

## EASY at Work: Service & Hospitality

### Unit 6, Lesson 1: Lesson Script

Phil Bates Excuse me.  
Phil Bates Can you tell me where the Business Center is?  
Teresa Oh yes. It's upstairs on the 2nd floor.  
Phil Bates And where are the stairs?  
Teresa The stairs are across the lobby or next to the entrance.  
Teresa Or you could take the elevator to get to the 2nd floor.  
Phil Bates OK. Thank you.  
Teresa You're welcome.  
Ms. Baxter Excuse me, can you tell me where the gym is please?  
Pearl Sure. The gym is down at the end of the hall.  
Ms. Baxter Is it on the right or on the left?  
Pearl Make a right at the end of the hall.  
Ms. Baxter Thank you.  
Pearl You're welcome.  
Mr. Flores Excuse me, I'm lost. Where can I find the Business Center?  
Araya The Business Center is  
Mr. Flores Down the sidewalk and around the corner. Thank you.  
Ms. Baxter Excuse me. I can't find the Hair Salon. Where is it?  
Doorman It's in the hotel, next to the spa.  
Ms. Baxter Which way do I turn when I get inside?  
Doorman When you get inside, turn left.  
Ms. Baxter Is there a cash machine?  
Doorman Yes, there are two. One is in the lobby. The second is in the Gift Shop.  
Ms. Baxter Where can I check my e-mail?  
Doorman In the Business Center, there are computers with internet.  
Ms. Baxter How do I get to the Business Center?  
Doorman Take the elevator to the second floor. And turn to the right.  
Ms. Baxter Thank you.  
Teresa Pick me up at five o'clock. Just come to my office.  
Sylvia Where is your office?  
Teresa Go to the Employee Entrance on the ground floor.  
Sylvia Where is the Employee Entrance?

Teresa It's in the back of the hotel.  
Teresa Open the door, go inside and go down the corridor.  
Teresa My office is next to the Employee Lounge, on the second floor. OK, thank you!  
Sylvia Bye.  
Phil Bates Where is the Business Center?  
Teresa The Business Center is upstairs, on the 2nd floor.  
Phil Bates How do I get to the second floor?  
Teresa Take the stairs or the elevator.  
Araya Is the Business Center outside or inside?  
Mr. Flores The Business Center is inside.  
Mr. Flores Where is the Business Center?  
Araya The Business Center is around the corner.  
Mr. Flores Where is a cash machine?  
Araya There are cash machines in the Gift Shop and in the lobby.

## Unit 6, Lesson 1: Vocabulary & Phrases

restaurant

corridor

garden

pool

hall

beauty salon

cash machine

employee entrance

Is this the ground floor?

Where is it?

inside

outside

indoors

outdoors

in front of

in back of

behind

across

upstairs

downstairs

Excuse me.

On the right.

On the left.

Down at the end of the hall.

Unit 6, Lesson 1: Conversation Practice 1 of 2

Teresa            Let's practice directions.  
Phil Bates      Excuse me. Can you help me find the Gift Shop?  
Teresa            Sure, it's upstairs, on the second floor.  
Phil Bates      Is the Business Center downstairs?  
Teresa            No, it's upstairs also.  
Phil Bates      Where can I find the Business Center?  
Teresa            Just go up the stairs.  
Phil Bates      Do you know where the elevator is?  
Teresa            Sure, it's across the lobby.

Unit 6, Lesson 1: Conversation Practice 2 of 2

Patricia        When you are at work, people ask you for directions. Let's try.  
Ms. Baxter    Excuse me, where's the conference room?  
Patricia        It's on the second floor.  
Patricia        When you come out of the elevator, it's on the right.  
Ms. Baxter    Where's the Business Center please?  
Patricia        It's down the corridor behind you.  
Ms. Baxter    Is there a restroom?  
Patricia        Yes. It's on the other side of that restaurant over there.  
Ms. Baxter    Where do I get a cab?  
Patricia        Just ask the doorman. He'll call one for you.  
Ms. Baxter    The sales conference room, which is it?  
Patricia        It's in the Lincoln room on the third floor.

