

インバウンド観光客対応のできる人材育成のための  
外国語コミュニケーション教材  
専門英語学習教材  
ホテル・ホスピタリティ業専門英語 準備コース

English for Specific Purposes Course Book

# Preparatory English for Hotel and Hospitality Studies



富山情報ビジネス専門学校  
デ・ラ・サール大学セント・ベニール校（フィリピン）  
平成 27 年度文部科学省事業  
Toyama College of Business and Information Technology  
De La Salle-College of Saint Benilde, the Philippines  
Under the scheme conducted by  
Ministry of Education, Japan, 2015





## ごあいさつ

本事業においては、文部科学省「成長分野における中核的専門人材等の戦略的推進」事業として、観光分野（主にホテル経営部門）における中核的専門人材の育成について、2012年から調査・研究および実証を行ってきました

調査の結果、海外と日本の教育機関においては、観光人材育成やカリキュラム編成に伴う考え方に大きな違いがあることがわかりました。海外の教育機関では、4年制と2年制の単位互換を基本に、主として実務家教員から専門科目（宿泊部門・料飲部門・旅行部門・イベント部門）を学ぶ一方で、企業との連携を通してのインターシップが必須になっていることに加え、特に料飲部門の実習施設が充実しています。他方、日本の4年制大学は社会学系の科目が多く、実務教員が少ないこともあり、観光人材育成の専門科目が不統一で、実習施設はほとんど有していないという状況です。また、日本の専門学校では、実習施設を伴った料飲部門で学ぶことができる教育機関が多数ありますが、4年制大学との単位互換や企業との連携といった面が現状では大変希薄です。

→本事業では、インバウンド観光へ対応ができる中核的ホテルマン育成をテーマとしており、前述した各専門分野を可能な限り英語で学ぶことが極めて重要です。2016年9月から12月までの4カ月間、フィリピンのデ・ラサール大学（観光人材育成で世界の優良校とされる31校のひとつ）にて、180時間のインターンシップを含む558時間の短期留学が予定されています。

学校法人浦山学園 富山情報ビジネス専門学校とデ・ラサール大学が協働で開発した本ESP教材（English for Specific Purpose）は、各専門分野に必要な語彙とその使用例を学ぶことにより、インバウンド観光の対応に必要なコミュニケーションが円滑にできるようになることを目的に作成されています。英語での表記が多く、一見難解に感じることもあるかもしれませんが、一日5つの語彙と活用例（例文）を学ぶことを習慣化すれば、確実に学習成果を感じることができます。

特定分野を英語で学ぶことによる学習成果は、英語を一般的に学ぶことによる学習成果よりも圧倒的に優れていることは、本事業や他の事業においても検証されています。

本教材が、観光分野での学びを深める皆さんにとって、また日本のホテル産業に携わる皆さんにとって、より効果的に活用されることを期待致しております。

本事業に御尽力いただいた各委員の先生方とデ・ラサール大学の関係者の皆様に深く感謝申し上げます。

平成28年2月吉日

実施委員長

学校法人 浦山学園 理事長 浦山哲郎

## Preface

This textbook has been developed as part of a scheme conducted by the Ministry of Education, Culture, Sports, Science and Technology, which our institution has been undertaking since 2012. The fundamental aim of the scheme is to nurture human resources with high expertise that are expected to play central roles in growing business fields. One of the fields focused on is the tourism and hospitality industry, particularly in the hotel management sector.

Through our research projects in the scheme, we have come to realize that underlying concepts in nurturing core personnel in the hospitality industry and in developing curriculum to train such personnel are quite different between educational institutions overseas and those in Japan.

Accreditation of credits between four-year and two-year educational programs is common overseas. Students study specific major subjects in different fields such as hotel, food and beverage, tourism, and event section, often with instructors who have professional career backgrounds in each field. Mandatory internship programs at partner corporations and well-equipped training facilities for food and beverage studies are also common features at overseas institutions.

In contrast, four-year hospitality degree programs offered at Japanese universities mostly consist of social science subjects, while tourism/hospitality training subjects are not standardized. Very few of such universities own training facilities or lecturers with professional backgrounds in the career. While many Japanese vocational colleges offer training programs in food and beverage at their own facilities, transferring credits between four-year and two-year programs is very rare, as well as collaboration with business sector.

In light with the situation described above, our project has aimed to cultivate core hotel personnel who can deal with inbound tourists in Japan. Studying the specialized subjects through the medium of English is important for this purpose. In pursuit of this goal, we are sending our students to a four-month program at De La Salle – College of Saint Benilde (hereafter, DLS-CSB) in the Philippines, which is recognized as one of the 31 excellent schools in the world in the field of tourism and hospitality. The program, running from September through December in 2016, will be 558 hours in total including 180 hours of internship.

This ESP (English for Specific Purposes) textbook is the fruit of the collaboration between Toyama College of Business and Information Technology (Urayama Gakuen Educational Corporation) and DLS-CSB. It is designed for Japanese learners to gain English communication skills for inbound tourism through acquiring indispensable technical terminologies and their usages. The workbook style textbook, written mostly in English, may possibly overwhelm some learners. However, this textbook will certainly help learners to gain confidence in their learning outcome as they can develop their knowledge by making it a daily habit to learn 5 words/phrases and their usages introduced in the textbook.

As many previous studies have indicated, studying specialized fields through English can result in much greater educational effect compared with general EFL/ESL. This is also a fact we have found through the project. It is my hope that students pursuing their careers in the tourism and hospitality industry and professionals in the hotel industry in Japan will make good use of this textbook in their ESP development.

Last but not least, I would like to express my deepest appreciation to all the committee members and all involved at DLS-CSB for their great contributions to this project.

February 2016,

Tetsuro Urayama

Chairman of the administration committee in the project for development of core personnel in the tourism and hospitality industry

Chairman of the board of trustees at Urayama Gakuen Educational Corporation

## ～この教材をお使いになる皆様へ～

このテキストは、将来ホテル産業、レストランや観光業などのホスピタリティ系産業で働きたいと考える学生さん向けの専門英語教材です。日本とフィリピンの教育機関の留学協定のもと、日本人学生の留学準備プログラム用として開発され、海外の高等教育機関での座学や実習、ホテルインターンシップなどをこなすための準備講座に適した内容、構成となっています。専門学校や大学の授業で使用する場合、モデルカリキュラムとしては週3時間程度、半期（15週）にて完結する想定です。入門レベルと専門分野別モジュールに分かれているため、必要な部分のみ選択して使用することも可能です。なお、この専門分野に特化した語学テキストと平行して、一般英語の学習も行い基礎的な英語力を強化することが推奨されます。

### このテキストの特徴

- ✓ ホテル業を中心に、ホスピタリティ業で求められる専門英語に特化した学習内容
- ✓ 英語力に自信のない学習者向けに、入門レベルから取り組める準備コース（Pre-Seminar）を収録
- ✓ 各モジュールごとに100語の習得を目標とし、着実に専門語彙力を身に付けながらコミュニケーション力を伸ばす
- ✓ ホテル業・ホスピタリティ業全般で使うコミュニケーション力を伸ばすとともに、具体的な専門分野（ホテルフロント、料飲部門、バー運営等）別に専門用語を学び様々な部署で活用できる英語力を付ける
- ✓ 巻末に付録として、日本におけるインバウンド観光客対応のための異文化コミュニケーションマニュアル〔知識編・実践編〕を収録

### テキストの構成（概要）

#### Pre-Seminar Module (Module 0)

ホテル・ホスピタリティ業のごく基礎的な専門英語に触れ、専門用語の学習のポイントや学び方について知識を得る

※入門レベルの学習者には事前準備として活用を推奨

#### Main Modules (Module1～5)

特定の部署、業務における専門用語

（フロント業務、飲食部門、情報処理（IT）等）

※教材の主要部分。この5モジュールを網羅することで海外教育機関で専門的に学習する際の準備ができる

#### 付録：インバウンド対応のための異文化コミュニケーション

専門英語：全般的〔入門レベル〕



専門英語：部署・業務別  
〔基礎～実践編〕



+ αの業務上役立つ知識

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モジュール No. (ページ)	モジュール名/学習項目	モジュールごとの到達目標
ホテル・ホスピタリティ業専門英語【入門】～専門英語の学習の前に学習準備として取り組む基礎項目～		
Pre-Seminar (Module 0)  P. 5～28	<b>Introduction to Hotel and Hospitality English</b> <b>ホテル・ホスピタリティ業 専門英語【入門】</b>	ホスピタリティ業、特にホテルで使われる初歩的語彙の学習を通じ ・ 仕事で使う専門英語とはどのようなものか理解できる ・ 初歩的な専門英語の正しい綴りや発音、用法を習得する ・ 専門英語の学習の進め方について理解し実践できる [参考語彙数：約 100]
ホテル・ホスピタリティ業専門英語【基礎～実践】～具体的な専門分野別の専門用語の習得と応用～		
Main Module Introduction  P. 29～34	Main Module 部分 ・ 概要と学習の目的 (Course overview) ・ 各モジュールのユニットごとの学習内容 (Outline of each module) ・ モジュール別習得単語リスト (List of vocabulary)	
Module 1  P. 35～60	<b>Academic English Vocabulary</b> <b>アカデミック英語</b>	海外教育機関で専門英語を学ぶための準備として、基本的なアカデミック英語の語彙や海外における授業スタイルに慣れ、効率良く留学前の学習ができるよう必要な知識と学習スキルを身につける [習得語彙数：100]
Module 2  P. 61～94	<b>Food and Beverage Technology</b> <b>料飲部門 専門実務</b>	ホスピタリティ業の料飲部門で使う専門用語(100 語)を習得し、飲食業務全般につき英語で仕事がこなせるようになる [習得語彙数：100]
Module 3  P. 95～134	<b>Front Office Vocabulary</b> <b>フロント業務</b>	ホテルフロント業務で使う専門用語(100 語)を習得し、フロント業務全般につき、英語で仕事がこなせるようになる [習得語彙数：100]
Module 4  P. 135～160	<b>Bar Management Vocabulary</b> <b>バー運営</b>	バー運営業務における専門用語(100 語)を習得し、バー運営における業務全般につき英語で仕事がこなせるようになる [習得語彙数：100]
Module 5  P. 161～195	<b>Hotel Information System</b> <b>ホテル業情報処理システム</b>	ホテルやホスピタリティ業に従事する際に求められる IT 関連の英単語(100 語)を習得し、業務上必要な IT スキル・知識を英語を媒体に理解し、活用できるようになる [習得語彙数：100]
付 録 Extra-curricular  P. 197～207	Intercultural Communication for Japanese Hospitality Professionals インバウンド観光客対応のための 異文化コミュニケーションマニュアル [知識編・実践編]	日本においてインバウンド観光客を受け入れる際に役立つ異文化理解の基礎知識やコミュニケーション力を身に付ける
巻末添付 Appendix  P. 208～214	User's Guide ・ 教材の概要、使い方と学習スケジュール(Syllabus) ・ 評価基準について (Assessment) ・ 解答 (Answer Keys for Pre-Seminar, Intercultural Communication)	





# Pre-Seminar

## Introduction to Hotel and Hospitality English ～ホテル・ホスピタリティ英語入門～

ここでは、本番のホスピタリティ業専門英語コースの準備（プレ・セミナー）として、ホテル英語の入門レベルを学習します。英語初心者でも抵抗なく取り組めるよう、誰にでも身近なホテル英語を紹介しており、初心者～初級者向きです。従って必ずしも必修ではなく、このモジュールが不要な学習者は、そのまま **Main Modules** の分野別専門英語教材を使用して下さい。このモジュールを通して約 100 語学びますが、ここでは単語を覚えることが目的ではなく、専門用語を学習していく上でのポイントや注意事項などを理解し、今後の専門分野の英語学習に役立てることを目標とします。自分（達）で考える、調べるという姿勢で取り組みましょう。教材はグループワークなどを通してクラスメートと共に学ぶ形式をとっていますが、自主学習として活用することもできます。自習の場合は **Group/pair Work** の部分は参考としつつ、回答の確認など担当教員の指導を受けながら進めて下さい。

- I. まずは「専門用語」について知ろう～そもそも“専門用語”とはどのようなものか～
- II. ホテル業で使われる用語 10 語～スタッフ/ゲストとして必ず使う基本単語～
- III. ホテル室内の名詞～身近な物を英語で～
- IV. ホテル従業員についての用語～ホテルスタッフの名称と役割～
- V. 館内表示・案内／標識～英語の標識と英語での館内案内～
- VI. 名詞／動詞の関係を考えてみよう～単語だけでなく文章で接客できるように～
- VII. よく使われる名詞／動詞の組み合わせ～ホスピタリティ業でよく使う動詞と名詞をおさえよう～

### 復習問題





## Pre-Seminar: Introduction to Hotel and Hospitality English

【Ⅰ. まずは「専門用語」について知ろう】～そもそも“専門用語”とはどのようなものか～  
What are *technical terminologies* and how are they used?

1. 下のボックスの中には、このテキストに出てくる語彙から 30 語が入っています。これらを 2 つのグループに分けてみましょう。どんな分け方をするかはそれぞれの自由な発想で結構です。様々な分け方があり、正解はありません。

customer, no smoking, reservation, buffet, call back, café,  
bathroom, international, history, order, travel agent, lobby,  
bartender, a la carte, concierge, help, service, hospitality,  
accommodation, alcohol, double room, check in, hard drink,  
luggage, drink, beverage, menu, health, guest, business,

グループ A

グループ B

👉 まずはそれぞれの語彙について、意味を確認しましょう。知っている単語は何語ありましたか。

👉 カタカナ英語として普段使っている単語はどのくらいありますか。

※ カタカナ英語として普及している外来語は、少し発音を工夫したり語尾などを変えるだけで英語として通用したり、海外の人にも通じやすくなります。カタカナ語の知識を活用すると、英単語も覚えやすいですね。

例：ボキャブラリー→ヴォキャブラリと発音。ビュッフェ→buffet（ブフェーと発音）

2、これらの単語について、「ホテル・ホスピタリティ業で使う専門用語」と日常生活で使う「一般用語」とに分けてみましょう。ボックス内の単語で「専門用語」と思われるものを○で囲みましょう。

### Group/pair Work

- グループ同士で、どのような分け方をしたか確認し合いましょう。

- ディスカッションしてみましょう。

👉 専門用語と一般用語、どちらに区分すべきか迷う単語はありますか。

👉 ホテルマンとして使う英語は、専門用語、一般用語どちらの割合が多いでしょうか。

➤ Useful expression: What does it/this mean?

3、以下に挙げる単語は、すべて日常生活で使う一般英語ですが、これらの単語を2つ以上組み合わせ、ホテル業でよく使われる用語を作ってみましょう。

例：check + in = check-in      room + key = room key

check, desk, in, out, room, house, waiting, first,  
service, key, keep(ing), call, wake, up, front, list,  
name, master, number, card, business, credit,

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Group/pair Work

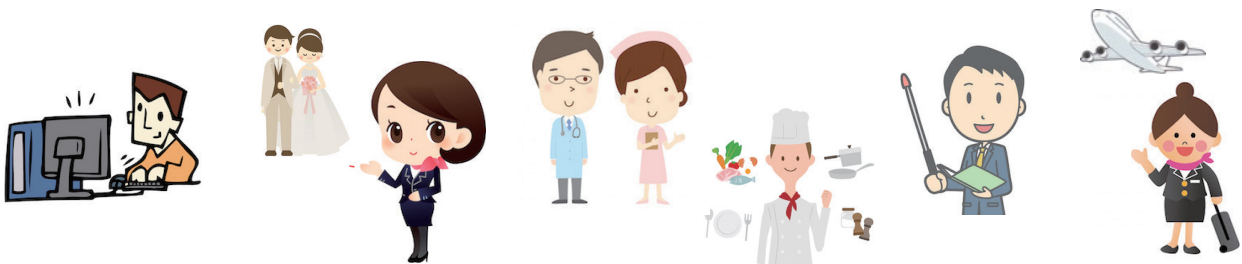
- ペアやグループで答えを比較してみましょう。
- 一番多く書き出したのは、どのグループでしょうか。

4、以下のグループ分けされた単語はそれぞれどんな職業で使う英語か、考えてみましょう。

thermometer, virus,  
medicine, medical record,  
X-ray, blood pressure,

programing, network,  
system error, software,  
computer virus,

invitation, guests,  
decoration, photographer,  
bride and groom



5、これまでに出てきたホテル業の専門用語がどのように具体的な会話で使われるのか、いくつか用語を選んで調べてみましょう。[ room key, reservation, room service, front desk ]

👉 辞書や参考書を参照すると会話例が掲載されています。

👉 インターネット上には、オンライン辞書を始めとする語学学習用のデータベースやツールが存在しますので、これらを活用することもできます。

✓ I CAN...

explain what "technical terminologies" mean.

【Ⅱ. ホテル業で使われる用語 10 語】 ～スタッフ/ゲストとして必ず使う基本単語～

First 10 words/phrases-introductory vocabulary of hotel English

1、それぞれの図を見て、何を指しているか考えてみましょう。それぞれ英語で何と言うか分かりますか。



2、下に示す語彙について、それぞれ「1」の a.～ j.の中から適したものを選び、[ ]に記入しましょう。

business trip[ ]    front desk[ ]    reservation[ ]    bathroom[ ]    meal[ ]  
bathtub[ ]    luggage[ ]    double room[ ]    twin room[ ]    breakfast[ ]

※フロントは front desk（主に米国）のほかに reception（主に英国）、reception desk など国や地域により異なる呼び方があります。このように専門用語でも世界共通ではないものがありますので主要な単語は英・米語ともにおさえておくとい良いでしょう。

- □それぞれの語彙について、読み方（発音）をしっかりと確認し、練習しましょう。
- 章末(P. 28)の単語一覧を活用して、意味の確認をしましょう。
- きちんと覚えられたか、絵だけを見て語彙の確認をしましょう。

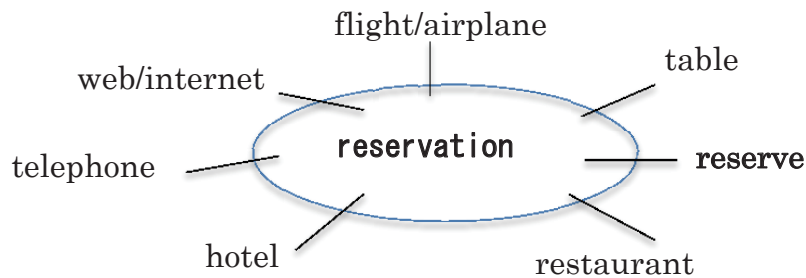
👉 以下の語彙は、a. ～j. の用語のどれに関連するか、考えてみましょう。

booking, brunch, single room, pleasure trip, suitcase, bag, baggage,  
menu, restaurant, check-in, reception, B & B, extra bed,  
reserve, carry, clerk, receptionist,

➤ Useful expression: What do you call “- - - -” in English?

3、「1」から幾つか語彙を選び、関連する単語を挙げて相関図を作ってみましょう。

例：



#### Group/pair Work

- □ ペアやグループで意見を出し合い、ブレインストーミングを行いましょう。
- 単語が分からない時は、お互いに聞きあったり、調べたりしてみましょう。

4、以下の文章の空欄に、適切な用語を記入しましょう。

(A = hotel staff, B = guest)

A: May I help you with your [ ]?

B: Thank you. It's quite heavy.

A: You're welcome. I will take it to your room.

A: Please leave your room key at the [ ] when you go out.

B: OK.

A: Enjoy your stay.

A: Welcome to Hotel BIT, Mr. and Mrs. Takano. Is this your first time in this city?

B: No. I came here last year on a [ ]. But it is the first time for my wife.

A: I see. I hope you'll enjoy your trip.

A: Hello. Hotel BIT. May I help you?

B: Can I make a [ ] for two people for tomorrow night?

A: Sure. Would you like a double room or [ ]?

B: A double room, please. How much is the room charge?

A: It's 10,000 yen per guest. Please note that the rate is per person, not per room.

B: OK. So, That will be 20,000 for two of us.

A: That's right.

※ 海外のホテルでは通常、room charge または room rate と言い部屋ごとの値段を指します。  
日本では宿泊客 1 人につきいくらかという値段設定が一般的なので注意が必要です。

👉 A と B の会話はどこで（どんな場面で）話されているのか、考えてみましょう。

✓ I CAN ...

pronounce and spell 10 words that are frequently used by hotel staff and guests.

【Ⅲ. ホテル室内の名詞】 ～身近な物を英語で～

Vocabulary Building -things in the guest room

1、それぞれの図を見て、何を意味しているか考えてみましょう。また、英語で何と言うか分かりますか。



2、下の語彙について、それぞれ「1」の図のどれに当てはまるでしょうか。

bath towel, armchair, safe, razor, floor lamp,  
 slippers, pillow, mini bar, refrigerator, outlet / socket,  
 bathrobe, toilet paper, toothbrush, toiletries, television/TV,  
 hanger, hairdryer, wastebasket, kettle, remote control,

- それぞれの語彙について、読み方（発音）をしっかりと確認し、練習しましょう。
- 章末(p. 28)の単語一覧を活用して、意味の確認をしましょう。
- きちんと覚えられたか、絵だけを見て語彙の確認をしましょう。

➤ Useful expressions: How do you pronounce/spell it?

