

LESSON PLAN
Tourism / Hotel services

High School	Colegiul Economic 'Costin Kiritescu', Bucharest
Level	Intermediate
Area	Tourism / Hotel services
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Time	50 minutes

At the Hotel**I. What kind of tourist are you ?**

Here you have types of tourism you can practice according to the domain you are interested in:

- International tourism
- National tourism
- Urban tourism
- Rural tourism
- Spa tourism
- Technical and Scientific tourism
- Entertainment / vacation
- Religious tourism
- Shopping tourism
- Sport tourism

- a) Can you tell what each type is about ?
- b) Which of them do you enjoy most when going on holiday ?

II. When you go on holiday, you generally have to choose what hotel to stay in. Here is some useful information, so that you can make the right choice:

There are many different types of hotel properties, from small places to major international chains which may vary according to number of stars from 5-7 star hotels to 1 star hotels.

A hotel's primary mission is to offer a comfortable room to sleep and usually to offer other services such as meals and recreation.

There are various types of classifying hotels. Here you have two of these classifications:

- | | |
|----------------------------------|--------------|
| 1. airport hotel | A. Luxury |
| 2. All suites hotel | B. Upscale |
| 3. Conference / convention hotel | C. Mid-range |
| 4. Motel | D. Budget |
| 5. Resort hotel | E. Economy |
| 6. Spa hotel | |

IV. Look at the list of hotel services below. Make a guess about what type of hotel it fits.**SERVICES****HOTEL**

Swimming pool
Games room
Mini-gym
Sauna / solarium
Good restaurants
Ironing facilities

ROOM

Radio / TV
Direct dial telephone
Hairdryer
Electric trousers press
Bathrobes
Mini-bar

Car park
24-hour laundry service
Free newspaper
Telefax

Private bathroom
24-hour room service
Tea and coffee-making facilities
Air conditioning
Writing desk

V. Hotel services have international codes. Here is a list of such codes. Look at it, then match the plans mentioned below with their description.

ROMANIA	EUROPE	USA	Code
Cazare	Room only	European plan (no meals)	EP
Cazare cu mic dejun inclus (simplu sau continental)	Bed & breakfast	Continental plan (room and continental breakfast)	B&BCP
Cazare cu mic dejun englez sau american	Room and English / American breakfast	Bermuda plan (room and continental breakfast)	BP
Demipensiune (cazare cu mic dejun si cina)	Demi-pension, Half board	Modified American plan (room and half board)	MAP
Pensiune completa (cazare si toate mesele)	En pension, full board	American plan (room and full board)	AP

- Plan
1. American plan
 2. Demi-pension
 3. European plan
 4. Continental plan

- Description
- A. bed only
 - B. bed and breakfast
 - C. bed, breakfast and lunch/dinner
 - D. Bed, breakfast, lunch and dinner

**VI. Read the hotel advertisements below.
Which advertisement do you fancy most? Why?**

The LANCASTER

Right next to the Champ-Elysees, the Lancaster remains one of the most private and exclusive luxury hotels in Paris. Since its complete refurbishment in 1996 it has retained the atmosphere of a 19th century town house where discretion and privacy combine with luxury and originality. Its unique hospitality and the beauty of its decor are reserved for resident guests. Few are those – Marlene Dietrich was one – who can enjoy its luxurious antiques and works of art, Baccart chandeliers and old masters, and the peace of its pastoral indoor garden patio.

PICCOLO MONDO

Located in the heart of Bucharest residential district, 5 minutes to Piata Victoriei, 5 minutes from RomExpo, 10 minutes from downtown and less than 20 minutes to Otopeni International Airport.

As the name suggests, you will find here a small world of good taste and pleasure. Our highly professional team assures your complete comfort and satisfaction. Step in and enjoy all the things we offer you.

There are 18 special rooms and 3 suites and no room looks the same by its architecture and the interior design. All rooms are provided with internet access, cable TV, air conditioning, minibar, international phone, 24-hour room service. The hotel also provides a parking area.

PLAZA ATHENEE

Plaza Athenee symbolizes good living, luxury and Parisian sophistication. The 188 rooms and suites are furnished in the greatest classical 18th century tradition, except for the top two floors which successfully experiment with an Art Deco style. The Plaza Athenee is of course very famous for its courtyard garden, the Gobelins gallery and the bar du Plaza Athenee, where the Paris smart set regularly meet.

Connoisseurs have long recognized the „Regence” gastronomic restaurant as one of the finest tables in Paris, while at the „Relais Plaza”, fashion celebrities and business people enjoy traditional French cuisine. This figurehead of Parisian palatial residences was entirely renovated in 1999 and cleverly combines resolutely modern amenities with its legendary style.

DALIN HOTEL

Is located downtown Bucharest, 900 m from „kilometer 0”, two minutes away from the Chamber of Commerce and Industry, two minutes from „Casa poporului” (the House of the People), or twenty minutes from Otopeni Airport. The hotel is built on 5 floors with rooms furnished in fashionable style, provided with travelling up to date appliances and equipment meant to offer all necessary conveniences to the tourists and the business people that are travelling through Bucharest. The hotel’s restaurant has a capacity of 60 seats and proposes international cuisine. The bar is open 24 hours a day.

INTERCONTINENTAL PARIS

In this luxury hotel with its illustrious past, faithful to the best Paris hotel traditions, you are exceptionally situated at the heart of Paris between the Louvre and the Champs-Elysees, with the Places Vendome and Concorde for neighbours. All rooms and suites have been decorated in keeping with original architecture, and naturally equipped with all modern conveniences. The sumptuous reception rooms are some of the finest in Paris. From spring to autumn the indoor garden houses the „La Terrasse Fleurie” restaurant.