## Unit 6, Lesson 2: Lesson Script

Teresa Carlos Martinez is the Room's Division Manager.  
Teresa He manages these people:  
Teresa the desk clerks, the guest service staff, the laundry workers, and the housekeepers.  
Teresa He needs to hire a new custodian and another housekeeper.  
Mr. Martinez Good morning Teresa, sorry I'm late.  
Teresa No problem Carlos. Nice to see you again. Did you have a good weekend?  
Mr. Martinez Yes, great, thanks. I've only got a few minutes.  
Mr. Martinez I have a list of duties for custodians, from this we can then make a list of skills they need.  
Teresa OK, great, let's get started.  
Teresa Custodians clean restrooms, clean the lobby, vacuum, use ladders, replace bulbs,  
Teresa clean windows, maintain equipment, read instructions, write reports, carry furniture,  
Teresa check exits, help deliveries. They also help the maintenance department.  
Mr. Martinez So, the skills needed by custodians are:  
Mr. Martinez They must be strong, they have to understand electricity and machines.  
Mr. Martinez They must have experience. They must be able to drive.  
Teresa How much experience?  
Mr. Martinez I think they need about six months or more experience as a custodian with another company.  
Teresa And they have to be able to read, write and do math.  
Teresa They must be good organizers.  
Mr. Martinez They also must have a clean driving record - no speeding tickets, no accidents.  
Teresa How much do they have to lift?  
Mr. Martinez They have to be able to lift and carry 75 pounds.  
Teresa Do they have to speak English?  
Mr. Martinez Yes. They have to be able to read, write and speak English.  
Teresa So, they have to have a GED or a high school diploma.  
Mr. Martinez Yes, but the Spanish GED is OK.  
Teresa Can a woman take the custodian job?  
Mr. Martinez Sure, as long as she has the skills.  
Teresa Now, let's have a look at the housekeeper job.  
Mr. Martinez Read me your list of activities for a housekeeper.  
Teresa The housekeepers clean guest rooms, follow instructions on a check list,  
Teresa they tidy up the guest's things, work as a team.  
Mr. Martinez So, a housekeeper must be very organized to follow the instructions.  
Mr. Martinez They must be very honest and reliable.

Mr. Martinez How do you know if someone is honest and reliable?  
Teresa We ask for references from the previous employer.  
Teresa We also check with the police for criminal records and driving records.  
Teresa Do they need to have a high school diploma or a GED?  
Mr. Martinez No. We train people.  
Teresa Does a housekeeper need to speak English?  
Mr. Martinez No, they do not have to speak English, ...  
Mr. Martinez but we want our housekeepers to help our guests, so it is better if they speak English.  
Teresa Do you have any men housekeepers?  
Mr. Martinez Yes, of course we do.  
Teresa Who do I need to hire?  
Mr. Martinez You need to hire a housekeeper and a custodian.  
Teresa What do the housekeepers do?  
Mr. Martinez They clean the guest rooms.  
Teresa Why do the housekeepers need to speak some English?  
Mr. Martinez Because guests will ask them questions.  
Teresa Why do custodians need to read?  
Mr. Martinez A custodian needs to read manuals.  
Teresa How will I know if a housekeeper is honest?  
Mr. Martinez You will check their references.

## Unit 6, Lesson 2: Vocabulary & Phrases

honest

organized

guest room

customer

repair

manager

Always be honest.

Can you replace an engine?

Do you know how to maintain a buffer?

Sorry I'm late.

The custodian must be strong.

Unit 6, Lesson 2: Conversation Practice 1 of 2

Teresa We have requirements for the housekeeper, but there can be exceptions. Listen.  
Teresa What can I do to help your department?  
Mr. Martinez We need to hire a housekeeper and a custodian.  
Mr. Martinez But the housekeeper is more important right now.  
Teresa I'll put an ad in the paper.  
Teresa What are the requirements?  
Mr. Martinez I would like someone with housekeeping experience.  
Mr. Martinez But it's more important that they have a good work ethic.  
Teresa So, it's better if they have housekeeping experience.  
Teresa But most of all they need to show they can work hard and are responsible.  
Mr. Martinez Yes, that's it.  
Teresa What else is important?  
Mr. Martinez It is better if they read and write some English.  
Mr. Martinez But it helps if they can also speak English.  
Teresa So they have to know English but they don't have to be fluent English speakers.  
Mr. Martinez Being fluent in English would be great.  
Teresa But if they can speak and understand some English that will really help them.  
Mr. Martinez Well, English makes the job easier.

Unit 6, Lesson 2: Conversation Practice 2 of 2

Teresa            Let's see what else is important to be hired as a housekeeper. Listen.  
Mr. Martinez   Housekeepers must be punctual.  
Teresa            Housekeepers need to come to work on time. They can't be late.  
Mr. Martinez   They have to be punctual. It's a big problem when housekeepers aren't reliable.  
Teresa            So they must show up every day they are scheduled.  
Mr. Martinez   And we have to have honest workers.  
Teresa            You have to trust they won't steal things from the hotel or from the guest rooms.  
Teresa            Does the housekeeper need a high school diploma?  
Mr. Martinez   I would prefer to hire someone who has a diploma or GED, but if not - well, that's OK.