3、以下の文章の空欄に、適切な語を記入しましょう。

(A = hotel staff, B = guest)

A: Front desk. May I help you?

B: Hello. Can I get some more [ ]? I have many clothes to hang.

A: Sure. I will have the housekeeper bring some to your room. What is your room number?

B: 1001. Thank you.

B: Excuse me. I want to make some tea, but the [ ] is broken.

A: Oh, sorry, sir. I will send someone to replace it right away.

B: Thank you.

A: My pleasure.

B: How can I turn on the [ ]? I want to watch news.

A: There is a [ ] next to it. Please press the red button to turn it on.

B: Hello. I'd like to check out, please.

A: Sure. Did you have anything from the [ ]?

B: Yes. I had a bottle of beer and a pack of snacks.

A: It'll be 4 dollars for beer and snacks.

B: Ok. I will pay in cash.

Group/pair Work

- ペアになって A と B の会話のロールプレイをしてみましょう。
- 前出 (p. 9) の A と B の会話についても、同じようにロールプレイをしてみましょう。
- グループ内でロールプレイを行い、お互いに発音や表現力などを確認し合ひましょう。

✓ I CAN ...

pronounce and spell 20 items found in a hotel guest room.



## 【IV. ホテル従業員についての用語】 ～ホテルスタッフの名称と役割～

### Vocabulary Building -hotel staff

1、次の絵を見て、それぞれホテルにおいてどんな役割を果たすスタッフか、考えてみましょう。日本ではそれぞれのスタッフはどのように呼ばれているでしょうか。



2、上のそれぞれの絵に対して、適切な英語を下のボックスから選びましょう。（1つの絵に対していくつかの異なる英単語が当てはまる場合があります。）

hotel clerk, waiter, general manager, receptionist,  
chef, porter, housekeeper, cook,  
bellboy, server, bellperson, concierge,

- それぞれの語の発音、意味をしっかりと確認しましょう。  
(章末 p. 28 の単語一覧、オンライン辞書などを活用)

- 👉 性別に関わらず使える単語と男女の区別のある単語に分けてみましょう。どちらを使うのがより一般的/適切でしょうか。
- 👉 似たような役職について、違いを確認しましょう。  
(例 cook or chef)

例 : (hotel) receptionist ≠ hotel clerk  
どちらもフロント係を意味しますが、多少使われ方が異なるので辞書などで違いを調べておきましょう。

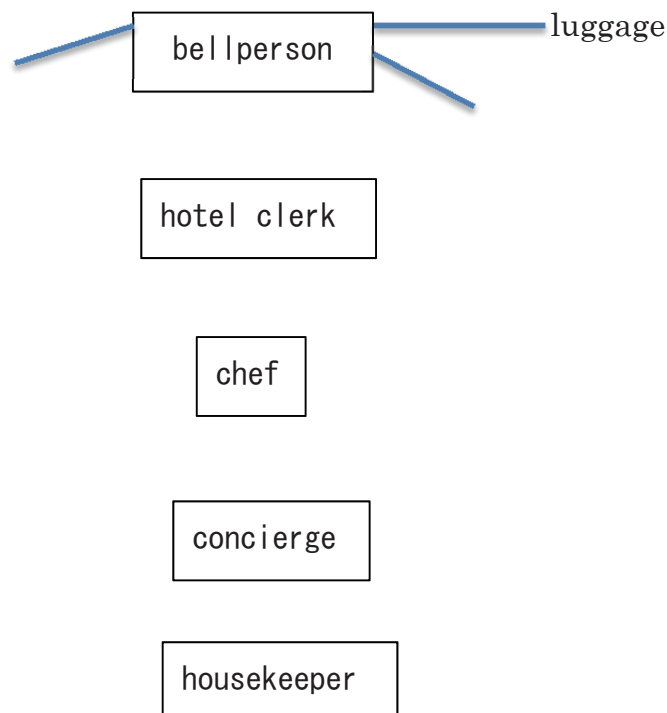
**concierge**: もともとフランス語の単語が外来語として定着したもの。日本語のカタカナ発音とは異なるので注意しましょう。

➤ Grammar Point: The word, “staff” means a group of workers.



3、次に挙げる語彙は、ホテル従業員のどのポジションと関係するか、グループ分けをしてみましょう。

bed making, check-in/out, luggage cart (trolley), master key,  
course menu, vacuum cleaner, room service, theater ticket,  
luggage, parcel, mail, taxi, limousine, trash, credit card,  
today's special, toilet paper, bedding, cash register, tip



#### Group/pair Work

- ペアやグループで、お互いの回答を確認しましょう。
- 複数のスタッフに共通する役割、共通して関係するものはありましたか。
- 他にも、どんな役割や関連する物があるか、アイデアを出し合ってみましょう。



✓ I CAN ...

use the right words to describe common hotel staff and their main duties.

4、以下の a～f の文章の空欄に、正しい役職名を入れましょう。

a. Karina works at the front desk. She is in charge of taking reservations, check-in and check-out. She uses the cash register.

→ What does Karina do?

She is a [ ].

b. Taro works at a hotel in Tokyo helping guests by taking their luggage to their rooms. Foreign guests sometimes try to give him tips, but he refuses it telling them, "Thank you, but it's not a Japanese custom to accept tips."

→ What does Taro do?

He is a [ ].

※tip(s) → チップ：日本と海外のチップの習慣の違いについても、確認しておきましょう。

c. Natsumi cleans the guest rooms and supplies items such as bath towels, bathrobes and toiletries. Her bed making skills are great. She sometimes finds tips left for her by the guests.

→ What does Natsumi do?

She is a [ ].

d. Manami's job is to help the guests with services such as booking theater tickets and mailing parcels and postcards. She sometimes arranges a limousine for her guests.

→ What does Manami do?

She is a [ ].

e. Naoto is a professional cook. He works at the hotel restaurant. He decides all the menus and manages the staff working in the kitchen.

→ What does Naoto do?

He is a [ ].

f. Haruka works at a restaurant in New York. She takes orders and serves meals to the customers. She always receives tips.

→ What does she do?

She is a [ ].



#### Group/pair Work

- ペアやグループで、お互いの回答を確認し合いましょう。
- ペアになって文章を読む練習をしましょう。スラスラと読めるようになったら、今度はテキストを伏せて話してみましょう。
- 自分の（将来の）仕事についても、話してみましょう。

例：I' m a waiter. I work at the restaurant. . . . .

➤ Useful expressions: What do you do? / What does s/he do?

## Pre-Seminar: Introduction to Hotel and Hospitality English

## 【V. 館内表示・案内/標識】～英語の標識と英語での館内案内～

## Vocabulary Building- facilities and signs in the building

1、下の図はそれぞれ何を表しているか、考えてみましょう。



2、下の語彙について、それぞれ「1」の図のどれに当てはまるでしょうか。

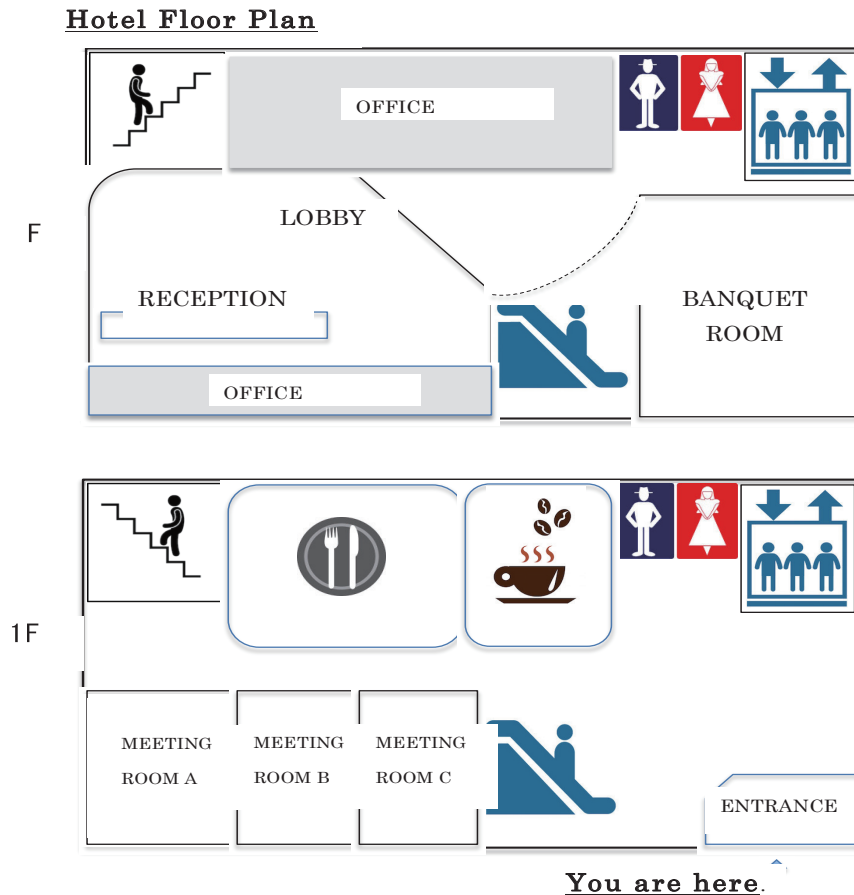
corridor / hall way,	escalator,	entrance,	lobby,
restaurant,	banquet room,	elevator,	swimming pool,
first floor,	vending machine,	basement,	
cloakroom,	laundry room,	staircase,	restrooms

- それぞれの語彙について、読み方（発音）をしっかりと確認し、練習しましょう。
- 章末（p. 28）の単語一覧を活用して、意味の確認をしましょう。
- きちんと覚えられたか、絵だけを見て語彙の確認をしましょう。

✓ I CAN...

use some general words to show and explain some hotel facilities.

3、下のフロアマップを見て、AとBの会話の空欄を埋めましょう。



A: Excuse me. Could you tell me where the restrooms are?

B: Sure. As you go in through the entrance, you'll see an [ ] in front of you.  
The restrooms are right next to it. There are restrooms also located on the [ ] floor.

A: Thank you.

A: I'd like to check in. Where is the [ ] ?

B: It's on the [ ]. Please take the [ ], which will take you to the lobby. You'll see the [ ] in the area.

A: Are there any places in the hotel where I can have lunch?

B: Yes. There is a [ ] on the [ ] floor. There is also a café next to it, where you can find some light meals.

Group/pair Work

- 前ページで学んだ語彙を意識しながら、ペアになってAとBの会話の練習をしましょう。
- このフロアマップを使ってお互い質問をし、館内案内の練習をしましょう。
- 身近なホテルのフロアマップを使って、同じような会話の練習をしてみましょう。

➤ Useful expressions: A is next to/in front of B. A is between B and C.

4、下のそれぞれのボックスにはホテルなどでよく見かけるサイン・標識から引用した表現が含まれます。何を意味しているか、話し合ってみましょう。また、空欄に入る語彙を考えてみましょう。(図をヒントにしてみてください。)

((を意味しているか話し合い、空欄に入る語を考えましょう。))

[                      ] EXIT

[                      ] SMOKING

Do not [                      ]

[                      ] ENTRY

Out of [                      ]

STAFF [                      ]

[                      !]  
Wet Floor

[                      ] Extinguisher

[                      ] Parking

Fire [                      ]  
Keep Shut



#### Group/pair Work

- ペアやグループになって、お互いに質問し合ってみましょう。

Where do you see this sign?

What does it mean?

✓ I CAN...

tell the meaning of typical building signs found in a hotel.

【VI. 名詞/動詞の関係を考えてみよう】～単語だけでなく文章で接客できるように～

Vocabulary Building - noun/verb relationship

1、次の語（チェックイン）は名詞でしょうか、それとも動詞でしょうか、考えてみましょう。



下の空欄に、どちらか適切なほうを入れましょう。

- I'd like to [                      ], please.
- Where is the [                      ] counter?
- What time is the [                      ]?
- By what time do I have to [                      ]?
- Guests [                      ] after 2pm.
- Please [                      ] by 8pm.
- I will [                      ] around 3pm.
- You can [                      ] early if you like.
- The [                      ] was quick and easy.
- We start early [                      ] at 10am. Our late check-out is by 2pm.

※early \_\_\_\_\_ & late check-out : セットで覚えましょう。

下の文章の普通動詞の部分に下線を引きましょう。

- I want to check in early.
- Are you checking in now?
- Did you check in?
- I checked in already.
- Have you finished your check-in?
- What time do you start check-in?

Group/pair Work

- ペアやグループでお互いに答えを確認し合いましょう。
- 名詞と動詞、どちらのほうが頻繁に使われると思いますか。check-in, check in の例文を検索してみて、その結果から考えてみましょう。
- これまでにこのモジュール I ～ V で学んだホテル用語は、それぞれ名詞か動詞どちらでしたか。

➤ Grammar point: Nouns are names of things. Verbs describe actions.

2、次に挙げる単語はホテル・ホスピタリティ業でよく使われる単語ですが、名詞と動詞が同じ形を取ります。それぞれの語の例文について、名詞としての用法なら **n**、動詞としての用法なら **v** を[ ]に記入しましょう。

### welcome

Let us welcome our special guest now. [ ]

We had a very warm welcome at the hotel. [ ]

### charge

The hotel clerk charged me for the beer and snacks from the minibar. [ ]

The room charges at that hotel are too expensive. [ ]

### cost

It costs about 5,000 yen to go to Kyoto by train. [ ]

The cost of living in Tokyo is very high. [ ]

### stay

I'm staying at the BIT Hotel tonight. [ ]

Please enjoy your stay. [ ]

### help

May I help you? [ ]

Can I have some help, please? [ ]

### order

Are you ready to order? [ ]

May I take your order? [ ]

### Group/pair Work

- ペアやグループで、お互いの回答を確認し合いましょう。
- それぞれの単語の意味を、しっかり確認しておきましょう。
- 発音もお互いに確認し合いましょう（オンライン辞書などを活用）。
- それぞれの文章がどんな意味で、どんな場面で話されているのか、話し合ってみましょう。

✓ I CAN...

explain the same kinds of service using both noun and verb forms of some vocabulary.



3、以下に挙げる語はホテル・ホスピタリティ業で動詞形・名詞形ともによく使われる単語です。  
空欄部分に正しい語（名詞形または動詞形）を記入しましょう。

～動 詞～	～名 詞～
reserve	reservation
	arrangement
cancel	
	payment
book	
register	
confirm	
	service

Group/pair Work

- 辞書やオンライン辞書などを活用して調べましょう。
- ペアやグループで回答を確認しましょう。
- それぞれの語について、意味と発音をしっかり確認しましょう。
- ペアやグループで協力しながら、それぞれの単語を使った例文を作成してみましょう。

➤ Grammar Point: Suffixes such as “-ment”, “-tion”, and “-ing” form nouns.

## Pre-Seminar: Introduction to Hotel and Hospitality English

## 【Ⅶ. よく使われる名詞/動詞の組み合わせ】

～ホスピタリティ業でよく使う動詞と名詞をおさえよう～

## Vocabulary Building - noun/verb collocations

- 1、下の図では、ホテル・ホスピタリティ業でよく使われる名詞と動詞の組み合わせが示されています（左側：スタッフとしてよく使う組み合わせ、右側：客としてよく使う組み合わせ）。これらの組み合わせを使って短い文を作ってみましょう。

例：The bellboy carried the luggage.

I want to leave my luggage at the hotel.

StaffGuests

carry

take

luggage



leave

pick up

serve

provide

breakfast



order

have

take

confirm

reservation

reservation  
make

confirm

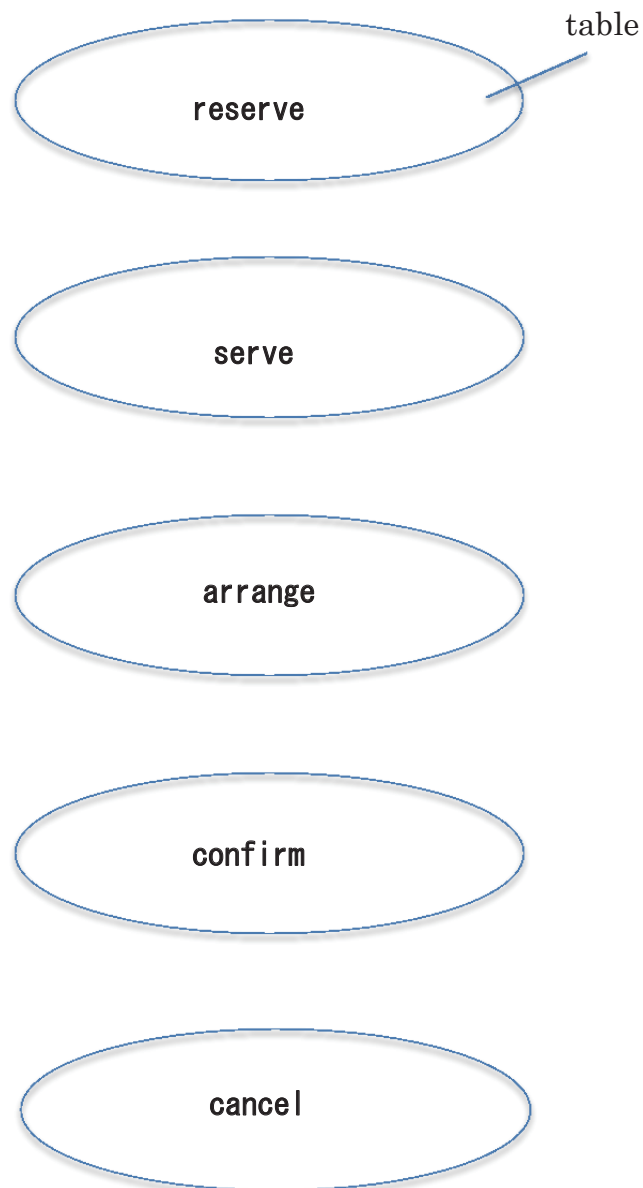
Group/pair Work

- ペアやグループでお互いに作った文を読み合いましょう。
- 他にどんな動詞と組み合わせられるか、考えてみましょう。

✓ I CAN...

match some verbs with nouns that are commonly used in the hospitality industry.

2、下のそれぞれの動詞に対して一緒に使われることの多い名詞、組み合わせて使うと意味をなす名詞をボックスの中から選び、相関図を作ってみましょう。



flight, dinner, alcoholic drinks, plan, schedule, seat,  
room, coffee, Japanese food, double room, taxi, reservation,  
delicious meals, customer, pick-up service, flowers, meeting,  
birthday party, dinner plans, limousine, theater ticket

➤ Useful expression: Does it make sense to say, “\_\_\_\_\_”?

3、次の文の下線部を別の語に言い換えてみましょう。

(答えは一つとはかぎりません。)

例：

I arranged a taxi for my guest.

→called

- I am going to arrange a dinner party next weekend.
- The staff arranged a very nice meal for us.
- Will you arrange a car for me?
- We arranged a special room for the guests.
- Thank you for arranging the meeting for tonight.

#### Group/pair Work

- ペアやグループで答えを確認しアイデアを出し合ひましょう。  
 👉 辞書の例文や類義語検索 (thesaurus) を参照すると、言い換え (rephrase) に役立ちます。

4、下の表の語彙は **serve, reserve, arrange, confirm, cancel** などとよく一緒に使われますが、動詞によって、組み合わせられる名詞とそうでない名詞があります。どんな組み合わせが可能か、考えてみましょう。

meal (lunch, dinner, etc.)	room (e.g. hotel room)	Japanese food, Italian food, etc.	table (at a restaurant)
pick-up service	taxi	flight	reserved seat
transportation	accommodation	ticket	meeting
schedule	party	trip	plan

✓ I CAN...

use different verbs to explain the same kinds of service to customers.

## Pre-Seminar 復習問題 - Review

- 1、写真の中から Pre-Seminar モジュールの I、II で学んだ単語を見つけ、書き出してみましょう。



### Group/pair Work

- ペアやグループで答えを確認しましょう。
- お互いに何があるか質問しましょう。

Are there bathrobes in the room?

Yes. There are two.

2、左側に示された英単語について、右側のボックスから適切な説明文を選び、線でつなぎましょう。

emergency	a person who is at a front desk/reception to respond to guests' requests, answer phone calls and perform administrative work
emergency concierge	a warning telling people to be careful
fire extinguisher	sudden, serious and dangerous situation such as fire, earthquakes and accidents
entrance	a person in a hotel whose job is to help guests by giving them information and help, such as arranging theater tickets, etc.
caution	an area of a building where people go through to get inside
receptionist	a metal container placed in buildings that is used to put out small fires

Group/pair Work

- ペアやグループでお互いの回答を確認しましょう。
- 何も見ずにそれぞれの語彙の説明ができるか、試してみましょう。

3、次の英文の説明について、適切な語彙を答えましょう。

a chair with wheels that is used by people who cannot walk ]

→[ ]

a person who works at a hotel front desk

→[ ]

a woman who serves food and drinks to people at a restaurant

→[ ]

a sign in a building or on a street telling people not to smoke cigarettes

→[ ]

the floor of a building that is at a ground level  
(It is called “ground floor” in British English.)

