

4) Asking for Permission



Many times, hotel staff will find themselves in situations where they will have to take some action that will effect the guest. In these cases, the staff should politely ask the guest for their permission before taking any action. The guest may also ask permission to do something. It is only polite to ask for their permission before doing so. There are several expressions that can use used for asking for permissions. Look at the expressions below.

To ask permission

Is it OK if . . .

Do you mind if . . .

May I . . .

Would it be a problem if . . .

Would it be OK if . . .

Possible responses

I really wish you wouldn't.

No, I don't mind. Go ahead

Sure, no problem.

No problem at all.

No, please don't

I would prefer that you didn't.

Dialogue

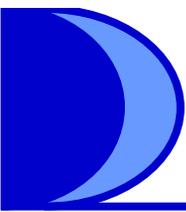
Staff: May I pour you more wine, ma'am?

Guest: Sure.

Staff: Do you mind if I clean the room now, sir?

Guest: Actually, would it be possible for you to come back in half an hour?

Staff: No problem, ma'am.



4) Asking for Permission

Guest: May I borrow your pen.

Staff: Absolutely sir, here you go.

Guest: Would it be a problem if I left my luggage here for a few minutes?

Staff: No problem at all, sir. I'll, keep an eye on it.

Staff: Is it OK if I make a copy of your passport?

Guest: Sure, whatever you need.

Practice

Practice using the above expressions by having a dialogue similar to the ones above with a partner, one partner taking the role of the guest and the other the role of the staff. For additional practice, switch roles. Practice the dialogue several times, trying to use all of the expressions noted above.

More Practice

Role play the following situations with a partner, one person taking the role of the guest and the other person taking the role of a hotel staff.

Permission by Staff

Move some luggage out of the passage way

Open a window

Refill a coffee cup

Pull down a shade

Get their room key or card

Permission by guest

Leave bags behind a counter

Smoking in a restaurant

Borrow a pen

Take newspaper from lounge to read in room

Leave a message for a friend