

Talk a Lot

Hotel

Unit Vocabulary Reference – Facilities

#	English Idioms:	Literal Translation:
2.	to cost an arm and a leg	to be very expensive
4.	at [time] sharp	at this time precisely
9.	to be taken for a ride	to be exploited for money
11.	to be open twenty-four seven	to be open 24 hours per day
19.	to be full of praise	to give lots of compliments

#	English Phrasal Verbs:	Literal Translation:
6.	tidy up	make a place more organised
8.	sign up	make a commitment to do sth
9.	chill out	relax
17.	rip off	exploit for money
18.	work out	calculate; do exercise

#	English Slang Words and Phrases:	Literal Translation:
3.	a dump	(n.) a shabby, unpleasant building
8.	a pig-sty	(n.) an untidy room
10.	a watering hole	(n.) a place where you can eat and drink
12.	to chillax	(v.) to spend time relaxing
14.	awesome	(adj.) great, wonderful

#	Discussion Words:	IPA Translation:
7.	sauna	/'sɔ: .nə/
9.	hospitality	/hɒs.pi'tæ.li.ti/
10.	room service	/'ru:m.sɜ: .vɪs/
12.	complimentary newspaper	/kɒm.plɪ'men.tə.ri.nju:z.peɪ.pə/
15.	hotel	/həʊ'tel/
29.	facilities	/fə'sɪ.lə.ti:z/
30.	en-suite bathroom	/ɒn.swi:?'bɑ: .θru:m/
31.	vacancy	/'veɪ.kən.si/
33.	fitness suite	/'fɪʔ.nə.swi:t/
38.	spa	/spɑ:z/

What Would You Do? – Problems

3. I signed up for three days of sauna and spa treatments, but it looks like I'm going to be out all day tomorrow, so I'd like to get some of my money back...

6. Two out of three running machines in the fitness suite are out of order, and guests are starting to complain. But the person who can fix them is on holiday...

8. When I arrived my room looked like a bomb had hit it [very untidy]! Of course, I asked for a different one, but since then I've been sitting here in reception for the past half an hour...

15. It's not very clear how much I'll have to pay if I order food and drink from my room. Please could you explain what I have to do?

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Unit Vocabulary Reference – Guests

#	English Idioms:	Literal Translation:
5.	to paint the town red	to celebrate by going to pubs / clubs
7.	“There’s no place like home!”	“I like to travel, but home is best.”
8.	“The customer is always right.”	“Good customer service is vital.”
14.	“It’s a small world, isn’t it?”	“I’m surprised to meet you here.”
18.	to receive the VIP treatment	to get very good service

#	English Phrasal Verbs:	Literal Translation:
1.	book in	formally arrive
3.	splash out	spend a lot of money
5.	lug around	carry sth heavy from place to place
16.	fork out	pay for sth unwillingly
20.	check out	formally leave after a stay

#	English Slang Words and Phrases:	Literal Translation:
1.	a punter	(n.) a customer in a service industry
4.	aggro	(n. un.) trouble; verbal abuse; potential violence
6.	a no-show	(n.) a booked client who doesn’t arrive
9.	a travel bore	(n.) sby who tells tedious stories about their trips
18.	argy bargy	(n. un.) fighting

#	Discussion Words:	IPA Translation:
2.	arrival	/ə'raɪ.vəl/
4.	complaint	/kəm'pleɪnt/
5.	cancellation	/kæn.sə'leɪ.ʃən/
8.	wake up call	/'weɪ.kʌp.kɔ:l/
13.	vegetarian	/ve.dʒə'teə.rɪən/
18.	swipe card	/'swaɪp.kɑ:d/
19.	refund	/'ri:fʌnd/
22.	business trip	/'bɪz.nɪs.trɪp/
23.	reservation	/re.zə'veɪ.ʃən/
40.	departure	/dɪ'pɑ:t.ʃə/

What Would You Do? – Problems

4. I’ve accidentally damaged a piece of expensive equipment in the hotel. I don’t think anybody knows, although two kids were walking past when I did it...

5. I booked for two weeks, but unfortunately I can only stay for one. I would like to rearrange the second week for later in the year, but the duty manager says no...

11. This hotel is appalling! I can’t think of anything that’s right about it! I’m going to complain to the owner if I don’t get a full refund immediately!

14. I’m thinking about having my daughter’s wedding at this hotel, but I don’t like the manager’s price for the reception...