→[ ]

4、「2」・「3」を参考に、以下の語彙についての説明文をそれぞれ作ってみましょう。

◆ escalator: \_\_\_\_\_

◆ chef: \_\_\_\_\_

◆ exit: \_\_\_\_\_

◆ staircase: \_\_\_\_\_

◆ housekeeper: \_\_\_\_\_

Group/pair Work

- お互いの説明文を比較してみましょう。
- グループやペアになって手分けをし、オンライン英英辞書などを使ってそれぞれの語彙が英語でどのように説明されているか調べてみましょう。



5、下の文章の空欄にはそれぞれ、ある語彙の名詞系または動詞系が入ります。適切な語を選び文脈に合わせた形で記入しましょう。それぞれ、頭文字のみ記入されています。

- I'd like to [ r ] a double room for tomorrow.
- May I take your [ r ]?
  
- Could you [ a ] a car for me to get to the airport?
- All the [ a ] made for us were great.
  
- I have to [ c ] my flight as I changed my plans.
- My flight [ c ] was confirmed.
  
- I will [ p ] by credit card.
- Please make your [ p ] in advance.
  
- I want to [ b ] a special course meal for my girlfriend's birthday.
- I made a [ b ] for the dinner show.
  
- Please [ r ] at the check-in counter.
- Your [ r ] was cancelled.
  
- They provide excellent customer [ s ] at the Hotel Benilde.
- [ s ] customers is the main job of hospitality professionals.

#### Group/pair Work

- ペアやグループで答え合わせをしましょう。
- Pre-Seminar モジュールで学んだ単語で、名詞系と動詞系が同じ単語にはどのようなものがあつたでしょうか、お互いに確認しましょう。

Pre-Seminar モジュールでは、ホスピタリティ業（特にホテル業）で使うごく基礎的な単語（名詞と動詞）を約 100 語学びました。次ページの単語一覧を活用して復習をしましょう。なお、これらはホテル業務のどの分野にも共通して使われる基本的用語です。これらの語彙の多くは教材メイン部分（Module1～5）の分野別専門語彙の中にも重複して出てきます。

# Pre-Seminar Module Vocabulary 【単語一覧】

入門語彙10語	
bathroom	バスルーム(トイレも含め)
bathtub	バスタブ
breakfast	朝食
business trip	出張
double room	ダブルルーム
front desk	フロント
luggage	荷物
meal	食事
reservation	予約
twin room	ツインルーム
ホテル室内の物	
arm chair	肘掛け椅子
bath towel	バスタオル
bathrobe	バスローブ
floor lamp	床置き電気スタンド
hairdryer	ドライヤー
hanger	ハンガー
kettle	湯沸かしポット
mini bar	ミニバー
outlet / socket	電気コンセント
pillow	枕
razor	かみそり
refrigerator	冷蔵庫
remote control	リモコン
safe	金庫
slippers	スリッパ
television/TV	テレビ
toilet paper	トイレトペーパー
toiletries	洗面・浴用品
toothbrush	歯ブラシ
wastebasket	くずかご
ホテルのスタッフ	
bellboy	ベルボーイ
bellperson	ベルパーソン
chef	料理長、シェフ
concierge	コンシェルジュ
cook	調理人
general manager	総支配人
hotel clerk	フロント受付係
housekeeper	ハウスキーパー
porter	ポーター、荷物運搬係
receptionist	受付係
server	サーブする人、給仕係
waiter	ウェイター
ホテル建物	
banquet room	宴会場
basement	地下階
cloakroom	クローク
corridor/hall way	廊下
elevator	エレベーター
entrance	入口、玄関
escalator	エスカレーター

first floor	1階
lobby	ロビー
restaurant	レストラン
restrooms	お手洗い
staircase	階段
swimming pool	プール
vending machine	自動販売機
標識・館内表示	
caution! (wet floor)	注意(床が濡れています)
do not disturb	起こさないでください
emergency exit	緊急避難出口
fire door (keep shut)	防火扉
fire extinguisher	消火器
no entry	進入禁止
no smoking	禁煙
out of order	故障中
staff only	スタッフ専用
wheelchair parking	車椅子用駐車場
名詞/動詞	
charge	(動)請求する (名)料金、請求額
check in	(動)チェックインする
check-in	(名)チェックイン
cost	(動)…の金額がかかる (名)費用
help	(動)手助けする (名)手助け
order	(動)注文する (名)注文
stay	(動)滞在する (名)滞在
welcome	(動)歓迎する (名)歓待
名詞形と動詞形	
arrange	手配する
arrangement	手配
book	予約する
booking	予約
cancel	キャンセルする
cancellation	キャンセル
confirm	確認する
confirmation	確認
pay	支払う
payment	支払い
register	登録手続きする、記名する
registration	登録、記名
reserve	予約する
reservation	予約
serve	仕える、提供する
service	サービス、客への奉仕





# Hospitality English Preparatory Course

## WORKBOOK

ここからはこの教材の主要部分（Main Modules）となります。このメイン教材部分はフィリピンのデ・ラサール大学セント・ベニール校（De La Salle-College of Saint Benilde）の教授陣により、日本人の学生が英語圏の大学に留学しホスピタリティ業を専門的に学ぶための留学準備コース用に製作されました。教材は5つのモジュール（Module1～5）に分かれており、それぞれテーマごとに習得語彙（各 100 語）や習得目標が定められ、留学先での座学や実習、インターンシップ等に対応するために必要な学習内容が網羅されています。

海外教育機関でホスピタリティ分野の履修を目指す方は、この Module 1～5 をしっかり学習し身に付けましょう。その他の学習者は適宜必要な Module のみ選択して取り組むことができます。

### Main Modules 全体を通しての目標

- ホスピタリティ業の様々な分野における専門用語の理解を深める
- それぞれの単語をきちんと相手に通じるように発音できる
- 具体的な職場を想定した場面で専門用語を使って適切に発話できる

### コース概要：

全5モジュール（各6ユニットずつ）から成る教材で、日本における留学準備コース用に構成されています。授業時間数としては 45 時間で完結する想定です。90 分授業の場合 1 コマで 1 ユニット進め、各モジュールの最終回（Unit 6）は復習やミニテストにあてます。

モジュールごとに 100 語ずつの習得語彙とその用法（例文）が示され、ワークブック形式の教材を通して専門的な語彙の習得と、語彙を実際に活用できるコミュニケーション能力を育成します。分野ごとの専門用語を着実に習得して留学先の授業に対応できるようになることはもちろん、各分野の知識を総合的に応用し、インターンシップなどの実習にも役立てることを目指しています。各ユニットは予習（自習）部分と授業で取り組む部分とで構成され、さらにそれぞれのモジュールに対して別添（電子ファイルにて配信）の確認テストが用意され各モジュール Unit 6 の復習/テストで活用します。

### 〔5つのモジュールの学習内容〕

Module 1: Academic English Vocabulary（アカデミック英語）

Module 2: Food and Beverage Technology（料飲部門 専門実務）

Module 3: Front Office Vocabulary（フロント業務）

Module 4: Bar Management Vocabulary（バー運営）

Module 5: Information System Vocabulary（情報処理システム）

and

Toyama College of Business and Information Technology

De La

Salle-College of Saint Benilde

Module 1: Academic English Vocabulary	
Units	Themes
1	Getting to Know Each Other
2	Welcome to Your New School
3	Setting Learning Goals
4	Academic Success
5	The Active Learner
6	Summative Assessment

### Target Vocabulary

Unit 1	Unit 2	Unit 3	Unit 4	Unit 5
appearance	administrators	advanced	achievement	accomplish
behavior	components	complete	role play	accuracy
country	discussion	credits	analysis	appreciate
course	dress code	deal with	revise	categories
describe	enroll	develop	arrange	complain
familiar	facilities	direction	volunteer	disciplined
goal	hospitality	equip	collaborate	effective
hometown	instruction	expand	illustrate	efficient
information	laboratory	focus	materials	enumerate
international	lecture	improve	supplies	fill out
introduce	methods	perform	equipment	handout
local	objectives	phases	survey	honesty
nationality	outline	prepare	simulate	in-depth
origin	overview	procedure	assessment	prior
profession	policies	process	demonstrate	relate
proper	practice	punctual	presentation	report
residence	requirement	review	active	request
skills	roster	sequence	passive	responsibility
various	syllabus	standards	engaged	strategies
viewpoints	system	tardiness	performance	technique

## **Module 2: Food and Beverage Technology**

Units	Themes
1	Food and Beverage Operation
2	Basic Food Service Terms
3	Beverage Service Vocabulary
4	Basic Culinary Arts Terminologies
5	Service Skills
6	Summative Assessment

### Target Vocabulary

Unit 1	Unit 2	Unit 3	Unit 4	Unit 5
beverage	al dente	banqueting	a la carte	bar
budget	béchamel	bartending	aspic	bistro
buffet	blackening	catering	au jus	café
cuisine	browning	clearing	cultural food	cafeteria
customer	butterfly	contract catering	first class restaurant	customer satisfaction
culinary	caramelize	dishwashing	function	fast food
delivery	confit	napkin folding	halal	fine dining
demonstrations	cook chill process	order taking	haute cuisine	food court
food	cook freeze process	parade of waiters	health food	kiosk
hygiene	cordon bleu	plate carrying	hors d'oeuvres	leisure attractions
management	dredging	preparing	kosher	meal experience
market	flambé	room service	marination	menu planning
meal	fillet	service sequence	menu bundling	menu presentation
menu	julien	stocktaking	menu design	Michelin star
nutrition	maceration	storing	mother sauce	rest stop
perishables	mise en place	synchronized service	oenophile	meal experience
quality	proofing	table service	roulade	menu planning
quantity	puree	table setting	sear	menu presentation
restaurant	roux	table skirting	stuffing	Michelin star
service	veloute	waitering	theme restaurant	rest stop



<u>Module 3: Front Office Vocabulary</u>	
Units	Themes
1	Telephone Skills
2	Guest Cycle
3	Room Reservation
4	Room Management
5	Handling Complaints and Inquiries
6	Summative Assessment

### Target Vocabulary

Unit 1	Unit 2	Unit 3	Unit 4	Unit 5
area code	arrival (pre-, hold)	advance payment	cash basis	below standard
average daily rate	credit/house limit	all inclusive	check in	cancelation
busy signal/tone	departure	alternative accommodation	check out	compensation
call back	due out	amenity	complimentary	complaint
call display	extended stay	Bellboy	concierge	customer expectations
call hold	facilities/amenities	downgrade	long stay	customer experience
cardholder	front office	fully-booked	maximum capacity	customer feedback
confirmation number	front office receptionist	hot card	no show	customer loyalty
country code	guest cycle	key card	occupancy	customer satisfaction
credit card information	guest folio	late charge	off-peak season	customer service
dial/dial tone	logbook	room service	tentative booking	goodwill freebies
guest history	manager on duty	self-catering	transfer	goodwill payment
guestbook	night manager	single room	triple room	guarantee
hang up	occupancy	sleep out	twin room	inconvenience
hang on	package	stayover	upselling	investigation
international call	rebate	deposit	voucher	empathy
local call	register	double room	waitlisted booking	liability
long distance call	registration card	overbooking	walk-in	refund
pick up	timeshare	peak season	walking guest	replacement
reservation	travel agent	rack rate	wash down	security deposit

#### Module 4: Bar Management Vocabulary

Units	Themes
1	The Bar
2	The Bartender/Bar Professional
3	Bar and Beverage Service
4	Beverage Management
5	Wines & Spirits
6	Summative Assessment

#### Target Vocabulary

Unit 1	Unit 2	Unit 3	Unit 4	Unit 5
aroma	aperitif	call brand	cobbler	competition
stools	bar brand	chaser	credibility	varieties
cocktail lounge	barista	collins	delicate	jigger
back bar	bartender	cooler	digestif	call drink
bar	bartending	crusta	experience	vineyard
bar die	carafe	daisy	expertise	pricey
beer bar	chill	dash	float	high ball
alcohol	concoction	double	manager	experts
under bar	distilled	eggnog	one part	dry
full bar	efficiently	fizz	over-the-top	styles
space	flaring	flip	pick me up	low ball
operation	food harmony	frappe	pinch	intoxicated
front bar	measurement	hot	punch	night cap
hard drink	recipe	nip	recommendation	local
beverage	service	off warm	sangaree	mist
music bar	shot	procedures	satisfaction	on the rocks
glassware	smoothies	standard	spirits	mocktail
garnish	stressful	standardize	squeeze	developed
wine bar	tasks	successful	straight up	tasted
menu	upscale	system	thumping	improved

Module 5: Hotel Information System	
Units	Themes
1	ICT in the Hospitality Industry
2	The Guest Cycle and Information System
3	Reservation and Room Management
4	Cashiering and End of Day Procedures
5	Sales Catering
6	Summative Assessment

### Target Vocabulary

Unit 1	Unit 2	Unit 3	Unit 4	Unit 5
administrative	accounts	access	balance sheet	banquet sheet
audit	allocate	availability	credit	central
automation	application	bill posting	currency	client
browser	back office	blackouts	debit	cookies
controls	back-up	brownouts	e-business	encryption
database	ergonomics	charge	entry	forecasting
gigabyte	financial	identity	override	function sheet
hardware	folio	inquiries	payable	genuine
interdepartmental	generate	intranet	point of sale	installation
interface	intermittent	LAN	reboot	malware
inventory	ledger	multimedia	receivable	online/offline
mainframe	main menu	multitasking	reconcile	operational
management	maintenance	programming	risk	protocol
manually	modem	rack rate	scrutiny	provider
network	period	server	settlement	register
property	portal	status	terminal	revenue
software	profiling	surfing	tickler	route
structure	router	switch on/off	time stamp	safety
work flow	terminal	upgrade	transaction	set up
yield	verify	WAN	void	wireless





## MODULE 1

# Academic English Vocabulary

## HOSPITALITY PREPARATORY ENGLISH COURSE



このモジュールでは留学準備のためのアカデミック英語を学びます。本モジュールを通して100語のアカデミック・ヴォキャブラリーを学びますが、これらはあなたが海外の高等教育機関でホスピタリティ分野の専門的な学習をする際に求められる知識です。習得語彙は各ユニット20語ずつ提示されています。事前に予習部分（self-study）に取り組み発音や意味、用法を確認しておき、授業でスムーズに学習内容を理解しタスクに取り組めるようにしましょう。

このモジュールを通してあなたが身に付けられる語学力（Module 1 の Can-Do 目標）：

I CAN...

- ✓ Review and recall important terms used in the classroom setting.
- ✓ Articulate specific terms correctly through practices and speech drills.
- ✓ Understand the meanings of these terms as used in the learning environment.
- ✓ Derive other words that may be formed from specific terms in the vocabulary list.
- ✓ Use terms correctly in spoken and written language.

### Unit 1

# Getting to Know You

In this lesson, you will describe yourself and be introduced to one another, using specific words found in the vocabulary list.

## Target Vocabulary

<i>appearance</i>	<i>familiar</i>	<i>introduce</i>	<i>proper</i>
<i>behavior</i>	<i>goal</i>	<i>local</i>	<i>residence</i>
<i>country</i>	<i>hometown</i>	<i>nationality</i>	<i>skills</i>
<i>course</i>	<i>information</i>	<i>origin</i>	<i>various</i>
<i>describe</i>	<i>international</i>	<i>profession</i>	<i>Viewpoints</i>

**1.1.1. Self-Study** - In your free time, practice spelling the target vocabulary by writing each one three times. As you write the next word, cover the first and what you have written. Don't look at the vocabulary list as you complete this exercise.

1. appearance \_\_\_\_\_
2. behavior \_\_\_\_\_
3. nationality \_\_\_\_\_
4. profession \_\_\_\_\_
5. residence \_\_\_\_\_
6. familiar \_\_\_\_\_
7. viewpoints \_\_\_\_\_
8. hometown \_\_\_\_\_
9. information \_\_\_\_\_
10. international \_\_\_\_\_



**1.1.2 Self-Study** - Check your word skills by writing the missing letter for the following terms, without looking at the vocabulary list. Refer to the meaning guide found in the next column.

- |                                     |  |
|-------------------------------------|--|
| 1. G ____ L                         | aim, purpose                               |
| 2. ____ O ____ N ____ R ____        | place, nation                              |
| 3. S ____ I ____ L ____             | abilities; what you can do                 |
| 4. ____ R ____ G ____ N             | point or place where one came from         |
| 5. ____ A ____ I ____ S             | different or not the same                  |
| 6. ____ O ____ A ____               | someone from a place; not foreign          |
| 7. C ____ R ____                    | something you study in school              |
| 8. D ____ S ____ R ____ B ____      | to tell how something looks like or appear |
| 9. ____ N ____ R ____ D ____ C ____ | to make others know at the first time      |
| 10. P ____ O ____ R                 | right manner, or correct way               |

**1.1.3 Matching Type:** Choose the correct word in column B that fits the set of terms given in column A. write the letter in the provided space (15 minutes).

- |  |                  |
|--|------------------|
| 1) _____ short, tall, slim, big                              | A. Skills        |
| 2) _____ Teacher, Engineer, Chef                             | B. appearance    |
| 3) _____ cooking, writing, bartending                        | C. Behavior      |
| 4) _____ dependable, responsible, attentive                  | D. nationalities |
| 5) _____ age, height, weight                                 | E. professions   |
| 6) _____ Japanese, Filipino, Korean                          | F. Goals         |
| 7) _____ to become a businessman, to finish school, to serve | G. Course        |
| 8) _____ apartment, dormitory, hotel                         | H. Countries     |
| 9) _____ Philippines, Japan, USA                             | I. information   |
| 10) _____ Culinary Arts, Management, Information System      | J. Residence     |

**1.1.4 Giving Personal Information.** Read the call out and then provide personal information about the woman in the picture. Write those information in the card below (15 minutes)

Hi! My name is Mayumi Tanaka,  
my friends call me Yumi. I'm 20  
years old from Fukuoka. I am  
Japanese and taking up  
Performing Arts at a local  
university in my hometown. I can  
sing, dance and act. People say  
that I am friendly and outgoing.  
I am petite with long black hair.  
My goal is to finish college.



PERSONAL INFORMATION CARD

Name: Mayumi Tanaka (Yumi)

Age: 20 years old

Hometown: \_\_\_\_\_

Nationality: \_\_\_\_\_

Skills: \_\_\_\_\_

Profession: \_\_\_\_\_

Course: \_\_\_\_\_

Appearance: \_\_\_\_\_

Behavior: Friendly and outgoing

Goal: \_\_\_\_\_

**1.1.5 Word Meanings.** Complete the sentence with the correct word from the vocabulary list below. The underlined words are your clues to find out the missing word (15 minutes).

<i>Various</i>	<i>introduce</i>	<i>proper</i>	<i>viewpoints</i>	<i>local</i>
<i>Describe</i>	<i>familiar</i>	<i>international</i>	<i>origin</i>	<i>hometown</i>

- To \_\_\_\_\_ yourself to your classmates, you have to tell about yourself so they can become familiar with you.
- The teacher introduced the course so that the students will be \_\_\_\_\_ with it. He wants his students to know well what the subject is all about.
- Ramen is a favorite \_\_\_\_\_ dish all over Japan. It is a native food that Japanese people really love.
- Every local has good opinions about their own country. These \_\_\_\_\_ are what they believe about their country.
- There are \_\_\_\_\_ festivals in our country. Each celebration is different from another.
- Many people are not familiar with my \_\_\_\_\_, but I still love that place where I come from anyway.
- It is \_\_\_\_\_ to take off your shoes or slippers when you come in someone's house. That shows right your respect to the owners of the house.
- The best word to \_\_\_\_\_ me is that I am pretty. That's how my friends refer and tell about me.
- \_\_\_\_\_ students, from other countries, are coming to study in our school.
- My grandfather's \_\_\_\_\_ is not Asian. He came from Europe and moved here in Japan.

**1.1.6. Self-Introduction.** Write a short paragraph to introduce yourself to your classmates and instructor. Use the words in this unit's vocabulary list. Be ready to read your work to the class (15 minutes).

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## Unit 2

# Welcome to Your New School!

This unit introduces you to some terms that will make you more familiar with your new environment. Here, you will practice articulating and understand the meaning of a set of 20 words that you will encounter as you study in your new school.