VII. Find the words/phrases that do not occur in the texts you have read:

luxury, single room, chandeliers, mini-gym, businessmen, patio, cuisine, parking, gastronomic, furnished, sumptuous, hairdryer, demi-pension, 24-hour laundry service.

VIII. Answer the following questions:

- a) What famous person was a guest of the „Lancaster Hotel“?
- b) What is the name „Piccolo Mondo“ suggestive for ?
- c) What does the “Plaza Athenee” symbolize ?
- d) What type of cuisine does the “Dalin” hotel propose?
- e) What did you find out about “La Terrasse Fleurie” when reading the text ?
- f) If you were to choose one of the places the texts present, which of them would you choose? Why?

IX. Answer by true (T) or false (F):

- The “Lancaster” is one of the most private and exclusive luxury hotels in Paris.
- The “Piccolo Mondo” is situated in Brasov.
- The “Plaza Athenee” has 188 rooms.
- The “Dalin” hotel is built on 10 floors.
- In the “Intercontinental Paris” all rooms and suites have original architecture.

X. For you to understand better what you should do for a reservation, we'll imagine a telephone conversation between a client and a receptionist. Fill in the gaps with suitable phrases from the box below:

R: Good morning.....(1)?

C: Yes, I'd like.....(2).

R: When exactly.....(3) ?

C: From Tuesday the 15th to Friday the 18th(4) on Friday morning.

R: All right. We have a few double rooms available between those dates.

C:(5) in the room?

R: Certainly. We have satellite TV and telephone in every room.
And of course, we offer room service.

C: What other facilities does the hotel provide?

R: We have a restaurant and bar, beauty services, newstand and shops.

C: That sounds fine. Then how do I book?

R: Just.....(6), and we'll keep your reservation until 10 p.m. on Tuesday.

C: My name is Bill Howard.

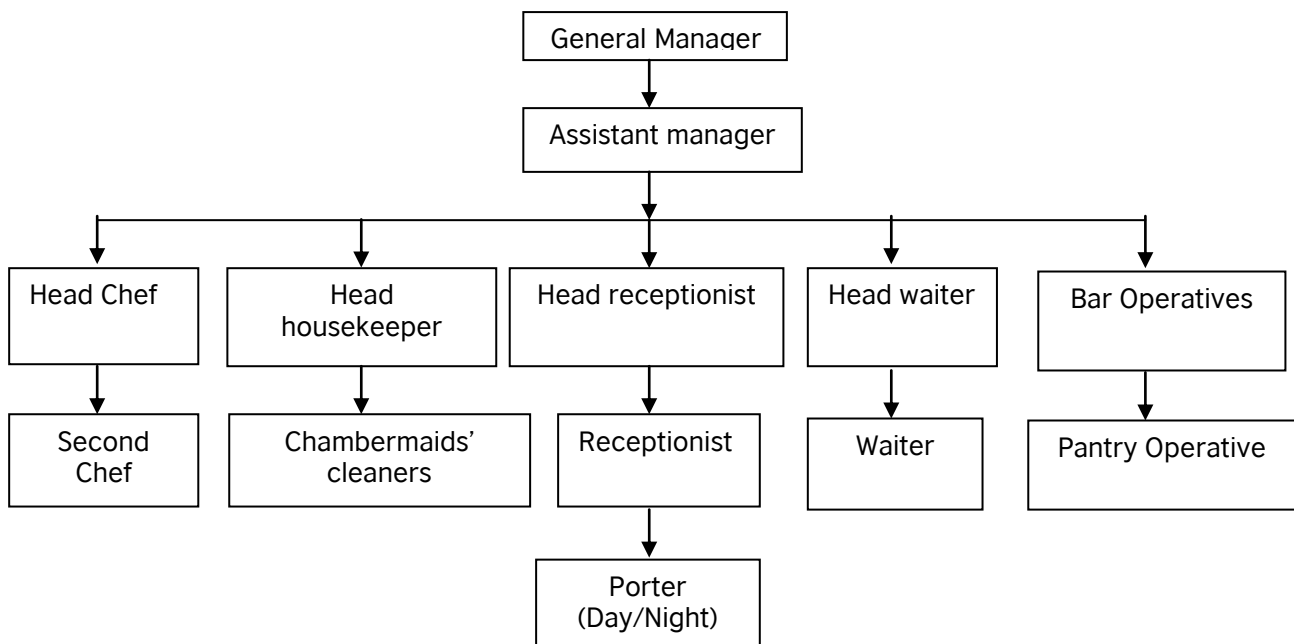
R: Very well, Mr. Howard, we will.....(7)

C: Ok. Thank you. Good bye.

R: Good bye, Mr. Howard,(8)

- to book a double room for 3 nights next week
- do our best to make you feel comfortable
- the Plaza Athenee reception. May I help you
- I'll be leaving
- is there a television
- give me your name, sir
- do you wish to stay
- we'll be waiting for you on Tuesday

XI. It is important, if you face problems during your stay at a hotel, to know whom you should complain to. Here you have a hotel organization chart.



Can you think of the types of complaints that should be addressed to each of these positions? Write complaint sentences, one for each of these positions and specify to whom you are addressing your complaint.

XII. PROJECT WORK

Work in groups. Each group imagine you represent the staff of a hotel. Choose a name for your hotel and its type. Design an offer so as to attract tourists to stay at your hotel. Next class, present it in front of your colleagues.