

Hotel and Resort English

Introduction	Page 3	
Section 1	Page 6	Greeting and Receiving Guests
Section 2	Page 14	Dealing with Guests Requests
Section 3	Page 21	Asking for Permission
Section 4	Page 25	Problems and Complaints
Section 5	Page 33	Making Comparisons
Section 6	Page 38	Giving and Receiving Compliments
Section 7	Page 44	Offering Help and Advice
Section 8	Page 52	Asking For and Giving Opinions
Section 9	Page 59	Giving Instructions
Section 10	Page 64	Asking for Repeats
Section 11	Page 68	Describing Hotel Facilities
Section 12	Page 74	Days and Time
Section 13	Page 82	Describing Jobs
Section 14	Page 85	Describing Functions and Purposes
Section 15	Page 88	Giving Directions
Section 16	Page 93	Using the Telephone
Section 17	Page 100	Bill Settlement
Section 18	Page 106	Shopping at the Hotel