### Target Vocabulary

*administrators*

*facilities*

*objectives*

*roster*

*components*

*instruction*

*outline*

*hospitality*

*discussion*

*laboratory*

*overview*

*requirement*

*dress code*

*lecture*

*policies*

*syllabus*

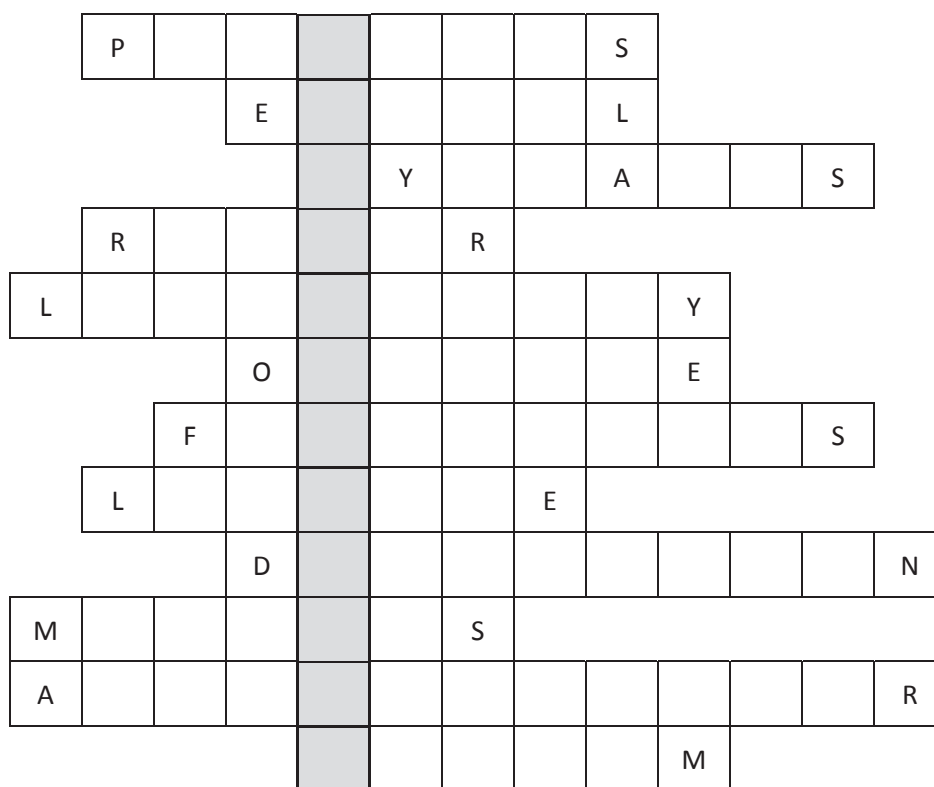
*enroll*

*methods*

*practice*

*system*

**1.2.1. Self-Study** - Complete the puzzle by filling out the boxes with missing letters.



What is the word in the highlighted boxes? \_\_\_\_\_

**1.2.2. Reading and Comprehension** – Read the selection below and answer the following questions by drawing a smiley emoticon 😊, if you think the statement is true, otherwise draw a sad emoticon ☹️ (15 minutes).

## ABOUT DLS-CSB

De La Salle-College of Saint Benilde is a school in Manila, the Philippines that offers a variety of courses. One of its popular programs which has big number of student enrollment is Hotel and Restaurant Management. Students *enrolled* in this school become chefs, hoteliers, flight attendants and owners of their own businesses.

The College of Saint Benilde (CSB) is one of several schools under the Lasallian Educational system which operates not only in the Philippines, but all over the world. As a Lasallian School, CSB has *policies* that guide its operations and all members of the school.

One of these policies is that of the *dress code* which requires students to wear appropriate attire. For the School of Hotel and Restaurant management, students wear corporate attire: coat and tie for male students and blazers are required for females. *Administrators* or school officials include the Chancellors, Vice Chancellors, Dean and Program Chairpersons. They lead teachers and staff, and manage specific functions for the school's smooth operation.

In the School of Hotel and Restaurant Management, students learn concepts in their lecture component of the course, and practical skills in the *laboratory* class. The *lecture* classes give more time for discussion of concepts and ideas. During *discussion*, students share their knowledge and experience to learn from each other. In the laboratory classes, students *practice* their cooking, bartending, room management skills. This gives them a balance of knowledge and skills in doing various tasks repeatedly to prepare them for the real work in the industry.

Hospitality Management is one program that prepares students to work in hotels, restaurants, travel agencies and other tourism business. *Hospitality* is that behavioral trait of being warm, friendly, service-oriented, welcoming and accommodating to guests and visitors.



\_\_\_\_\_ Discussion is sharing of ideas

\_\_\_\_\_ Skills are practiced in the laboratory

\_\_\_\_\_ A system consists of several units.

\_\_\_\_\_ Hospitality is not a good trait.

\_\_\_\_\_ Policies guide members of the school

\_\_\_\_\_ Administrators include school heads.

\_\_\_\_\_ Lecture classes give hands on exercises.

\_\_\_\_\_ Practice may need some repetition.

\_\_\_\_\_ The uniform observes the dress code.

\_\_\_\_\_ Only those enrolled belong to the class.

**1.2.3. Synonyms** – Circle the word that means the same with the given word in the first column. You may refer to the glossary or use your dictionary (15 minutes).

1. <i>roster</i>	description	list	explanation
2. <i>facilities</i>	amenities	supplies	sources
3. <i>syllabus</i>	course map	class section	course code
4. <i>methods</i>	input	process	results
5. <i>instruction</i>	direction	output	answer
6. <i>component</i>	parts	ways	techniques
7. <i>requirement</i>	needs	wants	likes
8. <i>overview</i>	conclusion	introduction	summary
9. <i>objectives</i>	purpose	opinion	viewpoint
10. <i>outline</i>	framework	draft	content

**1.2.4. Cloze Test** – Complete the letter with the missing terms. Choose your answers from the following word list and write them in the provided spaces (15 minutes).

*requirement*      *syllabus*      *facilities*      *policies*      *overview*  
*administrators*      *instruction*      *components*      *methods*      *enrolled*

Dear Michiko,

I am \_\_\_\_\_ now in a hospitality management course in Manila. Today we met the School Dean and other \_\_\_\_\_ of the college during our course orientation. In this orientation, the school officials pointed important \_\_\_\_\_ that students need to observe.

I also attended our first meeting in our class and our professor gave us the course \_\_\_\_\_ so we can have an \_\_\_\_\_ of what we are going to study. He also explained the \_\_\_\_\_ in the course, so that we can pass. There are really many things we need to do. His \_\_\_\_\_ to us is that we study hard. Our class has two \_\_\_\_\_, lecture and laboratory.

Our teacher's \_\_\_\_\_ of explaining the course is really clear and interesting. My new school has modern \_\_\_\_\_ that makes studying more fun.

Missing you much,

Yumi

**1.2.5. Multiple Choice** – Check your vocabulary skills by answering the following questions. Circle the letter of your answer (15 minutes).

1. In college, what paper does a teacher give which outlines the content of the course and identifies the requirement and learning activities?
  - a. policies
  - b. syllabus
  - c. instruction
  - d. methods
2. What term refers to the ways instruction can take place?
  - a. methods
  - b. requirement
  - c. administrator
  - d. policies
3. What do you call the set of rules and guidelines that every student should follow in the school?
  - a. instruction
  - b. components
  - c. policies
  - d. system
4. What does a teacher give for students to do specific tasks correctly?
  - a. syllabus
  - b. instruction
  - c. requirement
  - d. facilities
5. What do you call a statement that defines the aims or purpose of instruction?
  - a. objectives
  - b. expectations
  - c. needs
  - d. methods
6. Which term refers to the list of names of students who are enrolled in a class?
  - a. syllabus
  - b. instruction
  - c. requirement
  - d. roster
7. In which course component, do students learn practical skills like cooking and baking?
  - a. laboratory
  - b. lecture
  - c. facilities
  - d. system
8. What term refers to a part of an object or unit?
  - a. component
  - b. strategies
  - c. system
  - d. methods
9. Which component of the course deals with discussion of important concepts?
  - a. lecture
  - b. laboratory
  - c. component
  - d. assessment
10. What term describes characteristics of warmth, friendliness and accommodation?
  - a. behavior
  - b. responsibility
  - c. hospitality
  - d. effective
11. Which of the following words refer to general idea or summary?
  - a. introduce
  - b. outline
  - c. overview
  - d. describe
12. What does a syllabus mainly present about the course so the students will know what to study?
  - a. outline
  - b. objectives
  - c. methods
  - d. instruction
13. Who heads or manages a college and implement its policies?
  - a. students
  - b. staff
  - c. administrators
  - d. instructors
14. In which course component do students engage in sharing their knowledge and ideas?
  - a. discussion
  - b. requirement
  - c. policies
  - d. laboratory

## Unit 3

# Setting Learning Goals

This unit guides you to the use of some terms that can help you set your learning goals. In this unit you will be able to practice syllabifying words that help you spell them out correctly, understand the opposite meaning of terms, and use helpful words derived from the vocabulary list in writing out your academic goals.

### Target Vocabulary

<i>advanced</i>	<i>direction</i>	<i>perform</i>	<i>punctuality</i>
<i>complete</i>	<i>equip</i>	<i>phases</i>	<i>review</i>
<i>credits</i>	<i>expand</i>	<i>prepare</i>	<i>sequence</i>
<i>deal with</i>	<i>focus</i>	<i>procedure</i>	<i>standards</i>
<i>develop</i>	<i>improve</i>	<i>process</i>	<i>tardiness</i>

**1.3.1. Self-Study** - Look up the syllabification of the words in the target vocabulary, using your dictionary. Write the words down in their syllabified form in the table below. Listen to your instructor in checking your work.

2 syllables	3 syllables	4 syllables



**1.3.2. Same or Opposite in Meaning** – Read the pair of words aloud after your instructor, then write an equal sign (=) if the pair of words have the same meaning, or unequal sign (≠) if the pair do not have the same meaning (15 minutes).

- |               |     |          |
|---------------|-----|----------|
| 1. focused    | ( ) | aimless  |
| 2. goal       | ( ) | target   |
| 3. expand     | ( ) | limit    |
| 4. advanced   | ( ) | basic    |
| 5. punctual   | ( ) | tardy    |
| 6. deal with  | ( ) | handle   |
| 7. sequence   | ( ) | process  |
| 8. complete   | ( ) | finish   |
| 9. improve    | ( ) | enhance  |
| 10. developed | ( ) | beginner |

**1.3.3. Word Choice** – Read each sentence carefully. Underline the correct word that should be used in each sentence (15 minutes).

1. (*Goal-oriented* / *Aimless*) students stay focused in their study.
2. Vocabulary (*expands* / *decreases*) whenever you read more often.
3. Coming to class regularly and on time is being (*punctual* / *tardy*).
4. Students with (*developed* / *basic*) level of English needs to improve their vocabulary.
5. Those with improved vocabulary (*perform* / *handle*) better in their classes.
6. Hospitality Management (*deals with* / *handle*) hotel and restaurant services.
7. Before an exam, you need to (*review* / *perform*) your past lessons.
8. The course has several (*phases* / *credits*) that students need to go through.
9. To complete the course, I need to finish 30 units of (*credits* / *sequence*).
10. To complete the task, please follow the (*process* / *procedures*).

**1.3.4. Matching Meaning** – Read each sentence in column A carefully and find the meaning of the underlined word from the terms in column B. Write the letter of your answer in the provided space (15 minutes).

- |           |  |                 |
|-----------|--|-----------------|
| 1) _____  | Read the <u>directions</u> before answering the quiz.                                    | A. steps        |
| 2) _____  | Follow the <u>procedures</u> in completing your project.                                 | B. increase     |
| 3) _____  | The enrollment <u>process</u> is faster online.  | C. concentrate  |
| 4) _____  | <u>Sequence</u> your goals in a way that one leads to achieving the other.               | D. not in time  |
| 5) _____  | You can <u>enhance</u> your English language skills by frequently speaking the language. | E. instructions |
| 6) _____  | To <u>expand</u> your vocabulary you need to read a lot.                                 | F. arrange      |
| 7) _____  | <u>Prepare</u> for your exam by reviewing your lessons.                                  | G. get ready    |
| 8) _____  | <u>Focus</u> on your lessons by paying attention during the lecture.                     | H. method       |
| 9) _____  | Students are graded based on some <u>standards</u> .                                     | I. criteria     |
| 10) _____ | <u>Tardiness</u> in coming to class must be avoided.                                     | J. develop      |

**1.3.5. Writing Academic Goals** – Write five goals you want to achieve for you to succeed in your studies. In each sentence, make sure you use at least one word from the unit's target vocabulary. Be ready to share your goals to the class (15 minutes).

*Example: To be punctual in attending the class, I will always come early.*

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_
3. \_\_\_\_\_  
\_\_\_\_\_
4. \_\_\_\_\_  
\_\_\_\_\_
5. \_\_\_\_\_  
\_\_\_\_\_

## Unit 4

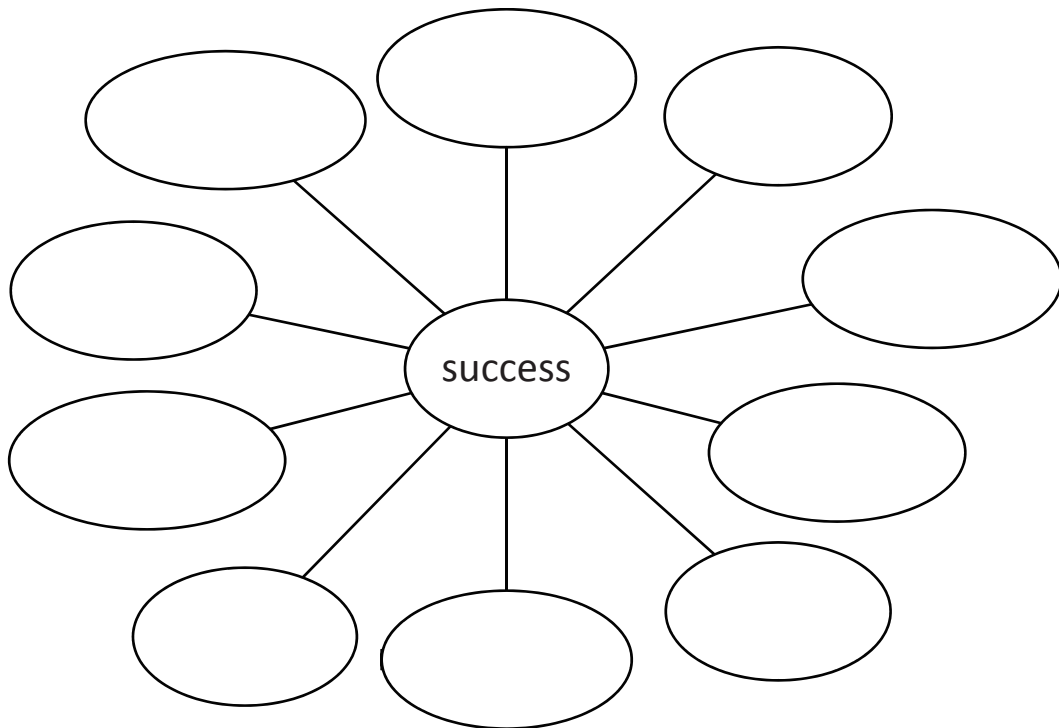
# Academic Success

In this unit, you will be familiar with terms about tasks that you will need to do to succeed in your studies. Upon completing this unit, you will practice articulating words with the proper stress, define terms using context clues, and use them in describing actions you can take in the class.

### Target Vocabulary

<i>achievement</i>	<i>collaborate</i>	<i>illustrate</i>	<i>role play</i>
<i>active</i>	<i>demonstrate</i>	<i>passive</i>	<i>simulate</i>
<i>analysis</i>	<i>engaged</i>	<i>performance</i>	<i>submit</i>
<i>arrange</i>	<i>equipment</i>	<i>presentation</i>	<i>survey</i>
<i>assessment</i>	<i>expectation</i>	<i>revise</i>	<i>volunteer</i>

**1.4.1. Self-Study .** Write down words you can associate with “success”, in the circles found in the web below. Ensure that your spelling is correct. You may use words in the target vocabulary or add other words you know.



**1.4.2. Self-Study** - Go over the target vocabulary list and sort the words using the table below. Spell the words correctly.

Action Words	Name Words	Descriptive Words

**1.4.3. Reading and Comprehension** – Read the passage below and answer the following questions on how to succeed in college? Shade your answer (15 minutes).

## How to Succeed in College?

Success, as for many students, is *achievement* of their goals which make them happy and fulfilled. To some others, success means putting their best *performance* and getting high grades. Doing one's best is a must to succeed in college. Active learners succeed in their studies because they have strategies to cope with their learning requirement.

An active learner *collaborate* or works with others well. They pay attention to the lesson during lecture and are always engaged. They participate, listen will and take their responsibilities seriously. They know their teacher's *expectation* and take the initiative to do what the instructor wants from them. If there is a need to *revise* a work, they do it over to improve.

Active learners *arrange* their priorities and schedule, because they want to put things in order. This helps them to have enough time to complete their tasks and *submit* them even before they are due. With the ability to manage their time their well, they have enough time to review their lessons so they get better grades during *assessment* or exams.

Active learners also volunteer to help the teacher in some sort, like borrowing equipment and preparing the materials that they will use in the class. Active learners are never *passive* in their studies because they always like doing things and doing well in their studies.

*Comprehension Questions*

- |  |            |
|--|------------|
| 1. Does success make one feel happy?                               | (Yes) (No) |
| 2. Is reaching one's goal a form of achievement?                   | (Yes) (No) |
| 3. Do you work alone when you collaborate?                         | (Yes) (No) |
| 4. To succeed, do you need to meet teacher expectations?           | (Yes) (No) |
| 5. When asked to revise, do you submit the same thing?             | (Yes) (No) |
| 6. Do you need to fix your schedule and priorities?                | (Yes) (No) |
| 7. Before an assessment, is it a must to review your lessons?      | (Yes) (No) |
| 8. In volunteering, do you need someone to ask you to do it?       | (Yes) (No) |
| 9. Do active learners pass their assignments and projects on time? | (Yes) (No) |
| 10. Do passive learners take initiative in their studies?          | (Yes) (No) |

**1.4.4. Odd One Out** – ~~Strike out~~ the word which does not belong to the group, in terms of their usage as part of speech (15 minutes)

- |                |             |             |             |
|----------------|-------------|-------------|-------------|
| 1. materials   | equipment   | supplies    | borrow      |
| 2. expectation | show        | demonstrate | present     |
| 3. submit      | pass        | turn in     | performance |
| 4. role play   | perform     | engaged     | act out     |
| 5. achievement | attain      | reach       | obtain      |
| 6. succeed     | goal        | achieve     | fulfill     |
| 7. demand      | expectation | requirement | passive     |
| 8. active      | engaged     | attentive   | collaborate |
| 9. collaborate | independent | revise      | submit      |
| 10. assessment | examination | quiz        | achieve     |

**1.4.5. Sentence Completion** – Complete the sentences with the missing word. Choose your answer from the following set of words. Make sure you spell the words right (15 minutes).

<i>presentation</i>	<i>survey</i>	<i>volunteer</i>	<i>analysis</i>	<i>arrange</i>
<i>simulate</i>	<i>performance</i>	<i>illustrate</i>	<i>passive</i>	<i>revise</i>

1. Kenji has a good standing in the class, because he does well in all his subjects. Kenji has good \_\_\_\_\_.
2. The group is reporting and showing the results of their study to their classmates and instructor. They are having a \_\_\_\_\_.
3. During the practice exercises we acted out that we were front desk staff and did their job although we are in just inside the classroom. The exercises \_\_\_\_\_ the real process at work.
4. In an investigation, we asked several students about their opinion on the school's facilities. We did a \_\_\_\_\_.
5. I offered to help my teacher, without being asked, in borrowing the equipment, even before he told us that we needed it. The teacher was happy to have his students who \_\_\_\_\_.
6. Our assignment is to read about the country's problem and think about its causes as well as our solution, and write down our evaluation of the issue. Our assignment is an \_\_\_\_\_.
7. There are drawings on the board that show the process of room management. The diagram is used to \_\_\_\_\_ the process clearly.
8. Some of my classmates are not engaged in their studies: they do not pay attention to the lesson; they hardly submit their work; and they do not participate during the lecture. They are so \_\_\_\_\_.
9. My teacher returned my assigned with some comments and suggestion to work on it again and improve it. She asked me to \_\_\_\_\_ it, and submit it next meeting.
10. We placed the chairs to the back of the room so we can have more space for the role play. My classmates helped us to \_\_\_\_\_ them.

**1.4.5. Same Meaning** – Which of the following words mean the same as the italicized term in the first column. Encircle your answer (15 minutes).

- |     |                    |             |              |               |
|-----|--------------------|-------------|--------------|---------------|
| 1.  | <i>illustrate</i>  | convince    | give example | review        |
| 2.  | <i>assessment</i>  | examination | practice     | revision      |
| 3.  | <i>collaborate</i> | team up     | work alone   | evaluate      |
| 4.  | <i>demonstrate</i> | show        | talk         | assess        |
| 5.  | <i>passive</i>     | active      | engaged      | inactive      |
| 6.  | <i>role play</i>   | skit        | discussion   | participation |
| 7.  | <i>equipment</i>   | borrow      | tools        | supplies      |
| 8.  | <i>analysis</i>    | summary     | survey       | evaluation    |
| 9.  | <i>expectation</i> | hope        | wish         | active        |
| 10. | <i>submit</i>      | pass        | return       | revise        |

**1.4.6. Self-Check** – Write a short paragraph to describe what you can do to succeed in school?

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## Unit 5

# The Active Learner

This unit tackles traits of active and successful learners. The terms you will learn will enable you to know the expectations you need to comply with and the desirable traits you have to demonstrate in the classroom.