## Unit 6, Lesson 3: Lesson Script

Teresa Hello, Human Resources Department.

Teresa This is Teresa Lopez. How may I help you?

Mr. Brin Hi. This is David Brin. I'm the Manager for Food and Beverage Service.

Mr. Brin I need to talk to you about hiring a waiter.

Teresa OK. Can we meet to discuss the type of person I should look for?

Mr. Brin Sure. How about 2:00 p.m. in your office?

Teresa OK, see you then.

Teresa So, Mr. Brin is the manager of the kitchen, the restaurant and the bar.

Teresa He is responsible for the food and drink - the quality and the service.

Teresa So, what position is open?

Mr. Brin We need a new waitperson - a man or a woman.

Teresa He will be working in the restaurant as part of the team...

Teresa ...a team that serves food and drinks, prepares the buffet,

Teresa talks to the customers about the food, makes the coffee,

Teresa uses the cash register, gets the check, and makes the customer feel comfortable.

Mr. Brin Our customers ask a lot of questions about the menu, so waiters must speak good English.

Teresa Our waiters have to tell the guest about the daily specials.

Teresa Then they take the orders. English is very important for this job.

Mr. Brin So is work experience. That is second on my list. I want experienced food service people.

Teresa And third on the list?

Mr. Brin Good customer service skills.

Teresa What's fourth on your list?

Mr. Brin Appearance. Our waiters must be well-groomed and have a professional appearance.

Teresa A waitperson has a difficult job - you have to speak English, have experience and offer good service.

Mr. Brin Yes, the pay is good, but the waiters get great tips, so many people want to be a waiter.

Teresa The manager of Banquets and Sales is Marianne Polski.

Teresa She is in charge of the banquets, sales conferences and conventions.

Teresa She also manages the Gift Shop and the Business Center.

Teresa She needs a retail clerk. I'm going to call Ms. Polski.

Teresa Where is my internal phone directory? Here it is...

Teresa ...Rooms Division, no. Food and Beverage Directory, no.

Teresa Here we are Conventions, Banquets and Sales. Marianne Polski, Director. Extension 3657.

Ms. Polski This is Marianne Polski. Director for Banquets and Sales.

Ms. Polski Please leave a message and I'll call you back.

Teresa Hello, Marianne. This is Teresa from HR here.

Teresa I want to talk to you about the job opening in the Retail Store.

Teresa Can we meet at four o'clock this afternoon?

Teresa Please call me. My extension is 2548. Thank you.

Teresa It's after four o'clock and Ms. Polski isn't here. She did not call me. What should I do?

Teresa Oh, while I'm waiting, I'll look at an old advertisement for a retail clerk.

Teresa Retail clerk for a Gift Shop. Must be able to work flexible schedules.

Teresa Full-time & part-time.

Teresa I need more information. What does a clerk have to do?

Teresa A clerk has to handle credit cards, take cash, control inventory,

Teresa sign for supplies, read reports, do math.

Teresa The clerk has to help customers. So, the clerk must speak English.

Teresa The clerk has to understand how the register works.

Teresa If the clerk knows that, then they have experience.

Teresa The clerk also has to know math. The clerk counts a lot of money.

Teresa The clerk must be honest. References are very important, so I have to do a background check.

Teresa Hello, this is Teresa Lopez, HR Department. How may I help you?

Ms. Polski Hi Teresa. This is Marianne, Director of Banquets and Sales.

Ms. Polski I'm sorry I didn't call you sooner, I've just received your message.

Teresa Oh, don't worry. I started to work on the job ad for the retail clerk.

Ms. Polski OK. I'll come by your office at five o'clock. We can finish it together.

Teresa OK. Thank you.

Teresa I think the job skills needed are:

Teresa Customer service, cash register and money, inventory control, math, reading and writing.

Ms. Polski Yes, so what does that mean?

Teresa It means that if someone wants this job they must have experience ...

Teresa because of the customer service and how to use a cash register.

Ms. Polski Yes.

Teresa They must have a diploma that shows they know math, reading and writing.

Ms. Polski Yes, that's correct. They must have those skills to do the cash register and the inventory.

