Class 2: 19th March

First of all, greet the guest formally.

Customer is a person who pays for a product.

Client is a person who pays for a service.

A guest is a person who pays for both services and products at hotels or restaurants.

Then, introduce yourself.( name, age, origin, occupation –post)

Finally, offer help.

Good morning, sir/madam/lady

I’m/ I am/ My name is…..I’m the manager/receptionist/ cheff/maitre/maid/….

Wine waiter/ waitress/

**Listen to the audios and try to identify**:

Place, number of people (role), situation, details (names, numbers, etc)

LANGUAGE FUNCTIONS: greeting, introductions, offering help GIH

Conversation 1:

G -morning Introduction/Mr Jones(

How are you today? Question….about my account

Conversation 2:

Greeting/ Help / no thanks/ if you need help let me know

Conversation 3

Greeting check reservation Jamie Rodriguez complete form

Let me check- spell

Conversation 4

Greeting offer help - May I help you? My name is John Roberts

Can you seat Mr Roberts

Conversation 5

Greeting - May I help you? /how can I help you? Where is ….restaurant?

Mr. Roger Alan

rugby/ mug/ mum/ mummy/just/ but

university/ union/united

put/

go /gou/- moment/over/ oh

busy /bizi/

thanks/ thank you

fill in/fill up/ fill out = /