### Target Vocabulary

<i>accomplish</i>	<i>disciplined</i>	<i>handout</i>	<i>report</i>
<i>accuracy</i>	<i>effective</i>	<i>honesty</i>	<i>request</i>
<i>appreciate</i>	<i>efficient</i>	<i>in-depth</i>	<i>responsible</i>
<i>categories</i>	<i>enumerate</i>	<i>prior</i>	<i>strategies</i>
<i>complain</i>	<i>fill out</i>	<i>relate</i>	<i>technique</i>

**1.5.1 Self-Study** - Write the correct spelling of the word you can make out of the given mixed letters.

1. N - R - E - E - T - U - M - A - E \_\_\_\_\_
2. R - O - P - E - S - N - I - B - L - T - I - Y - S \_\_\_\_\_
3. N - T - E - C - Q - H - I - U - E \_\_\_\_\_
4. T - S - A - R - G - E - I - E - S - T \_\_\_\_\_
5. C - L - P - O - M - N - A - I \_\_\_\_\_
6. A - C - P - P - R - A - T - E - I - E \_\_\_\_\_
7. T - I - F - C - I - F - N - E - E \_\_\_\_\_
8. V - F - E - C - T - E - E - I - F \_\_\_\_\_
9. M - P - C - O - L - S - H - I - C - A \_\_\_\_\_
10. D - E - C - P - I - L - S - D - I - N - I \_\_\_\_\_



**1.5.2. Matching Meaning** – Read the descriptions and match the term that corresponds to the underlined words in Column A

- |           |   |                 |
|-----------|---|-----------------|
| 1) _____  | Mariam is always <u>thankful</u> for what others do to her.     | A. disciplined  |
| 2) _____  | Jerome's answer to the problems were all <u>correct</u> .       | B. responsible  |
| 3) _____  | Students who are <u>truthful</u> admit their mistakes.          | C. honest       |
| 4) _____  | Japanese students are very <u>orderly</u> and well-mannered.    | D. effective    |
| 5) _____  | His techniques <u>works well</u> because he solved the problem. | E. efficient    |
| 6) _____  | Our teacher is <u>successful</u> in his chosen profession.      | F. accurate     |
| 7) _____  | He explains the lessons <u>thoroughly</u> and in details.       | G. accomplished |
| 8) _____  | The <u>well planned</u> activity achieved positive results.     | H. in-depth     |
| 9) _____  | They finished the project in <u>well-organized</u> way.         | I. strategic    |
| 10) _____ | Our team is <u>careful</u> in doing our assigned task.          | J. appreciative |

**1.5.3. Synonyms** – In the provided space, write the word which means as the given term. Choose your answers from the following list (15 minutes).

<i>complain</i>	<i>handout</i>	<i>prior</i>	<i>technique</i>	<i>enumerate</i>
<i>category</i>	<i>fill out</i>	<i>relate</i>	<i>report</i>	<i>Request</i>

- |               |       |
|---------------|-------|
| 1. class      | _____ |
| 2. ask for    | _____ |
| 3. show up    | _____ |
| 4. complete   | _____ |
| 5. protest    | _____ |
| 6. paper      | _____ |
| 7. before     | _____ |
| 8. method     | _____ |
| 9. show up    | _____ |
| 10. list down | _____ |

**1.5.4. Negative Forms** – Write the negative form of the following words by adding the correct prefixes. You may use –in, –un, –ir, –dis (15 minutes).

1. honest	≠	_____	=	not truthful
2. responsible	≠	_____	=	careless
3. prepared	≠	_____	=	not ready
4. strategic	≠	_____	=	not well planned
5. appreciative	≠	_____	=	not grateful
6. effective	≠	_____	=	not successful
7. accomplished	≠	_____	=	not completed
8. accurate	≠	_____	=	not correct
9. disciplined	≠	_____	=	not in control
10. efficient	≠	_____	=	disorganized

**1.5.5. Sentence Completion** – Fill in the blanks with the correct word from following list (15 minutes).

<i>complaint</i>	<i>handouts</i>	<i>prior</i>	<i>techniques</i>	<i>enumerate</i>
<i>categories</i>	<i>fill out</i>	<i>relate</i>	<i>report</i>	<i>Request</i>

- Active learners \_\_\_\_\_ to class always on time.
- The students \_\_\_\_\_ their teacher to give more time for their project.
- Active learners can \_\_\_\_\_ well to their group members.
- \_\_\_\_\_ to examination day, active learners review their lessons.
- If you have any \_\_\_\_\_, you need to tell that to the administrators.
- Active learners apply effective study \_\_\_\_\_.
- There are two \_\_\_\_\_ of learners: active and passive.
- Active learners read and review the \_\_\_\_\_ the teacher gives to the class.
- Some tests require students to \_\_\_\_\_ several items.
- We were asked to \_\_\_\_\_ the form to join the student club.

## Glossary

Term	Definition	Usage
<b>accomplish</b>	to finish or complete a task	We need to <b>accomplish</b> our assigned task by tomorrow.
<b>accuracy</b>	correctness of something	The teacher expects <b>accuracy</b> in the details of our presentation.
<b>achievement</b>	attainment; something through effort, education or experience	Our professor has a lot of <b>achievement</b> in his life, although he is still young.
<b>active</b>	being engaged and participative	<b>Active</b> learners are always engaged, so they are more successful in their studies.
<b>administrators</b>	heads or officials of an organization	The Dean is one of the school <b>administrators</b> who visited the class.
<b>advanced</b>	ahead or far in progress, knowledge, skills etc.	We will learn <b>advanced</b> English after completing the basic course.
<b>analysis</b>	critical evaluation which usually comes in a report	The <b>analysis</b> must be submitted next week through email.
<b>appearance</b>	the way someone or something looks	The first thing people notice is our <b>appearance</b> , so we need to look nice.
<b>appreciate</b>	to value something as important	Thanks, I <b>appreciate</b> that you helped me complete my project.
<b>arrange</b>	to organize or put things in order	The teacher asked us to <b>arrange</b> the words to form a new sentence.
<b>assessment</b>	making judgment about something	We take exams so the teacher can have an <b>assessment</b> of our knowledge and skills.
<b>behavior</b>	the way one acts towards others	She is very polite, that's why people like her <b>behavior</b> .
<b>category</b>	class or group of people or things	There are two <b>categories</b> of learners – active and passive.
<b>collaborate</b>	to team up or work with others	For our project we need to <b>collaborate</b> so we can complete it on time.
<b>complain</b>	to express dissatisfaction; whine, grumble or growl	Do not <b>complain</b> that studying is difficult.
<b>complete</b>	to finish a task or activity; to fill-out a form with information	I have to <b>complete</b> the exercises to pass the course.
<b>component</b>	a part or element of a larger whole	The course has lecture and laboratory <b>components</b> .
<b>country</b>	nation, state; place of national origin	Japan is a beautiful <b>country</b> .
<b>course</b>	academic program or subject	My <b>course</b> is Hospitality Management.
<b>credit</b>	unit representing completed parts of a course	I need to take 9 <b>credits</b> for English.
<b>deal with</b>	to talk to someone, handle or relate to	I can <b>deal with</b> various types of people.

<b>demonstrate</b>	to show or explain how something works	<i>I am going to <b>demonstrate</b> the process of folding a table napkin.</i>
<b>describe</b>	to tell about how something or someone is like	<i>Pretty is the best word to <b>describe</b> you.</i>
<b>develop</b>	To cause something to grow or change into an advanced, better, larger or stronger form	<i>The course aims to <b>develop</b> your vocabulary skills.</i>
<b>direction</b>	Instructions you give someone how to find a particular place or order to do something	<i>Read the <b>directions</b> carefully before you start answering the exam.</i>
<b>disciplined</b>	behaving in a very controlled way	<i>The Japanese are <b>disciplined</b> people.</i>
<b>discussion</b>	an activity in which people talk about something and tell each other their ideas or opinions	<i>In today's <b>discussion</b>, we learned about the two types of learners.</i>
<b>dress code</b>	prescribed or accepted way of dressing or clothing; required attire or clothes	<i>The <b>dress code</b> for hospitality management students is a formal one.</i>
<b>effective</b>	Successful or achieving the results that you want	<i>Our teacher is very <b>effective</b> in explaining management concepts to the class.</i>
<b>efficient</b>	Working or operating quickly in an organized way	<i>Using the computer makes the work more <b>efficient</b>.</i>
<b>engaged</b>	Involved in doing something or busy with doing something	<i>The class was so <b>engaged</b> in the presentation of the group.</i>
<b>enroll</b>	to enlist yourself in an activity or academic program, course or subject	<i>I will <b>enroll</b> next year to an international program in Manila.</i>
<b>enumerate</b>	to name or list down things one by one	<i>I can <b>enumerate</b> all the capital cities in the world.</i>
<b>equip</b>	To give someone the skills needed to do a particular thing	<i>The course <b>equips</b> us with vital communication skills that we can apply in the workplace.</i>
<b>equipment</b>	set of necessary tools, machines or instruments used for a particular purpose	<i>Make sure to keep the kitchen <b>equipment</b> and your work area clean before you leave.</i>
<b>expand</b>	to increase in size, number or importance	<i>Listening to music and repeating the lyrics of a song can also help to <b>expand</b> your vocabulary.</i>
<b>familiar</b>	to know something or someone well	<i>I am new to this school, so I am not <b>familiar</b> with the place yet.</i>
<b>fill out</b>	to complete something with information or details	<i><b>Fill out</b> the form with your name, address and signature.</i>
<b>focus</b>	to fix one's attention; aim	<i><b>Focus</b> on your study goals if you want to succeed in school</i>
<b>goal</b>	general aim, purpose or intention	<i>My <b>goal</b> this term is to learn 500 new English words.</i>
<b>handout</b>	documents given to students containing	<i>I am reading the <b>handout</b> which the teacher</i>

	information about a specific topic	<i>gave to prepare for the final exam.</i>
<b>hometown</b>	town or city where a person came from	<i>I came from Japan, and Hakone is my <b>hometown</b>.</i>
<b>honesty</b>	the quality of being honest – telling the truth to be trusted	<i>I appreciate your <b>honesty</b> of telling me what I need to improve at.</i>
<b>illustrate</b>	to draw or show the meaning of something clearly by giving examples	<i>We were asked to <b>illustrate</b> how communication works through a diagram.</i>
<b>improve</b>	to cause something to get better; enhance or develop	<i>I should <b>improve</b> my English pronunciation skills.</i>
<b>in-depth</b>	with great detail; profound	<i>The report contained an <b>in-depth</b> analysis of the problems most students face.</i>
<b>information</b>	facts, details or knowledge about a person, thing, place or event	<i>I learned helpful <b>information</b> about the school during the orientation.</i>
<b>instruction</b>	Advice and information on how to do something; teaching a particular skill or subject	<i>The teacher gave clear <b>instructions</b> to the class.</i>
<b>international</b>	involving more than one country	<i>We have <b>international</b> students who mostly came from Asian and European countries.</i>
<b>introduce</b>	to get to know something or someone for the first time.	<i>To <b>introduce</b> yourself, give interesting information about you for your teacher to know you better.</i>
<b>laboratory</b>	a course component or facility where students perform practical and hands on exercises to develop specific skills and handle equipment	<i>At the <b>laboratory</b>, we are taught to prepare various dishes.</i>
<b>lecture</b>	a course component where the students are engaged in formal talk on specific topic	<i>During the <b>lecture</b>, we had a discussion on food safety and hygiene.</i>
<b>list</b>	a record of several things written in a linear or specific logical order	<i>The ingredients are <b>listed</b> in the recipe.</i>
<b>local</b>	limited to a particular part or place; residents of particular country	<i>Try the <b>local</b> food when you are in a new place.</i>
<b>materials</b>	things you need to a particular activity	<i>For this project, we need some art <b>materials</b>.</i>
<b>method</b>	a particular way of doing something; technique, strategy, process, approach (syn.)	<i>If one <b>method</b> doesn't work, try another technique.</i>
<b>nationality</b>	group of people of the same race, official right by birth or residence to belong to a country	<i>My friends are have different <b>nationalities</b>; some are Korean, Japanese, Filipino and Mexicans.</i>
<b>objective</b>	specific aim, purpose or intention	<i>My <b>objective</b> in this presentation is to explain the causes of failure of students studying abroad.</i>
<b>origin</b>	where something came from, born or started	<i>Some words in English have foreign <b>origin</b>.</i>

<b>outline</b>	a plan of how ideas or things will be organized or developed	<i>Before you write an essay, it is better if you <b>outline</b> your ideas to guide you in writing.</i>
<b>overview</b>	a short description of something that provides general but not detailed information	<i>The introduction lesson provided us an <b>overview</b> of what the course is all about.</i>
<b>passive</b>	Inactive; not doing something to influence or change the situation	<i><b>Passive</b> students do not participate in the class discussion.</i>
<b>perform</b>	to do an action or work in satisfactory manner	<i>You can <b>perform</b> better by using this technique.</i>
<b>performance</b>	how well, a person or machine does a piece of work or activity	<i>Your class <b>performance</b> will surely improve if you change your study habits.</i>
<b>phase</b>	a stage in a series of events or in a process of development	<i>The first <b>phase</b> of the project will be completed this week.</i>
<b>policies</b>	set of official rules that guide actions and decisions in an organization	<i>Violation of school <b>policies</b> will be met with strict penalties.</i>
<b>practice</b>	act of doing something repeatedly to improve skills or performance	<i>We will have practice for the role play after the class.</i>
<b>prepare</b>	to get ready or plan for something that will happen in the future	<i>I <b>prepare</b> for the discussion by reading the handout of today's lesson and reviewing my notes of what we discussed earlier.</i>
<b>presentation</b>	a talk or activity giving information about something	<i>Our <b>presentation</b> is about the various festivals in our hometown.</i>
<b>prior</b>	existing or happening before something else or before a particular time	<i><b>Prior</b> to studying abroad, I needed to brush up on my English communication skills.</i>
<b>procedure</b>	a set of instructions or required actions of doing something in an acceptable way	<i>The <b>procedure</b> for applying for the practicum is easy to follow.</i>
<b>process</b>	a series of actions you need to take achieve desired results	<i>Communication works in a <b>process</b>.</i>
<b>profession</b>	A type of work, occupation that needs special training, education and skills	<i>As a manager, my <b>profession</b> requires me to be effective in dealing with and leading people</i>
<b>proper</b>	real, satisfactory, acceptable or correct	<i>For the Japanese, a <b>proper</b> way to greet someone is to bow.</i>
<b>punctual</b>	arriving, doing something or happening at the expected or correct time; not late	<i>The service staff should always be <b>punctual</b> if not arrive before the guests come in.</i>
<b>reference</b>	Information resources or materials used in a course, such as books, articles etc.	<i>In the syllabus, the <b>references</b> used in the course are listed.</i>
<b>relate</b>	to show connection between two or more things; to deal with someone in a social interaction	<i>You should be able to <b>relate</b> well with your classmates even though your cultures are different.</i>
<b>report</b>	to present information about a specific topic; a document presenting information on a topic	<i>We need to submit the <b>report</b> on the day of presentation.</i>

<b>request</b>	to politely or officially ask for something	<i>I would like to <b>request</b> a change of schedule for one of my classes.</i>
<b>requirement</b>	something you must do or needed	<i>The course <b>requirement</b> includes a 3-page report on an assigned topic about management.</i>
<b>residence</b>	place where someone lives or is officially staying; home	<i>The Olympic delegates chose this hotel for their <b>residence</b> during the event.</i>
<b>responsibility</b>	Job or duty you deal with; good judgment or acting correctly and making decisions on your own	<i>My <b>responsibility</b> includes checking the attendance and distributing the handouts during the class.</i>
<b>review</b>	to think or talk about something in order to make changes or decisions about it	<i>I will <b>review</b> for the exam this afternoon.</i>
<b>revise</b>	to look at or consider again a piece of writing to improve or correct it	<i>The teacher returned my report and told me to <b>revise</b> it.</i>
<b>role play</b>	To pretend that you are someone else or act out something as a part of learning a new skill	<i>During the <b>role play</b>, I acted out as a customer complaining of a bad service.</i>
<b>roster</b>	an official list of people's names assigned to particular job, class or group	<i>Your name will be in the class <b>roster</b> if you are officially enrolled in the course.</i>
<b>sequence</b>	a series of related things or event or the order in which they follow each other	<i>We have to follow the <b>sequence</b> for this part of the role play.</i>
<b>simulate</b>	to do or make something that looks real but is not real	<i>The role play <b>simulates</b> a situation where students are actively engaged in the lecture discussion.</i>
<b>skill</b>	ability to do an activity or job well, especially because you have practiced it	<i>Communication is an important <b>skill</b> in any job.</i>
<b>standard</b>	level of quality; pattern, model or criteria that is generally acceptable	<i>The school has high <b>standards</b> for instruction, so students need to exert effort in their studies.</i>
<b>strategy</b>	detailed plan for achieving success in any situation	<i>For our presentation, will show a video on student coping <b>strategies</b>.</i>
<b>supplies</b>	food and ordinary goods needed by people every day	<i>You can buy school <b>supplies</b> at the kiosk in the cafeteria or at the bookstore outside.</i>
<b>survey</b>	an examination of opinion, behavior or attitude of people by asking them questions	<i>We will conduct a <b>survey</b> among international students on their effective study habits.</i>
<b>syllabus</b>	a plan showing the subjects to be studied in particular course	<i>The teacher gave the <b>syllabus</b> on the first meeting.</i>
<b>system</b>	a way of doing things; a set of units of connected things or devices that operate together	<i>International students need to adjust to their new learning environment and the school <b>system</b>.</i>
<b>tardiness</b>	slow or late in happening or arriving	<i><b>Tardiness</b> can badly affect your grades.</i>
<b>technique</b>	a way of doing an activity that needs skills	<i>We need to try a more effective <b>technique</b> to learn new words.</i>

<b>various</b>	many different	<i>There are <b>various</b> techniques to learn a new language.</i>
<b>viewpoint</b>	point of view; insights, opinion or belief about something	<i>She has critical <b>viewpoint</b> about the situation.</i>







## MODULE 2

# Food and Beverage Technology

## HOSPITALITY ENGLISH PREPARATORY COURSE



このモジュールでは、飲食サービス業で使われる基本的かつ重要な専門用語を学習します。様々な練習問題を通して、料理や接客など料飲部門に関わる用語を学んでいきましょう。なお、ここで学ぶ用語の中には、料理法においてよく使われる外来語（もともと英語ではない語彙）も含まれています。

このモジュールを通してあなたが身に付けられる語学力（Module 2 の Can-Do 目標）：

I CAN...

- ✓ Be aware of the basic functions and principles of food and beverage operation.
- ✓ Understand and use selected terms used in food and beverage services and culinary art.
- ✓ Understand and use basic terms pertaining to service skills and standards in the hospitality industry.
- ✓ Use these terms in spoken and written language.

### Unit 1

# Basic Food Service

This unit focuses on basic food service terminologies. The tasks contained within this unit are designed to help you familiarize yourself with the definition and appropriate use of the food service terminologies within the appropriate context.

## Target Vocabulary

<i>beverage</i>	<i>culinary</i>	<i>management</i>	<i>perishables</i>
<i>budget</i>	<i>delivery</i>	<i>market</i>	<i>quality</i>
<i>buffet</i>	<i>demonstrations</i>	<i>meal</i>	<i>quantity</i>
<i>cuisine</i>	<i>food</i>	<i>menu</i>	<i>restaurant</i>
<i>customer</i>	<i>hygiene</i>	<i>nutrition</i>	<i>service</i>

**2.1.1 Self-Study** - In your free time, look up in the dictionary the English synonym (same meaning) of each vocabulary word then write your answers below. This will help you better understand the meaning of the given vocabulary words. You may discuss your answers with a partner when you're done.

Vocabulary word	Synonym
1. nutrition	
2. budget	
3. menu	
4. cuisine	
5. customer	
6. culinary	
7. market	
8. demonstrations	
9. food	
10. management	

**2.1.2 Self-Study** - Look up in the dictionary the English antonym (opposite meaning) of each vocabulary word then write your answers below. This will help you better understand the meaning of the given vocabulary words. You may discuss your answers with a partner when you're done.

Vocabulary word	Antonym
1. hygiene	
2. delivery	
3. meal	
4. buffet	
5. beverage	
6. perishables	
7. quality	
8. quantity	
9. restaurant	
10. service	

**2.1.3. Pronunciation Drill:** Read each of the target vocabulary words listed below according to its syllabication to practice correct pronunciation. After saying each word out loud, practice saying it faster in succession of three times in order to achieve fluent pronunciation of the target vocabulary words. Be ready to articulate those words as your instructor asks you to (15 minutes).

- |                     |                   |
|---------------------|-------------------|
| 1. bev-er-age       | 11. man-age-ment  |
| 2. bud-get          | 12. mar-ket       |
| 3. buf-fet          | 13. meal          |
| 4. cui-sine         | 14. men-u         |
| 5. cus-tom-er       | 15. nu-tri-tion   |
| 6. cu-li-nary       | 16. per-ish-a-ble |
| 7. de-liv-ery       | 17. qual-i-ty     |
| 8. de-mon-stra-tion | 18. quan-ti-ty    |
| 9. food             | 19. res-tau-rant  |
| 10. hy-giene        | 20. ser-vice      |

**2.1.4. Word Relation** - Among the three given choices, encircle the letter of the word/s that best relates to your understanding of the definition of the vocabulary word. Avoid looking at the dictionary while accomplishing this exercise.