Teresa They must have good references to show that they are honest because they will be handling money.

Ms. Polski How will you know that?

Teresa I will call all the references that they put on their job application.

Teresa Who do I need to hire in the restaurant?

Ms. Polski You need to hire a waiter or waitress.

Ms. Polski Why is English an important skill for waiters?

Teresa Customers ask questions about the menu.

Teresa Do waiters need to speak good English or is a little English OK?  
Ms. Polski They must speak good English.  
Ms. Polski How must waiters look at work?  
Teresa They must look well-groomed and professional.  
Teresa Why do sales clerks need training?  
Ms. Polski They need to learn about the cash register.  
Ms. Polski Why do sales clerks need a diploma?  
Teresa Because they need to take inventory and handle cash.

## Unit 6, Lesson 3: Vocabulary & Phrases

advertisement

directions

waiter

waitress

retail

clerk

cash register

training

Discuss your work experience.

Where is the phone directory?

See you then.

Please call me.

My extension is 254.

What should I do?

I like a flex schedule.

I'll come by.

Unit 6, Lesson 3: Conversation Practice 1 of 2

Mr. Brin I need to talk to you about hiring restaurant staff.  
Teresa I'm just starting to advertise the jobs.  
Teresa Can you help me with the abbreviations?  
Mr. Brin OK, what is FT?  
Teresa Full-time.  
Mr. Brin What is PT?  
Teresa Part-time.  
Mr. Brin What is EXP?  
Teresa EXP is experience or experienced.  
Mr. Brin How about REQ?  
Teresa That stands for required.  
Mr. Brin Right, and REFS?  
Teresa That's for references.  
Mr. Brin Good, and what is POS?  
Teresa That means position.  
Mr. Brin Yes, and MGR is manager and NEG is negotiable.  
Teresa The manager's salary is negotiable.  
Teresa That means it could be higher or lower based on experience and education.  
Mr. Brin And how about immed? I-M-M-E-D?  
Teresa That is short for immediately. You need someone right away.  
Mr. Brin Yes, and I do need a waiter right away.

Unit 6, Lesson 3: Conversation Practice 2 of 2

Teresa            Let's see how we ask someone for the time to meet or to help. Listen.  
Teresa            Can you meet now?  
Mr. Martinez    I only have a few minutes.  
Teresa            Can you meet later?  
Mr. Martinez    Yes, I'll have more time at three o'clock.  
Teresa            Can you give me fifteen minutes?  
Mr. Martinez    Yes, I have fifteen minutes.  
Teresa            Are you available to meet me later?  
Mr. Martinez    I'll have time tomorrow morning.  
Teresa            Can we meet in my office tomorrow?  
Teresa            It'll only take about half an hour.  
Mr. Martinez    Sure, first thing in the morning is good.

### Unit 6, Lesson 3: Lesson Script

Teresa OK. The jobs are posted online. Now I need to call the newspaper.  
Newsman Advertising. How may I help you today?  
Teresa Hello. This is Teresa Lopez, HR Manager at the Baker Resort Hotel.  
Teresa I need to place a Help Wanted Ad please.  
Newsman OK. What do you want the ad to say?  
Teresa Join the team at The Baker Resort Hotel!  
Teresa More opportunities, great benefits.  
Teresa We have vacancies for: Waiter / waitress for the Baker Bar & Grill.  
Teresa Only experienced, professional wait staff need apply.  
Teresa Retail clerk for Gift Shop. Experience and references required.  
Teresa Hotel Housekeeper, training available. References required.  
Teresa Custodian, Experience and GED required.  
Teresa Applications available at: Baker Resort Hotel, Human Resources Office,  
Teresa 1700 25th Street.  
Teresa Apply in person. No phone calls.  
Newsman OK, I think that's all I need.  
Teresa OK, thank you.  
Pearl I hear there's a job available in the restaurant.  
Luis Yes, I think a waitress quit.  
Pearl You want to be a waiter.  
Luis I do, I want that promotion. A waiter makes more money than a busboy.  
Pearl You could be a waiter. Your English is pretty good.  
Luis Thanks. I study a lot. I took English classes for two years.  
Teresa Hi everybody! Look at this. Here are some job openings in the hotel and restaurant.  
Luis Do you know hard-working people looking for great jobs?  
Luis Have you improved your skills?  
Luis Are you ready to improve your job?  
Luis Send me someone great or apply yourself.  
Luis If we hire someone you recommended, you win a \$150.00 bonus.  
Pearl Oh yeah!  
Luis The Baker Resort Hotel needs a waitperson, a housekeeper, a custodian and a sales clerk.  
Luis Do you have an application? I want to apply.  
Teresa I think you should. Here's the application.  
Teresa Fill it out and then bring it to my office.