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Unit Vocabulary Reference – Staff

#	English Idioms:	Literal Translation:
3.	to welcome sby with open arms	to greet sby warmly
12.	to take care of sth	to fix a problem
13.	to have a lot on your plate	to be very busy
15.	to phone in sick	to call to say you're too unwell to work
16.	to bend over backwards for sby	to try very hard to help sby

#	English Phrasal Verbs:	Literal Translation:
7.	skive off	avoid work or duties
11.	pencil in	make a provisional booking
13.	turf out	force sby to leave
15.	set up	prepare, make ready; organise
19.	look after	be responsible for

#	English Slang Words and Phrases:	Literal Translation:
2.	a skiver	(n.) a lazy person
5.	"Time, gentlemen, please!"	(phr.) "The bar will close soon."
13.	the boss	(n.) the manager
15.	a jumped up little _____	(n.) a proud, arrogant person
20.	bloody	(int.) very, really

#	Discussion Words:	IPA Translation:
3.	receptionist	/rɪ'sep.ʃə.nɪst/
6.	communication skills	/kə.mjuː.nɪ'keɪ.ʃən.skɪlz/
20.	housekeeper	/'haʊs.kiː.pə/
24.	morale	/mə'raɪl/
25.	eye contact	/'aɪ.kɒn.tækt/
26.	bouncer	/'baʊn.sə/
32.	welcome	/'wel.kəm/
34.	maid	/meɪd/
36.	holiday rep	/'hɒ.lə.deɪ.rep/
39.	duty manager	/dʒuː.tɪ'mæ.nɪ.dʒə/

What Would You Do? – Problems

9. Somebody is stealing petty cash from the till in reception. I've got my suspicions that it's Jenny, but she's the owner's niece, so what can I say?

2. I really like my job, but I need to pass my exams if I want to find a better one in the future. But George won't give me time off to study...

7. Last week I found out that Tina is getting more money than me! We do the same job for the same hours – and I've been here two years longer than her!

12. Donald has got really bad breath and BO [body odour], and some of the guests have started to notice. I don't want to say anything because he's so quiet, and I owe him £25...

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Unit Vocabulary Reference – Food and Drink

#	English Idioms:	Literal Translation:
1.	to wine and dine sby	to take sby for a romantic meal
6.	to be absolutely stuffed	to feel very full after eating
10.	to wait for an eternity	to wait for a long time
17.	to be starving	to be very hungry
20.	to be as sick as a dog	to vomit many times

#	English Phrasal Verbs:	Literal Translation:
2.	wait on	serve food and drink
4.	eat out	have a meal in a restaurant
10.	throw up	vomit
12.	pig out	eat a lot in a short time
14.	gulp down	eat or drink sth quickly

#	English Slang Words and Phrases:	Literal Translation:
7.	a full English	(n.) cooked breakfast with bacon, eggs, etc.
11.	“Grub’s up!”	(phr.) “Your food is ready!”
16.	bangers and mash	(n. un.) a meal of sausages and mashed potatoes
17.	kids eat free	(phr.) there is no charge for children’s meals
19.	a salad dodger	(n.) a fat person

#	Discussion Words:	IPA Translation:
1.	dinner	/ˈdɪn.ə/
11.	food hygiene	/fu:dˈhaɪ.dʒi:n/
14.	restaurant	/'res.tə.rənt/
16.	continental breakfast	/kɒn.tɪ.nen.təlˈbre.kfəst/
17.	lunch	/lʌntʃ/
21.	sous chef	/'su:.ʃef/
27.	waiter	/'weɪ.tə/
28.	catering assistant	/'keɪ.tə.rɪŋ.gə.sɪs.tənt/
35.	bed and breakfast	/bed.ənˈbre.kfəst/
37.	chef	/ʃef/

What Would You Do? – Problems

1. One of the guests won't pay for their drinks, because they reckon that I promised them a few free pints last night, but I didn't. Or if I did, I can't remember...

10. I ate too much last night, and I'm really paying for it this morning. I've got the worst hangover in the world ever! I was praying to the porcelain god [being sick] for hours!

13. We sat down ten minutes ago and we're still waiting to order. The waiter seems to be ignoring us on purpose...

16. Some guests have complained about the food in our restaurant. The chef is off sick with food poisoning at the moment, so I've had to oversee all of the cooking myself...