

1) LANGUAGE FOR BELLBOYS IN THE HOTEL

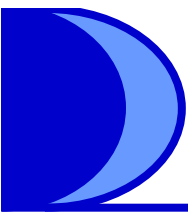
(Requesting for a Bellman)



EXPRESSION

WHEN TO USE IT

Let me help you with your luggage.	This expression is use when assisting the customers with their baggage's.
Right away, sir!	Telling the customer to do at once what they asked you to do.
What's your room number, please?	Asking the room number of the customer where you will deliver their luggage's.
Follow me please.	Telling the customer to follow you in case if it's their first time in the hotel and at the same time carrying their bags.
Here we are, sir.	Use this expression when you take the customers to their room and you have arrived in their room
Here is the light, the bathroom is at that corner and next to it is the closet.	Showing the customers around and the facilities of the room they have rented.



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Is this everything, sir?	Asking the customers if they are satisfied and if they can manage by themselves.
Well, if you need anything else just call the room service.	Offering the customer other services in the hotel such as room service in case they want to eat.

Let's Practice:

1. Offer the customer other services. You say:
2. Ask the customers if they can manage. You say:
3. Ask the room number as you're going to deliver his luggage.
You say:
4. Show to the customer the facilities inside his/her room. You say:
5. Tell the customer that you want to help carry his luggage. You say:



“At your service”



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Activity

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

Practice both offering help and responding to help. For added fun really take on the role. Pretend to be in front of an ATM looking confused, pretend to be having difficulty moving luggage, pretend to be an elderly gentleman limping to an elevator and lastly pretend to be carrying a baby and push a stroller at the same time {a mother}