1. Vocabulary word: Beverage

- |           |              |         |
|-----------|--------------|---------|
| a. coffee | b. hamburger | c. fish |
|-----------|--------------|---------|

2. Vocabulary word: Budget

- |            |           |             |
|------------|-----------|-------------|
| a. savings | b. luxury | c. expenses |
|------------|-----------|-------------|

3. Vocabulary word: Buffet

- |         |             |                      |
|---------|-------------|----------------------|
| a. food | b. beverage | d. food and beverage |
|---------|-------------|----------------------|

4. Vocabulary word: Cuisine

- |              |               |             |
|--------------|---------------|-------------|
| a. fast food | b. local food | c. Japanese |
|--------------|---------------|-------------|

5. Vocabulary word: Culinary

- |             |           |            |
|-------------|-----------|------------|
| a. painting | b. sports | c. cooking |
|-------------|-----------|------------|

6. Vocabulary word: Food

- |        |              |         |
|--------|--------------|---------|
| a. tea | b. spaghetti | c. tree |
|--------|--------------|---------|

7. Vocabulary word: Hygiene

- |          |          |              |
|----------|----------|--------------|
| a. clean | b. dirty | c. beautiful |
|----------|----------|--------------|

8. Vocabulary word: Management

- |             |             |             |
|-------------|-------------|-------------|
| a. employer | b. employee | c. customer |
|-------------|-------------|-------------|

9. Vocabulary word: Quality

- |             |          |           |
|-------------|----------|-----------|
| a. standard | b. price | c. amount |
|-------------|----------|-----------|

10. Vocabulary word: Quantity

- |             |          |           |
|-------------|----------|-----------|
| a. standard | b. price | c. amount |
|-------------|----------|-----------|

**2.1.5. Sentence Completion -:** Fill-in the blanks with the word that will best complete the idea of the given sentence. Choose among the words provided in the idea box below.

<i>perishable</i>	<i>delivery</i>	<i>market</i>	<i>nutrition</i>	<i>meal</i>
<i>customer</i>	<i>menu</i>	<i>demonstration</i>	<i>restaurant</i>	<i>service</i>

1. It is important to always keep the restaurant clean and well-organized to ensure \_\_\_\_\_ satisfaction.
2. Fast food restaurants usually have a \_\_\_\_\_ service for customers who wish to have food brought directly to their house.
3. School canteens always consider the \_\_\_\_\_ value of the food that they serve to make sure that students are healthy.
4. Chefs would go to the \_\_\_\_\_ early in the morning to buy fresh ingredients for the food they will cook.
5. Doctors recommend that humans should have three \_\_\_\_\_ a day.
6. Chefs usually give a cooking \_\_\_\_\_ to their students when introducing new recipes to the restaurant's menu.
7. When you enter a restaurant, you can find the list of food and their prices in the \_\_\_\_\_.
8. It is important to make sure to check the expiration date of \_\_\_\_\_ goods before buying them.
9. Hotel ratings may put too much pressure on the staff since good \_\_\_\_\_ is expected from them by the customers.
10. A \_\_\_\_\_ is a place where people can pay to have meals cooked for them.

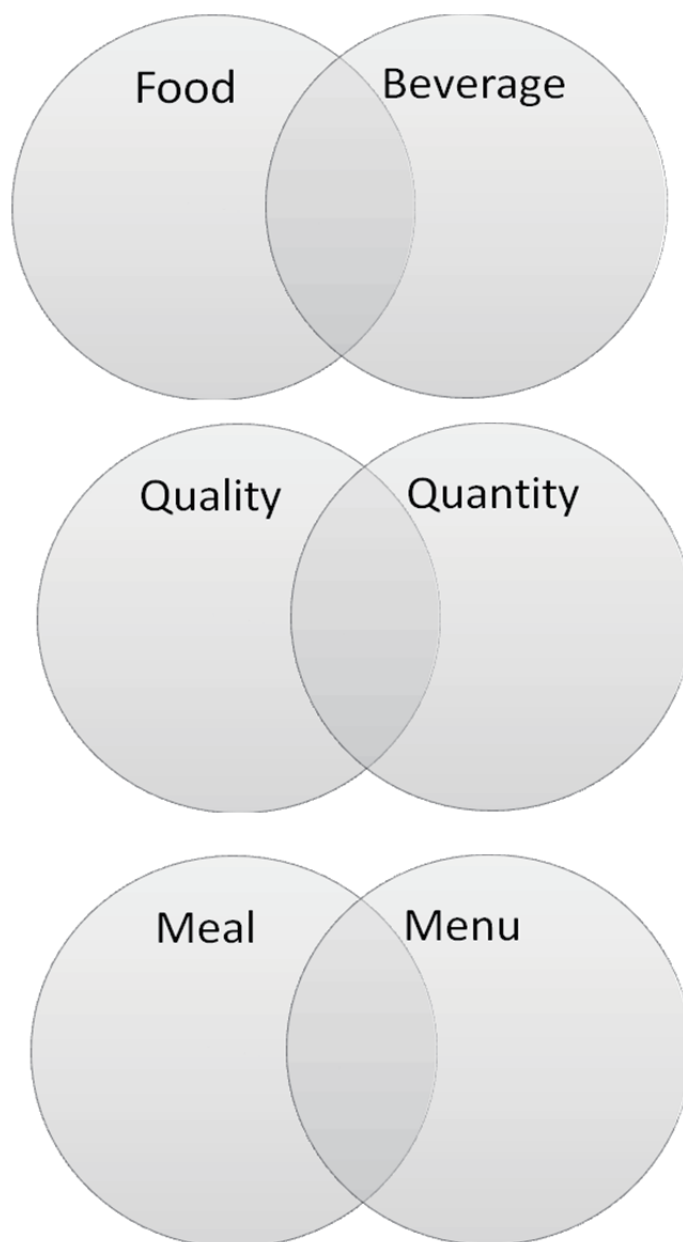
**2.1.6. Picture Description** - Discuss the picture below with a partner. Write ten sentences that describe the photo below using at least 10 vocabulary words.



1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_



**2.1.7. Comparison and contrast** - Based on what you have learned from the previous activities and using your background knowledge, compare and contrast the given ideas below. You can use your own words based on your understanding of the concepts.



**2.1.8. Challenge yourself:** During your free time, access the website below and accomplish the vocabulary exercise on restaurants in order to improve your knowledge on food and beverage service terms. You can share your scores in class to see how well you performed in

<http://learnenglishteens.britishcouncil.org/grammar-vocabulary/vocabulary-exercises/restaurants>

## Unit 2

# Basic Food Production

In this unit, you are expected to learn and appreciate some of the basic food production terminologies. The tasks in this unit will help you become familiar with the definition and appropriate use of the food production terms to help you widen your knowledge of the culinary industry.

### Target Vocabulary

<i>al dente</i>	<i>caramelize</i>	<i>dredging</i>	<i>mise en place</i>
<i>béchamel</i>	<i>confit</i>	<i>flambé</i>	<i>proofing</i>
<i>blackening</i>	<i>cook chill process</i>	<i>fillet</i>	<i>puree</i>
<i>browning</i>	<i>cook freeze process</i>	<i>julien</i>	<i>roux</i>
<i>butterfly</i>	<i>cordon bleu</i>	<i>maceration</i>	<i>veloute</i>

**2.2.1. Self-Study** - In your free time, look up in the dictionary the meaning of each vocabulary word then write words that are associated with the given words. This will help you better understand the meaning of the given vocabulary words. The first one has been done for you.

Vocabulary word	Word Associations
1. mise en place	food preparation; recipe; cooking a dish
2. cook-chill process	
3. julien	
4. cordon bleu	
5. cook-freeze process	
6. dredging	
7. maceration	
8. proofing	
9. butterfly	
10. flambé	

**2.2.2. Self-study** - Etymology means word origin. Look up in a large dictionary the origin of each vocabulary word, such as what language the word came from as well as the original form of the word. Write your answers on the boxes below. This will help you better understand the meaning of the given vocabulary words. You may discuss your answers with a partner when you're done.

Vocabulary word	Etymology
1. al dente	_____
2. béchamel	_____
3. caramelize	_____
4. puree	_____
5. browning	_____
6. confit	_____
7. fillet	_____
8. roux	_____
9. veloute	_____
10. blackening	_____

**2.2.3. Pronunciation Drill:** Listen to how the teacher pronounces each of the target vocabulary words listed below. Mark the separate syllables by putting a diagonal line in between. The first one has been done for you.

al/den/te	béchamel	blackening	browning
butterfly	caramelize	confit	cook chill process
cook freeze process	cordons bleu	dredging	flambé
fillet	julien	maceration	mise en place
proofing	puree	roux	veloute

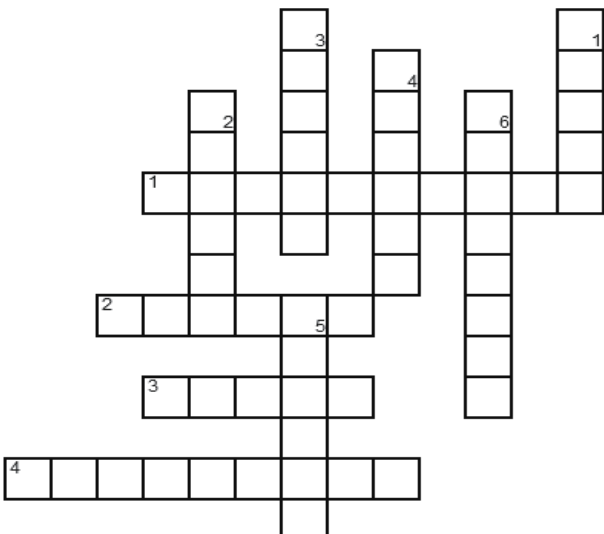
**2.2.4. Word Search:** Search for the given vocabulary words to help you remember the correct spelling of each one. Try to remember the definition of each vocabulary word as you search for it.

### kitchen stuff

<p>J G R X F J D O E A W O W C F Z X G B A  D F L B E R W G M I O O L M Y D B L F Q  B I T V M L K Q W T V J Z U C R I L W G  B C M J K O L A S W P U R E E H V N Y A  R M Z F I L L E T V X U T J O V E L B A  O Z O T U S T G T J U P X F B K Q Y L Q  W Z Z K Z Z F N C P E I T G V R C G A P  N R I H M G W U T O X Z K E P J U Q C B  I E K M R B E C H A M E L S G S F J K C  N N D K Z B R O U X X K N R U S Q M E O  G S T A M X U T U I T Q G Y C W U Q N N  Y J B X I O G H T T E X N Q X L N D I F  N K B E O G Y R L I T C I F Q S A H N I  D H Z F I H V N D D K Q Z R M V W H G T  S O R Y Y C L H U U N D F N K E P E D W  J U K Z Q J F T I C A R A M E L I Z E I  Z Q T Q A M W X O U P D E K O O L T H T  D U K H J O J I S E I B M I E U L G Z K  B S Z N I S E Y E L U H U X V T X Y Z I  W T B P X E J A J D L S A L D E N T E B</p>	<p>ALDENTE  BECHAMEL  BLACKENING  BROWNING  CARAMELIZE  CONFIT  FILLET  PUREE  ROUX  VELOUTE</p>
---	--

**2.2.5. Cross Word Puzzle:** Complete the crossword puzzle below by filling in each box with the letters that spell out the vocabulary word being described by the given clues. Take note that the clues refer separately to words that are written across or down in the puzzle.

## let's cook!



### Across

1. hot water bath
2. coat in flour
3. the dough
4. concentrate by boiling

### Down

1. brush liquid on food
2. in a small amount of cooking liquid
3. food preservation
4. set on fire
5. cheese or crumb topping
6. soak in seasoned liquid

**2.2.6. Missing Expression** - Using the vocabulary words in the list below, complete each sentence by supplying the missing term or expression. Make sure to spell your answers correctly.

AL DENTE	CONFIT
BÉCHAMEL	DREDGING
BRAISED	MACERATION
BROWNING	ROUX
CARAMELIZING	VELOUTE

1. The \_\_\_\_\_ sauce, which has milk or cream, is a sauce that is quite rich. It is thickened with a roux.
2. Beef can be \_\_\_\_\_ by cooking it covered, with a small amount of liquid, after first sautéing it in a bit of butter.
3. A basic white sauce that uses stock so it is not too rich is called a \_\_\_\_\_.
4. In Asian cuisine, there are recipes where you have to first to coat the meat or fish with some flour before frying it. This is called \_\_\_\_\_.
5. Italians prefer to cook their pasta until just done, or \_\_\_\_\_.
6. Sometimes, the beef needs \_\_\_\_\_ first in order to achieve a great flavor as well as a nice, golden color.
7. P process called \_\_\_\_\_ is the key to flavor-rich fruits which have been soaked for hours.
8. A nice golden brown color is achieved by \_\_\_\_\_ the sugar over a low heat.
9. Rich sauces are thickened with a \_\_\_\_\_.
10. A \_\_\_\_\_ is a dish wrapped in layers of pastry.

## Unit 3

# Basic Service Skills

Learning about the culinary arts does not only involve knowledge about food and beverage but also about the different functions and skills involved within the culinary industry. In this unit, you will learn about basic service skills terminologies that will help you gain a better understanding of the culinary arts industry.



### Target Vocabulary

*banqueting*

*bartending*

*catering*

*clearing*

*contract catering*

*dishwashing*

*napkin folding*

*order taking*

*parade of waiters*

*plate carrying*

*preparing*

*room service*

*service sequence*

*stocktaking*

*storing*

*synchronized service*

*table service*

*table setting*

*table skirting*

*waitering*

**2.3.1. Self-Study** - Read through the vocabulary list below and assess your knowledge of the given vocabulary words by putting an **X** mark in the appropriate column. If the last column applies to your knowledge of the vocabulary word, write words that you can associate with the given vocabulary word.

Vocabulary Word	I have never heard of this word	I have heard of this word but don't know what it means	I have heard of this word and it has something to do with...
1. <i>contract catering</i>			
2. <i>dishwashing</i>			
3. <i>napkin folding</i>			
4. <i>parade of waiters</i>			
5. <i>plate carrying</i>			
6. <i>service sequence</i>			
7. <i>synchronized service</i>			
8. <i>table service</i>			
9. <i>table setting</i>			
10. <i>table skirting</i>			

**2.3.2 Self-Study** - Familiarize yourself with the vocabulary list by filling in the missing letter to complete the given word. The definition of each word is given as reference. Make sure you avoid looking at the dictionary when trying to accomplish this activity.

- |                    |  |
|--------------------|--|
| 1. BAN__UE__ING    | <i>an elaborate ceremonial dinner</i>                        |
| 2. __A__TEN__ING   | <i>entertaining by mixing alcoholic drinks</i>               |
| 3. CA__E__IN__     | <i>providing food services at an event</i>                   |
| 4. C__EA__I__G     | <i>to remove all tableware after a meal</i>                  |
| 5. __RDE__TA__ING  | <i>taking note of the food preference of the customer</i>    |
| 6. P__EP__R__NG    | <i>obtaining and measuring the ingredients for cooking</i>   |
| 7. R____M__ER__ICE | <i>serving of food and beverage in guest rooms</i>           |
| 8. __TO__KTA__ING  | <i>checking the quantity of ingredients kept in storage</i>  |
| 9. __T__RI__G      | <i>to keep a supply of items for future use</i>              |
| 10. W__ITE__IN__   | <i>an occupation that involves serving food and beverage</i> |

**2.3.4. Pronunciation Drill** – Work with a partner. Take turns reading ten words from the vocabulary list below out loud while the other person lists down each word you recite in the spaces below. As soon as the first person is done, switch roles to read another 10 words. You may check your work together afterwards to figure out which words you encountered some difficulties in pronunciation and/or spelling. You may use a dictionary while correcting your work.

1. banqueting	11. preparing
2. bartending	12. room service
3. catering	13. service sequence
4. clearing	14. stocktaking
5. contract catering	15. storing
6. dishwashing	16. synchronized service
7. napkin folding	17. table service
8. order taking	18. table setting
9. parade of waiters	19. table skirting
10. plate carrying	20. waitering

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_
6. \_\_\_\_\_
7. \_\_\_\_\_
8. \_\_\_\_\_
9. \_\_\_\_\_
10. \_\_\_\_\_



**2.3.5 Context Clues** - Identify the meaning of the italicized vocabulary word by using the clues found within the given sentences. Write your own definition for each word in the space provided. Avoid looking at the dictionary while accomplishing this task.

1. It is always easy to plan events in the company I am working at because they avail of *contract catering* services wherein they have a catering company who is hired regularly for any event or function.

**Definition:**

---

2. Knowing the *service sequence* in a restaurant is important because it tells the staff how to take care of the customers from point of their arrival until the end of their meal.

**Definition:**

---

3. The caterer for the formal dinner I attended last night prepared such a beautiful *table setting*; each person was given delicate gold-plated tableware from the family's private collection.

**Definition:**

---

4. My sister and I take turns dishwashing after dinner every night but one of us still has to help bring the dishes to the sink while the other washes them.

**Definition:**

---

5. I am always amazed at the napkin folding techniques that restaurants use in their table decoration because the napkins are folded so artistically that it is almost like origami.

**Definition:**

---

6. My family watched in awe as a *parade of waiters* entered the dining area especially because this form of service where the waiters march around the dining area while carrying different kinds of food is a rare form of entertainment.

**Definition:**

---

7. The manager of the restaurant was so keen on details that he even personally chose the fabric and style of the table cloth for the *table skirting* that will be done for the alumni banquet.

**Definition:**

---

8. It is always mesmerizing to see a synchronized service in a restaurant because it requires one waiter for each guest to serve the food simultaneously however it is quite stressful for the waiters since it takes a long time to master this skill.

**Definition:**

---

9. We discussed in culinary class that there are various methods in serving a customer in a restaurant depending on their preferences, this is also known as *table service*.

**Definition:**

---

10. Aside from needing strong arm muscles, waiters also need to learn the different *plate carrying* techniques to improve their efficiency in serving diners.

**Definition:**

---

**2.3.6. Idea Relation** - Write three ideas that you can relate to the given vocabulary word based on what you have learned from the previous activities and on your world knowledge. The first one is done for you as an example.

Vocabulary Word	Ideas
1. banqueting	<i>feast, many people, celebration</i>
2. bartending	
3. catering	
4. clearing	
5. order taking	
6. preparing	
7. room service	
8. stocktaking	
9. storing	
10. waitering	

**2.3.7. Sentence Completion** - Using the knowledge you have gained from the previous activities, complete the given sentences by supplying your own ideas about the given vocabulary words.

- Bartending involves \_\_\_\_\_
- Catering is a kind of service where \_\_\_\_\_
- Order taking is done when \_\_\_\_\_
- Storing is important because \_\_\_\_\_
- What I know about room service is \_\_\_\_\_
- Dishwashing must be done with \_\_\_\_\_
- The parade of waiters can be describes as \_\_\_\_\_
- Plate carrying is \_\_\_\_\_
- I think synchronized service is \_\_\_\_\_
- Table skirting is important when \_\_\_\_\_

## Unit 4

# Basic Restaurant Management

In this unit, you are expected to learn some of the restaurant management terminologies to get a better understanding of the food service industry. The tasks in this unit will help you become familiar with the definition and appropriate use of terms within the culinary context.

### Target Vocabulary

<i>a la carte</i>	<i>function</i>	<i>kosher</i>	<i>oenophile</i>
<i>aspic</i>	<i>halal</i>	<i>marination</i>	<i>roulade</i>
<i>au jus</i>	<i>haute cuisine</i>	<i>menu bundling</i>	<i>sear</i>
<i>cultural food</i>	<i>health food</i>	<i>menu design</i>	<i>stuffing</i>
<i>first class restaurant</i>	<i>hors d'oeuvres</i>	<i>mother sauce</i>	<i>theme restaurant</i>

**2.4.1. Self-Study** - Using a dictionary, look up the definition of each vocabulary word and do your best to understand each one. When you are sure that you understand the definition, write your own definition of the word by using your own words. Make sure that you do not copy the definition in the dictionary.

Vocabulary word	Your own definition
1. Health food	
2. Roulade	
3. A la carte	
4. Sear	
5. First class restaurant	
6. Oenophile	
7. Aspic	
8. Haute cuisine	
9. Stuffing	
10. Mother sauce	

**2.4.2 Self-Study** - Etymology means word origin. Look up in a large dictionary the origin of each vocabulary word, such as what language the word came from as well as the original form of the word. Write your answers on the boxes below. This will help you better understand the meaning of the given vocabulary words.

Vocabulary word	Etymology
1. Kosher	
2. Halal	
3. Au jus	
4. A la carte	
5. Function	
6. Marination	
7. Menu bundling	
8. Menu design	
9. Cultural food	
10. Theme restaurant	

**2.4.3. Pronunciation Drill:** Listen to how the teacher pronounces each of the target vocabulary words listed below. Mark the separate syllables by putting a diagonal line in between. The first one has been done for you (15 minutes).

a/la/carte	aspic	au jus	cultural food
first class restaurant	function	halal	haute cuisine
health food	hors d'oeuvres	kosher	marination
menu bundling	menu design	mother sauce	oenophile
roulade	sear	stuffing	theme restaurant

**2.4.4. Missing Expression** - Using the choices in the word list at the bottom of this exercise, complete each sentence by filling-in the missing expression. Write your answers on the space before each number.

