td>Orang lain, yang lain</td>
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<tr>
<td>Particular</td>
<td>Khusus/Tertentu</td>
</tr>
<tr>
<td>People</td>
<td>Orang-orang</td>
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<td>Pleasure</td>
<td>Kesenangan/Senang</td>
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<td>Polite</td>
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<td>English Word</td>
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<tr>
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<td>Kehadiran, Hadiah</td>
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<tr>
<td>Probably</td>
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</tr>
<tr>
<td>Properly</td>
<td>Dengan baik</td>
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<tr>
<td>Quickly</td>
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<tr>
<td>Reasonable</td>
<td>Masuk akal</td>
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<tr>
<td>Receptionist</td>
<td>Penerima tamu</td>
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<tr>
<td>Regardless</td>
<td>Tanpa memperhatikan</td>
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<tr>
<td>Remember</td>
<td>Ingat</td>
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<tr>
<td>Require</td>
<td>Memerlukan</td>
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<td>Resolve</td>
<td>Menyelesaikan</td>
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<td>Responsibilities</td>
<td>Tanggung jawab</td>
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<td>Service</td>
<td>Pelayanan/ Jasa</td>
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<tr>
<td>Slightly</td>
<td>Sedikit</td>
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<tr>
<td>Someone</td>
<td>Seseorang</td>
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<td>Spell</td>
<td>Eja</td>
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<td>Orang asing</td>
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<td>Melalui</td>
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<td>Lelah/Capai</td>
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<td>Di antara, Dalam</td>
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<td>Yourself</td>
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Leo, Sutanto (2013) English for Professional Waiters, Jakarta: Gramedia