Luis OK, I will. Thanks!  
Teresa You're welcome.  
Luis I want to be a waiter.  
Pearl Hi, Sergei.  
Sergei Hi, Pearl.  
Pearl How are you?  
Sergei Good. How  
Pearl I'm great.  
Pearl Look at this job ad.  
Pearl I thought of you right away.  
Sergei Oh, let me see that.  
Pearl It's an ad for a custodian job at the Baker Hotel.  
Sergei That job offers good wages and benefits. Maybe I should apply.  
Pearl You are an experienced custodian. You should apply.  
Sergei It says apply in person. What does that mean?  
Pearl It means you have to go to the hotel to apply. You can't phone.  
Sergei I'll go there tomorrow before I start my job here.  
Teresa Where did I post Help Wanted Ads?  
Pearl You posted Help Wanted Ads in the newspaper and on the internet.  
Pearl Where can you look for Help Wanted Ads?  
Teresa You can look in the newspaper or online.  
Teresa Where did I post the job ad in the hotel?  
Pearl You put a notice on the bulletin board.  
Pearl Where is the bulletin board?  
Teresa It's in the employee lounge.  
Teresa Where are jobs listed in the classified ads?  
Pearl Jobs are listed in the Help Wanted section.  
Pearl Where can people get the applications?  
Teresa People can go to the employee lounge or the HR office to get the applications.

## Unit 6, Lesson 4: Vocabulary & Phrases

internet

classified ads

application

make an application

apply for a job

job description

qualify for the job

good qualifications

Help Wanted ad

retail clerk

Apply in person.

That's all I need.

Do you know the time, please?

## Unit 6, Lesson 4: Conversation Practice

Pearl I heard there's an opening in the restaurant. Is there?  
Luis I'm not sure. I think a waitress quit.  
Pearl I thought you wanted to move up from busser to waiter?  
Luis I really do want a promotion.  
Luis A waiter makes more money than a busboy.  
Pearl You could be a waiter. Your English is pretty good.  
Luis Thanks. I study a lot. I go to English classes in the evening.  
Pearl Luis, the restaurant needs a waiter. Why don't you go apply for it?  
Luis Good idea. I think I will. Where do I get an application?  
Pearl At the employee lounge, or ask at the HR office.  
Pearl That's the Human Resources office.

Unit 6, Lesson 5: Lesson Script

Chloe Hi, may we have some job applications, please?  
Susan Kahn Here they are. You can sit there to fill out your applications.  
Chloe Thank you.  
Chloe So, what job are you applying for?  
Maria The housekeeping job.  
Maria I can't remember the address of my last job.  
Chloe You can ask the secretary for the phone book.  
Maria Good idea. May I borrow a phone book?  
Susan Kahn Sure. No problem. I can lend you this one.  
Maria Thank you. I used to work at the Sea View Motel.  
Chloe Look in the yellow pages under Motels.  
Maria M...M... Mortgages, Mortuaries, Motels. There it is, Sea View Motel.  
Maria May I borrow a pen?  
Chloe Sure, I can lend you this pen.  
Maria Thank you.  
Maria Thank you for lending me the phone book.  
Susan Kahn You are welcome.  
Maria Why did I come to the office?  
Chloe You came to apply for a job.  
Chloe What is this form?  
Maria It's a job application.  
Maria What job did I apply for?  
Chloe You applied for the housekeeping job.  
Chloe Did Maria remember all her information?  
Maria No, I forgot some information.  
Maria Did I borrow the phone book and return it?  
Chloe Yes, you did.  
Maria Did I borrow a pen?  
Chloe Yes, she borrowed a pen.

Unit 6, Lesson 5: Vocabulary & Phrases

address

phone book

yellow pages

secretary

Turn in my application.

Fill out this form.

Don't forget your resume.

Borrow your pen.

I can lend you my pen.

Unit 6, Lesson 5: Conversation Practice

Susan Kahn This is practice for "lend" and "borrow".

Chloe May I please borrow a pen?

Susan Kahn Sure, I can lend you this pen. Here you go.

Susan Kahn Who borrowed my pen?

Chloe I did, you lent it to me. Don't you remember?

Susan Kahn Sorry. I forgot that you borrowed it.

Chloe Don't worry. I'll return it when I'm finished using it.