*C'est si bon!*

1. \_\_\_\_\_ is a certification that allows followers of Judaism to consume a food or beverage item.
2. \_\_\_\_\_ is a type of dish wherein a meat or poultry item is cooked in its own juices.
3. A food item that is supposed to meet certain dietary requirements intended to bring about good health and well-being may be classified as a \_\_\_\_\_.
4. Food items and meals consumed by followers of Islam require \_\_\_\_\_ certification.
5. I enjoy the experience of tasting \_\_\_\_\_ since it feels like I'm transported to a different country with each bite.
6. In north European cuisine, many dishes set meat, fish or eggs in a gelatinous substance and the dish is often described to be in \_\_\_\_\_.
7. Meals that are served with an entrée, a side dish and a drink are planned combinations known as \_\_\_\_\_.
8. My dream is to open my own \_\_\_\_\_ wherein diners will experience a walk down the pages of history, featuring meals that people were eating in the earlier dynasties.
9. The experts at \_\_\_\_\_ make sure that the restaurant offers food that is within its means to prepare and serve to its customers.
10. When a restaurant serves \_\_\_\_\_, the food quality and level of service are supposed to be rather high.

aspic

menu bundling

au jus

menu design

cultural food

theme restaurant

halal

kosher

haute cuisine

health food

**2.4.5. Challenge yourself** - Answer the given questions below based on what you have learned from the previous activities and on your background knowledge about culinary arts. Try to make use of the vocabulary words discussed in this unit and even in the previous units. You may work with a partner in answering this activity.

1.	Imagine for a moment that you are a budding Oenophile. Draw a nice bottle of wine, with a beautiful wine glass and some food to go with it.
2.	What do you think makes certain food items considered as health food? Give five examples of health food and why they are said to be healthful.
3.	If you had your own theme restaurant, what would it be all about and why?

## Unit 5

# The Basic Food Establishment

The food and beverage service industry covers a wide range of establishments and services especially because food is a vital part of the human experience. In this unit, you will learn about the different kinds of food establishments and other related terminologies.



## Target Vocabulary

<i>bar</i>	<i>fast food</i>	<i>meal experience</i>	<i>snack-bar</i>
<i>bistro</i>	<i>fine dining</i>	<i>menu planning</i>	<i>takeaway</i>
<i>café</i>	<i>food court</i>	<i>menu presentation</i>	<i>service charge</i>
<i>cafeteria</i>	<i>kiosk</i>	<i>Michelin star</i>	<i>vending</i>
<i>customer satisfaction</i>	<i>leisure attractions</i>	<i>rest stop</i>	<i>wine bar</i>

**2.5.1. Self-Study** - Find the vocabulary words in the given word search puzzle below by looking up, down, across or diagonally. Refer to the word list found below the puzzle to know which vocabulary words to look for. Make sure to take note of the spelling of each word while looking for it. Afterwards, get a dictionary and look for the definition of each word to understand it better.

### Where do you want to eat?

T	B	Z	I	Y	B	K	C	O	T	X	A	J	C	I
N	A	V	V	D	L	G	N	R	N	D	I	S	L	Z
G	F	K	M	J	R	D	U	W	B	J	R	V	Z	P
S	N	L	E	A	H	O	D	L	H	Z	E	U	O	Z
N	T	I	Z	A	C	R	R	V	R	J	T	Q	E	J
A	K	Q	N	D	W	V	D	Q	H	E	E	F	D	W
C	F	T	O	I	E	A	F	A	S	T	F	O	O	D
K	Q	O	D	N	D	G	Y	H	M	N	A	A	P	E
B	F	K	D	J	I	E	E	T	F	H	C	Z	C	O
A	P	I	E	N	S	H	N	Y	X	P	T	N	P	T
R	N	W	N	O	Z	X	Q	I	B	N	P	T	E	Q
G	R	T	W	H	J	X	T	Z	F	M	E	F	X	V
Q	A	L	P	O	R	T	S	I	B	V	Q	R	K	F
P	B	C	W	A	U	W	K	X	V	T	A	S	X	M
K	C	M	W	H	Q	J	U	B	D	W	Q	M	Z	G

#### WORD LIST

<i>bar</i>	<i>fine dining</i>
<i>bistro</i>	<i>food court</i>
<i>café</i>	<i>snack bar</i>
<i>cafeteria</i>	<i>takeaway</i>
<i>fast food</i>	<i>Vending</i>

**2.5.2. Self-Study** - In your free time, try to guess the meaning of each vocabulary word by using the clues found inside the parenthesis. Make sure you do not use a dictionary while trying to accomplish this activity. It is okay to make use of simple words to describe each word.



1. Customer satisfaction (expectations, food quality, enjoyment)

**Definition:**

---

2. Kiosk (small, sidewalk, school snacks)

**Definition:**

---

3. Leisure attractions (museums, amusement parks, cinemas)

**Definition:**

---

4. Meal experience (feelings, food, atmosphere)

**Definition:**

---

5. Menu planning (organizing, weekly, ahead of time)

**Definition:**

---

6. Menu presentation (options, pictures, list of dishes)

**Definition:**

---

7. Michelin star (ranking, fine dining, best restaurant)

**Definition:**

---

8. Rest stop (gas stations, highways, snacks)

**Definition:**

---

9. Service Charge (tips, for the employees, efficiency)

**Definition:**

---

10. Wine bar (small restaurant, cheese, cold cuts)

**Definition:**

---

**2.5.3. Pronunciation Drill** - Listen and repeat as your instructor reads out loud the correct pronunciation of the vocabulary words for this unit. Familiarize yourself with the correct pronunciation then be ready to articulate it out loud in front of the entire class. (15 minutes).

**2.5.4. Multiple Choice** - Encircle the letter of the best answer to the questions given below. This task will help test your skills on the definition of the vocabulary words for this unit.

1. Which among the following is a food establishment is also known as a pub?  
a. bar                      b. vending                      c. snack bar                      d. none of the above
2. What type of food establishment is often found in shopping malls which allow you to choose from a wide variety of food retail stores?  
a. fine dining              b. rest stop                      c. food court                      d. none of the above
3. When you go on road trips, what kind of food establishment do you usually encounter in the high way?  
a. vending                  b. rest stop                      c. café                              d. none of the above
4. Which among the following food establishments can also be called a *coffee shop*?  
a. cafeteria                  b. fine dining                      c. café                              d. none of the above
5. During formal functions like weddings and award ceremonies, what type of food establishments is it usually held at?  
a. fine dining              b. takeaway                      c. cafeteria                      d. none of the above
6. What type of food establishment is usually found in schools and universities?  
a. bistro                      b. snack bar                      c. cafeteria                      d. none of the above
7. Food establishments like McDonalds, KFC and are known as?  
a. bar                          b. fast food                      c. fine dining                      d. none of the above
8. What type of food establishment is known to serve only one plate items?  
a. vending                  b. fine dining                      c. takeaway                      d. none of the above
9. When you are in a rush and need to buy some snacks along the way, what type of food establishment do you find along the sidewalks?  
a. kiosk                      b. cafeteria                      c. bistro                              d. none of the above
10. What type of food service does not need any employees to function and only sells packaged food or drinks?  
a. café                          b. vending                      c. fine dining                      d. none of the above

**2.5.6. Word Jumble** - Identify the vocabulary word by reordering the mixed letters to form the correct spelling. Use the definition of each word as your clue in identifying the vocabulary word.

1. K A T E A Y W A \_\_\_\_\_

*Definition: when food is bought at a food establishment but eaten at home*

2. R E S I V C E C A H R G E \_\_\_\_\_

*Definition: an additional charge that customers pay for the service of the staff in a food establishment*

3. C H L M I N E T A R S \_\_\_\_\_

*Definition: a prestigious award for outstanding food establishments*

4. E I S L U R E T A T R A C O N I S T \_\_\_\_\_

*Definition: a type of food establishment found in attractions like cinemas and amusement parks*

5. N E M U P A N L N I N G \_\_\_\_\_

*Definition: organizing meals ahead of time; this may be done by households or food establishments*

6. M L E A E P X E N C I E R E \_\_\_\_\_

*Definition: the overall mood and feeling a customer gains from eating in a food establishment*

7. N I W E R A B \_\_\_\_\_

*Definition: a food establishment that specializes in various kinds of wine*

8. S U C M E R T O S T I F A S C O N I T \_\_\_\_\_

*Definition: the goal of any food establishment in terms of serving a customer*

9. S A C N K A B R \_\_\_\_\_

*Definition: a small usually roadside restaurant where simple meals can be bought*

10. N E M U P E N R S E T A I O N T \_\_\_\_\_

*Definition: the design of the list of food and beverages offered by a food establishment*

**2.5.7. Test your knowledge** - Read the excerpt below about fine dining restaurants then answer the questions that follow. Reflect on what you have learned from the entire module while formulating your response.



### Fine Dining

Fine dining restaurants top the ladder when it comes to service and quality. They usually gain perceived value with unique and beautiful décor, renowned chefs and special dishes. Listed below are some of the features, challenges and advantages of running a fine dining restaurant:

- **Service style.** Service style for fine dining restaurants is top-notch. Well-trained and experienced servers and sommeliers attend to guests, providing excellent knowledge of food and wines.
- **Atmosphere.** The atmosphere in a fine dining establishment is one of the keys to its perceived value. The lights need to soften the mood; the music should reflect the concept yet not overpower guest conversations; the décor should add an elegant and unique perspective. Overall, fine dining establishments strive to create an exceptional dining experience for guests.
- **Menu.** Many people choose fine dining restaurants for a special occasion, so the food must not disappoint- in either selection or quality. You don't need to feature a huge menu, but it should be interesting, offering unique items that patrons wouldn't find at any other restaurant. Many fine dining restaurants offer *prix fixe* menus or limited menus that change on a daily or weekly basis.

*Adapted from: <http://www.foodservicewarehouse.com/blog/overview-different-restaurant-types/>  
[http://restaurants.about.com/od/restaurantconcepts/a/Fine\\_Dining.htm](http://restaurants.about.com/od/restaurantconcepts/a/Fine_Dining.htm)*

1. Based on the article and what you have learned from this module, pick three words that will best describe a fine dining restaurant.

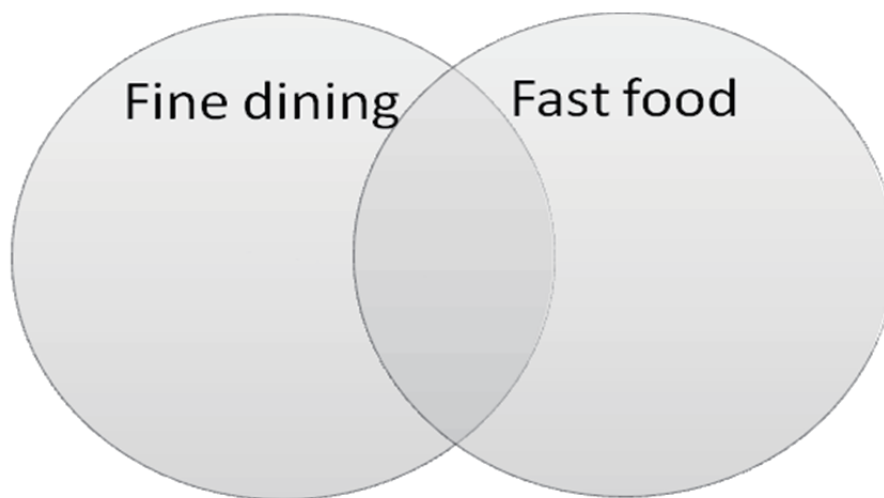
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2. Compare and contrast a fine dining restaurant and a fast food restaurant by completing the Venn diagram below.



3. What kind of meal experience do you think customers will have at a fine dining restaurant?

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4. Do you think only fine dining restaurant deserve a Michelin star? Why?

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Draw an image of your own design of a fine dining restaurant below.



**2.5.8. Challenge yourself** - With a partner, take a photo of a popular fast food restaurant in your city and write a short essay about it similar to the short article about fine dining cited above. Try to make use of the different vocabulary words without consulting a dictionary. This will help you improve your knowledge of the different vocabulary words you learned in this unit.

## Glossary

Term	Definition	Usage
<b>à la carte</b>	menu in which items and beverages are priced individually.	<i>I prefer to order <b>à la carte</b> instead of ordering a set meal so that I pay only for what I really want to eat.</i>
<b>al dente</b>	Italian term meaning "to the tooth". Pasta is cooked only to the point that there is still a slight resistance when it is bitten to.	<i>Cook pasta only until <b>al dente</b>.</i>
<b>aspic</b>	a dish in which ingredients are set into a gelatin made from a meat stock or consommé.	<i>North European cuisine offers many dishes such as fish or meat set in <b>aspic</b>.</i>
<b>au jus</b>	cooking food in its natural juices.	<i>The chicken dish at the restaurant that I visited was served <b>au jus</b>.</i>
<b>banqueting</b>	an elaborate, large public gathering where a full course meal or a buffet is served to people; usually done to celebrate a particular event	<i>The <b>banqueting</b> for my sisters' wedding was unforgettable.</i>
<b>bar</b>	an establishment primarily selling alcoholic beverages which may also serve accompaniments; also known as a pub	<i>James Bond always orders a dry martini at the <b>bar</b>.</i>
<b>bartending</b>	a job where a person serves drinks, usually alcoholic drinks at a bar or restaurant	<i>After mixing drinks at home, I got a part-time job <b>bartending</b> at a local bar.</i>
<b>béchamel</b>	this is a white sauce made with milk or cream and thickened with a roux.	<i>The <b>béchamel</b> sauce, which is a white sauce, is creamy.</i>
<b>bistro</b>	a small, modest, European style restaurant or café	<i>My friends and I spent some time at a <b>bistro</b> last night.</i>
<b>blackening</b>	a distinct step in certain cuisines such as in Creole cooking.	<i>This recipe calls for <b>blackening</b> the ingredients.</i>
<b>browning</b>	frying food in a small amount of heated oil just to the point of turning a nice, golden color.	<i>Meat dishes are made more attractive by <b>browning</b> the pieces of pork or beef in a pan.</i>
<b>budget</b>	a particular amount of money, allocated for something	<i><b>Budget</b> meals include rice, 1 dish and drinks.</i>
<b>buffet</b>	meal set out on a table of which people may serve themselves	<i>They are serving Japanese food in the dinner <b>buffet</b>.</i>
<b>butterfly</b>	the act of splitting food (meat, fish, fowl) down the center, cutting almost, but not completely through. The two halves are then opened flat to resemble a butterfly.	<i>Request the vendor to <b>butterfly</b> the pork. He should cut the meat down the center but not completely through.</i>
<b>café</b>	an establishment that offers coffee and accompaniments	<i>Meet me at the <b>café</b> at 430 this afternoon.</i>
<b>cafeteria</b>	a food establishment wherein customers order, pay, and carry their food from the counter	<i>The <b>cafeteria</b> where I used to eat offered very limited choices.</i>
<b>caramelize</b>	To heat sugar until it liquefies and becomes a clear caramel syrup ranging in color from golden to dark brown. Fruits and vegetables with natural sugars can be caramelized by sautéing, roasting or grilling, giving them a sweet flavor and golden glaze.	<i>In preparing Leche Flan, which is a Filipino dessert, the sugar is heated until it liquefies and <b>caramelizes</b>.</i>
<b>catering</b>	a type of service business where food and beverages or even entertainment are provided in social events	<i>Our company usually hires a <b>catering</b> service for our Christmas party.</i>

<b>clearing</b>	the procedure by which a table at a restaurant is cleaned and prepared for the next customer	<i>We had to wait a few minutes for the <b>clearing</b> of our table since the newly-opened restaurant was fully booked.</i>
<b>confit</b>	food, usually meat or poultry, cooked in its own fat.	<i>A <b>confit</b> is a rich dish since this method of cooking renders the fat.</i>
<b>contract catering</b>	a company that provides catering service at a regular basis as agreed upon by both parties involved	<i>The events in our company became much more efficient after we availed of <b>contract catering</b> for an entire year.</i>
<b>cook-chill process</b>	a foodservice system based on normal preparation and cooking of food followed by rapid chilling, storage in blast chillers at controlled low temperature conditions above freezing point, 0 - 3° and subsequently reheating immediately before consumption. The chilled food is regenerated in finishing kitchens, which requires relatively low capital and minimum staff.	<i>Catering services sometimes make use of the <b>cook-chill process</b> in order to give ample time before food service.</i>
<b>cook-freeze process</b>	cook-freeze uses a production system similar to cook-chill, except that the recipes are modified to be freezer-stable. Modified starches are used in sauces to avoid separation when reheating. Blast freezers are used for the process.	<i>Many food manufacturers make use of the <b>cook-freeze process</b> which requires modified starch in place of fats so that food can last longer and remain palatable to the taste.</i>
<b>cordon bleu</b>	1 a dish wherein a filling, usually ham and cheese, is enveloped in a battered chicken fillet. It is cooked by deep-frying.	<i>1 Chicken cooked <b>cordon bleu</b> style is a popular dish among youngsters because of its great taste.</i>
	2 a high level of culinary certification which requires intensive training and apprenticeship under an accomplished chef.	<i>2 A chef who has a <b>cordon bleu</b> certification can really brag about his accomplishments since it takes much time, patience and effort to achieve that level.</i>
<b>cuisine</b>	a style of cooking specific to a particular country or culture	<i>Asian <b>cuisine</b> is really unique.</i>
<b>culinary</b>	of or related to the kitchen or cookery	<i>Chefs are <b>culinary</b> experts.</i>
<b>cultural food</b>	a food item, style of cooking or eating that is reflective of a certain sector of society.	<i>When traveling to a different country, I make sure to take a bit of <b>cultural food</b> so as to identify its people's distinct cuisine.</i>
<b>customer</b>	someone who buys good or services from a business	<i>We satisfy <b>customers</b> with efficient service.</i>
<b>customer satisfaction</b>	how well the products and/or services meet or exceed the customer's expectations	<i>The primary goal in a first class restaurant is <b>customer satisfaction</b>.</i>
<b>delivery</b>	the act of taking something to a person or place	<i>We accept <b>delivery</b> orders for set lunch.</i>
<b>demonstrations</b>	an act of showing someone how something is done or used	<i>In your culinary training, you will have <b>demonstrations</b> of your cooking skills.</i>
<b>dishwashing</b>	a process which involves the washing and drying of different kinds of kitchen utensils	<i>Some chefs begin their career with the task of <b>dishwashing</b> until they rise through the ranks.</i>
<b>dredging</b>	to coat a food item in flour or ground crumbs prior to frying or sautéing.	<i><b>Dredging</b> a piece of meat before deep-frying makes it crunchier to bite.</i>
<b>fast food</b>	food prepared by restaurants that cater to uniformity, speed and low prices over taste and nutritional value	<i>It has been found in several studies that eating <b>fast food</b> fried chicken contributes to violent temperament and irritability</i>



		<i>among school-age children.</i>
<b>fillet</b>	to create a fillet of fish or meat by cutting away the bones. Fish and boning knives help produce clean fillets.	<i>Fried fish <b>fillet</b> is a flavorful dish that pleases many casual diners.</i>
<b>fine dining</b>	a style of eating, usually in expensive restaurants, where food is carefully prepared and served in a formal, attentive manner	<i>We can celebrate this small victory at one of the <b>fine dining</b> restaurants right here in our hotel.</i>
<b>first class restaurant</b>	a full-service restaurant that offers dishes top quality dishes served with much flair and emphasis on service.	<i>She opened a <b>first class restaurant</b> that serves wonderful Maryland blue crab dishes.</i>
<b>flambé</b>	food flamed by use of alcohol for flavor.	<i>Food set as if on fire or called a <b>flambé</b> is a food presentation technique.</i>
<b>food</b>	something edible and eaten	<i>The <b>food</b> you served is really delicious.</i>
<b>food court</b>	an area within a building (usually a mall) wherein many restaurants share a large area with tables, chairs, and provisions for service water	<i>Let's have lunch at the <b>food court</b> after the class.</i>
<b>function</b>	an event which is usually accompanied by food and beverage service.	<i>A medical organization is hosting tonight's <b>function</b>.</i>
<b>halal</b>	food items approved for consumption by followers of Islam.	<i>Non-pork items can be given the <b>Halal</b> certification as a sign that even followers of Islam can consume such food.</i>
<b>haute cuisine</b>	cuisine that prides itself by selecting only the finest and freshest ingredients, using classic techniques that conform to certain exclusive standards.	<i>A female actress says that she eats only caviar and champagne, which are identified with <b>haute cuisine</b>.</i>
<b>health food</b>	food items that are supposed to conform to certain standards that are expected to bring about better health. Ex. Gluten-free food; GMO-free food	<i>Their neighbor's son has so many different allergies that he has been advised to take only <b>health food</b>.</i>
<b>hors d'oeuvres</b>	small food items that are usually served as Starters.	<i>During cocktail parties where people usually entertain standing, the food served is mostly <b>hors d'oeuvres</b>.</i>
<b>hygiene</b>	the things that you do to keep yourself and your surroundings clean in order to maintain good health	<i>Washing your hands thoroughly before cooking is part of food <b>hygiene</b>.</i>
<b>julien/julienne</b>	foods that are cut in long, thin strips. The term is usually associated with vegetables, but may be applied to cooked meat or fish.	<i>The recipe calls for cutting the vegetable into long and thin strips called the <b>julien/julienne</b> cut.</i>
<b>kiosk</b>	a rather small food shop which is located in high foot traffic areas such as schools and train stations; serves snacks and light meals or pre-packaged food products	<i>She operates a <b>kiosk</b> at the train station near her apartment.</i>
<b>kosher</b>	food items approved for consumption by followers of Judaism.	<i>In Israel, which has a high population of Jewish people, most food items are marked <b>Kosher</b>.</i>
<b>leisure attractions</b>	food businesses primarily found in leisure establishments such as movie houses	<i>There are numerous <b>leisure attractions</b> at the mall where we always watch movies.</i>
<b>maceration</b>	soaking fruit in a seasoned liquid as a method of flavoring and preservation.	<i><b>Macerated</b> tropical fruits is a sweet topping to ice cream.</i>
<b>management</b>	the act or skill of controlling and making decisions.	<i>Food service requires effective <b>management</b>.</i>

<b>marination</b>	soaking food in a seasoned liquid mixture for a certain length of time. The purpose of marinating is to add flavor and/or tenderize the food. Due to the acidic ingredients in many marinades, foods should be marinated in glass, ceramic or stainless steel containers. Foods should also be covered and refrigerated while they are marinating. When fruits are soaked in this same manner, the process is called macerating.	<i>The process of <b>marination</b> involves soaking food for an hour or a day to tenderize the meat or to add flavor.</i>
<b>market</b>	an area either within the local community or in a commercial establishment where products commonly used for cooking are bought and sold	<i>Our restaurant buys fresh ingredients from the <b>market</b> everyday.</i>
<b>meal</b>	food either cooked at home or served in a restaurant to be eaten usually at regular intervals within the day.	<i>Doctors suggest to always have a full <b>meal</b> for breakfast everyday.</i>
<b>meal experience</b>	the resulting mood and level of satisfaction a client has from a meal based not only on food quality and taste but also on the service and ambience of the establishment	<i>The intergalactic theme of the restaurant and its outrageous menu truly drive the <b>meal experience</b> into something that's out of this world.</i>
<b>menu</b>	a list of dishes offered at a food establishment usually with the corresponding price.	<i>The <b>menu</b> at the newly-opened restaurant looks very appetizing.</i>
<b>menu bundling</b>	a marketing scheme that aims to sell more menu items that when ordered together would cost less than they normally would if purchased individually.	<i><b>Menu bundling</b> is a common practice in Manila restaurants nowadays in order to sell menu items faster.</i>
<b>menu design</b>	planning menu items carefully in order to create meals wherein the different items serve to complement each other, adding to the satisfaction of the diner.	<i>People flock to that restaurant downtown because of its <b>menu design</b> wherein food items are well-paired.</i>
<b>menu planning</b>	arranging items to be found in the menu ahead of time for proper provision	<i>Not only the taste and quality of food are taken into consideration in <b>menu planning</b>, but also the cost and availability of the ingredients.</i>
<b>menu presentation</b>	an attractively prepared list of food or beverage items available in a food establishment which may be accompanied by images and the corresponding prices	<i>A way to entice more clients is for restaurants to make more appealing <b>menu presentations</b>.</i>
<b>micelin star</b>	a highly prestigious rating system with various ranks represented by the number of stars; it aims to certify and distinguish top-performing chefs	<i>With so much at stake, the chef is working so tediously that you'd think he was after gaining a <b>Michelin Star</b>.</i>
<b>mise en place</b>	it's a French term for having all the ingredients prepped and ready to go before one starts cooking. That means everything is cleaned, peeled, chopped, diced, measured out, or whatever's necessary to get the ingredients ready prior to cooking a dish.	<i>Seasoned chefs always demand <b>mise en place</b> before cooking, unlike the style of the Naked Chef Jamie Oliver, which is to get ingredients directly from the cupboards.</i>
<b>mother sauce</b>	a collective term for base sauces from which all other sauces – called daughter sauce – are made.	<i>Before a chef creates all those delicious sauces, he must first learn to make the five <b>mother sauces</b> by heart.</i>
<b>napkin folding</b>	the art of decorative folding done with table linen for aesthetic purposes; usually done in fine dining restaurants	<i>My sister started learning the different kinds of <b>napkin folding</b> when she started working at a high end restaurant.</i>
<b>nutrition</b>	the process of absorbing healthy substances from food for health and growth	<i><b>Nutrition</b> is an important aspect for consideration for food establishments especially for school cafeterias.</i>

<b>oenophile</b>	a lover of wine, also known as a wine “connoisseur” or “aficionado.”	<i>A European cultural association is well-known for its yearly wine festival which is usually attended by <b>oenophiles</b>.</i>
<b>order taking</b>	service provided in a food establishment where food and beverage choices of the customer are received by a waiter and brought to the kitchen	<i><b>Order taking</b> is one of the primary tasks of a waiter in a restaurant.</i>
<b>parade of waiters</b>	a type of entertainment donw in some fine dining restaurants wherein waiters perform a synchronized parade while carrying trays or plates of food	<i>We were able to witness a rare <b>parade of waiters</b> when we celebrated my brother's graduation at a fine dining restaurant.</i>
<b>perishables</b>	food that cannot be eaten after a certain number of days especially if not stored properly	<i>It is important to keep track of the date of use of <b>perishables</b> so as not to waste food.</i>
<b>plate carrying</b>	a technique learned by the wait staff in a restaurant where plates are handled skillfully for proper delivery of food to customers	<i>I never knew that it was possible to carry more than one plate until I attended the <b>plate carrying</b> class for my job.</i>
<b>preparing</b>	the process of obtaining, selecting and measuring ingredients for cooking	<i>You will typically find the chefs and their assistants staying late in the evening at the kitchen <b>preparing</b> for service for the next day.</i>
<b>proofing</b>	holding prepared bread or pastry dough before baking in an oven	<i>An innovation is modern bakeshops is the <b>proofing</b> cabinet which holds shaped pastry dough before it goes into the oven for baking.</i>
<b>purée</b>	to grind or mash food until completely smooth. This can be done using a food processor or blender or by pressing the food through a sieve.	<i>Banana <b>purée</b> is a key ingredient in Banana Bread.</i>
<b>quality</b>	a standard that measures excellence as compared to other things of similar kind	<i>High <b>quality</b> fish is the top consideration when making sushi.</i>
<b>quantity</b>	a specific or general amount typically according to size or sum	<i>The <b>quantity</b> of food served in an a la carte meal should be just enough for one person to eat.</i>
<b>rest stop</b>	a relatively small food establishment such as a snack bar found mainly in highways and refilling stations	<i>The children are getting restless so they need feeding at the closest <b>rest stop</b>.</i>
<b>restaurant</b>	a food establishment where meals are prepared and served at a cost to customers	<i>Our family eats out at a new <b>restaurant</b> every Sunday</i>
<b>room service</b>	a type of service provided in hotels where customers have the option of choosing food from a menu and having it delivered to their hotel rooms	<i>Since our plane will be arriving late in the evening, we will just order <b>room service</b> to satisfy our hunger.</i>
<b>roulade</b>	slice of meat, poultry or fish rolled around a stuffing.	<i>In Spanish and Philippine cuisines, there are many examples of meat rolled around a stuffing classified as <b>roulade</b>.</i>
<b>roux</b>	a mixture of flour and fat that is cooked over low heat and used to thicken soups and sauces. There are three types of roux...white, blond, and brown. White and blond roux are both made with butter and used in cream sauces while brown roux can be made with either butter or the drippings from the cooking and is used for darker soups and sauces.	<i>Make a <b>roux</b> first by incorporating the flour into the butter.</i>
<b>sear</b>	to brown meat or fish quickly over very high heat either in a fry pan, under a broiler or in a hot oven. Searing seals in the food's juices and provides a crisp tasty exterior. Seared food can then be eaten rare or roasted or braised to desired degree of doneness.	<i>Beef can be <b>seared</b> and then served with the inner part still raw.</i>

<b>service</b>	work done for the convenience of other people	<i>The <b>service</b> provided in a restaurant should be as perfect as possible.</i>
<b>service charge</b>	a certain amount computed at a portion of the total bill to cover a proportionate service cost	<i>Fifteen percent of the bill is usually how much is written for <b>service charge</b>.</i>
<b>service sequence</b>	a sequential checklist of tasks that the staff in a restaurant needs to take note of from the arrival of the customer until their departure	<i>The restaurant staff provided us with a flawless <b>service sequence</b>.</i>
<b>snack bar</b>	a food establishment which caters to clients looking for light refreshments only	<i>Since I wanted something light, I just stopped by the <b>snack bar</b>.</i>
<b>stocktaking</b>	the process of counting the goods in storage at a restaurant based on a list	<i><b>Stocktaking</b> is one of the most time-consuming tasks in a restaurant.</i>
<b>storing</b>	the act of arranging and keeping goods in storage for kitchen or restaurant use	<i>It is important to have a systemized <b>storing</b> process in a restaurant to avoid confusion.</i>
<b>stuffing</b>	minced or ground ingredients mixed together and put into the cavities of chicken or turkey before roasting for flavor.	<i>Put the <b>stuffing</b> into the cavity of the chicken after brining.</i>
<b>synchronized service</b>	a type of service common in a fine dining restaurant where waiters practice serving plates to diners at the same time	<i>One of the most difficult things to master as a wait staff is conducting a <b>synchronized service</b> for the diners</i>
<b>table service</b>	the serving of food and beverage at a restaurant during the course of the diners meal	<i>The <b>table service</b> at my friend's restaurant is one of the best I have ever experienced.</i>
<b>table setting</b>	the style chosen for the place setting of the utensils on a table	<i>The restaurant we chose for dinner last night had such a complicated <b>table setting</b> we weren't sure how to begin eating.</i>
<b>table skirting</b>	the decorative arrangement of the table cloth in a restaurant to achieve an elegant look	<i>The effort that goes into <b>table skirting</b> definitely adds to the overall ambience of the restaurant.</i>
<b>take away</b>	a food establishment which caters to clients looking to just buy packed items for consumption later	<i>We ordered a few slices of pizza for <b>take away</b>.</i>
<b>theme restaurant</b>	a restaurant that follows a particular design based on a national or regional cuisine.	<i>Along some streets in Manila are <b>theme restaurants</b> that offer various Asian cuisines and their servers even wear period attire.</i>
<b>velouté</b>	a mother sauce of various stock bases thickened with a roux. This is used as a base for other more complex sauces, though it may be used alone.	<i>A sauce which makes use of <b>velouté</b> as its mother sauce is delicious without being too fatty as it is uses stock compared to a sauce made from roux which uses butter and flour.</i>
<b>vending</b>	food service which employs a handful of inventory and distribution staff who refill vending machines which in turn perform the role of selling and dispensing the products for sale	<i>This machine is used for <b>vending</b> sandwiches and side salads.</i>
<b>waitering</b>	a job that requires a man to wait and serve tables at a restaurant	<i><b>Waitering</b> is one of the most common part-time jobs for college students.</i>
<b>wine bar</b>	a small restaurant which specializes in wines which may be of certain appellations; usually also serves food and wine pairings	<i>The diners moved towards the <b>wine bar</b> as it grew later into the night.</i>







## MODULE 3

# Front office Vocabulary

## HOSPITALITY ENGLISH PREPARATORY COURSE



このモジュールでは一般的な語彙力を補強するとともに、ホテルのフロント業務で使われる専門用語を新たに学びます。フロントはホテルの中でもゲストとスタッフとがやり取りを交わす特別な部署です。“フロント”という言葉はもともと、お客様と従業員とがお互いに直接会ってやり取りするという、つまりビジネスの言わばフロントラインを担うということに由来すると言われています。フロント担当者はお客様を迎え、荷物やチェックインのお手伝いをし、ルームキーや郵便物などの受け渡しなど様々な形でお客様と関わります。フロント係は良好な顧客関係の構築を担っていると言えるでしょう。

このモジュールを通してあなたが身に付けられる語学力 (Module 3 の Can-Do 目標) :

I CAN...

- ✓ Have basic communication skills using correct telephone terms and phrases.
- ✓ Be familiar with the process of checking in and out with guaranteed and non-guaranteed reservations.
- ✓ Understand and use terms of taking reservations, checking in/out with guaranteed or non-guaranteed reservations.
- ✓ Use terms applied to problem-solving techniques needed to resolve guest complaints and inquiries.

## Unit 1

# Telephone Skills

*In this unit, you will learn basic communication skills in understanding and using correct telephone terms and or phraseologies.*

### Target Vocabulary

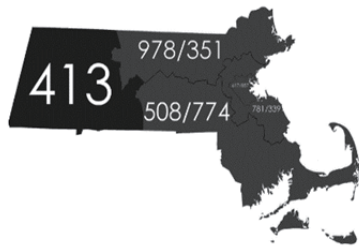
<i>area code</i>	<i>call hold</i>	<i>dial/dial tone</i>	<i>international call</i>
<i>average daily rate</i>	<i>cardholder</i>	<i>guest history</i>	<i>local call</i>
<i>busy signal/tone</i>	<i>confirmation number</i>	<i>guestbook</i>	<i>long distance call</i>
<i>call back</i>	<i>country code</i>	<i>hang up</i>	<i>pick up</i>
<i>call display</i>	<i>credit card information</i>	<i>hang on</i>	<i>reservation</i>

**3.1.1 Self-Study** - In your free time, practice spelling the target vocabulary by writing each one three times. As you write the next word, cover the first and what you have written. Don't look at the vocabulary list as you complete this exercise.

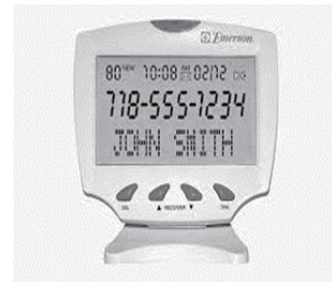
- |                 |       |       |       |
|-----------------|-------|-------|-------|
| 1. average      | _____ | _____ | _____ |
| 2. display      | _____ | _____ | _____ |
| 3. cardholder   | _____ | _____ | _____ |
| 4. confirmation | _____ | _____ | _____ |
| 5. display      | _____ | _____ | _____ |
| 6. distance     | _____ | _____ | _____ |
| 7. information  | _____ | _____ | _____ |
| 8. guestbook    | _____ | _____ | _____ |
| 9. reservation  | _____ | _____ | _____ |
| 10. signal      | _____ | _____ | _____ |



**3.1.2 Self-Study** - Check your word skills by writing the missing letter for the following terms that refer to the pictures.



A \_ E \_ \_ O \_ E



C \_ L \_ D \_ S \_ L \_ Y



G \_ \_ \_ ST B \_ \_ K



\_ RE \_ IT C \_ \_ D



R \_ S \_ R \_ A \_ \_ IN



L \_ NG D \_ ST \_ AN \_ \_

**3.1.3.** Match the vocabulary words to their corresponding meanings. Use each word once. Write your answers in the provided spaces.

guestbook	average daily rate	confirmation number
call display	credit limit	reservation
local call	guest history	long distance call
card holder	international call	country code

1. \_\_\_\_\_ It provides all the necessary information for a speedy reservation or walk-in
2. \_\_\_\_\_ A telephone service that provides the name and telephone number of a caller
3. \_\_\_\_\_ Indicate the average realized room rental per day
4. \_\_\_\_\_ The maximum amount that can be borrowed on a credit card
5. \_\_\_\_\_ Alphanumeric code used to identify and document a booking
6. \_\_\_\_\_ Call that is made between different country
7. \_\_\_\_\_ Call made within a local calling area
8. \_\_\_\_\_ A record in which visitors to a particular place may write their names, addresses, and remarks

**3.1.4. Using the Right Word** - Read the text and fill in the blanks using the vocabulary words listed below.

<i>reservation</i>	<i>credit card info</i>	<i>check-out</i>	<i>arrival</i>
<i>last name</i>	<i>room</i>	<i>card holder</i>	<i>check in</i>
<i>phone number</i>	<i>middle name</i>	<i>average daily rate</i>	<i>first name</i>

- Receptionist:** Good Morning. Welcome to CSB Grande Hotel.
- Client:** Hi, I'd like to make a \_\_\_\_\_ for January. Do you have any vacancies?
- Receptionist:** Yes sir, we have some rooms available. And what is the exact date of your \_\_\_\_\_?
- Client:** The 15th.
- Receptionist:** How long will you be staying?
- Client:** I'll be staying for three nights.
- Receptionist:** And would you like a \_\_\_\_\_ with twin beds or a double bed?
- Client:** A double bed, please.
- Receptionist:** Noted. And would you prefer to have a room with a view of the Pacific Ocean?
- Client:** If that type of room is available, I would love to have an ocean view. What's your \_\_\_\_\_?
- Receptionist:** Your room is \$ 1200 per day. Now what name will the reservation be listed under?
- Client:** Jurgen Unterberg
- Receptionist:** Could you spell your \_\_\_\_\_ for me, please?
- Client:** Sure. U-N-T-E-R-B-E-R-G
- Receptionist:** And is there a \_\_\_\_\_ where you can be contacted?
- Client:** Yes, my mobile phone number is +63865-26386.
- Receptionist:** Great. Now I'll need you \_\_\_\_\_ to reserve the room for you. What type of card is it?
- Client:** Visa. The number is 987654321.
- Receptionist:** And what is the complete name of the \_\_\_\_\_?
- Client:** Jurgen Z. Unterberg Jr.
- Receptionist:** Alright, Mr. Unterberg, your reservation has been made for the fifteenth of January for a room with a double bed and view of the Pacific Ocean. \_\_\_\_\_ is at 5 o'clock.
- Client:** Excellent, thank you so much.
- Receptionist:** The pleasure is mine. We'll see you in January, Mr. Unterberg. Have a great day.

**3.1.5. Relating Meanings** - Circle the letter that corresponds to the best answer/ There is only one correct answer for each question.

1. What is that three-digit number that identifies each telephone service area in a country?  
a. pin code                      b. area code                      c. country code
2. What do you call the telephone feature that allows you to place an active call on hold and initiate another one or answer an incoming call?  
a. call display                      b. call back                      c. call hold
3. What are those short alphabetic or numeric geographical codes (geocodes) developed to represent countries and dependent areas, for use in data processing and communications?  
a. pin code                      b. area code                      c. country code
4. What do you call the telephone feature that shows the caller's number on your mobile phone's display screen?  
a. call display                      b. call back                      c. call hold
5. What do you call the action of telephoning a person who has called previously?  
a. call display                      b. call back                      c. call hold
6. What is that series of sharp buzzing tones heard over a telephone when the line dialed is already in use?  
a. busy tone                      b. disconnection                      c. dial tone
7. What do you call the sound that comes from a telephone when it is ready for a call to be made?  
a. busy tone                      b. disconnection                      c. dial tone
8. What is that act of terminating a telephone conversation by ending the call connection?  
a. hold on                      b. hang up                      c. hang on
9. What is that act of keeping a telephone connection open?  
a. hold on                      b. pick up                      c. hang on
10. What do you call a feature used in a telephone system that allows one to answer someone else's telephone call?  
a. call display                      b. call hold                      c. call back

**3.1.6. Word Analogy** – The phrases in the left column compare two things that are alike, opposite or related in some way. Complete the analogies using the vocabulary words listed below. The First one is done for you.

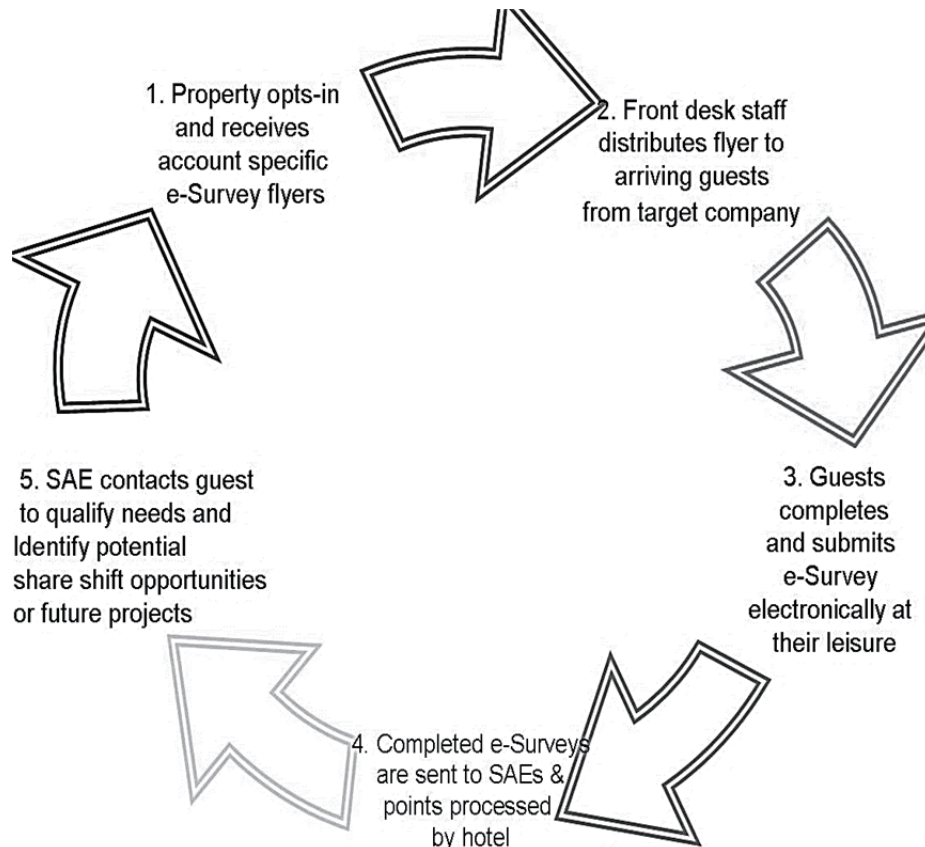
Confirmation Number	Credit Card Information	Guest History
Guestbook	International Call	Local Call
Long Distance Call	Credit Card	Area Code
Country Code	Hang up	Hang on

1. *+63* is to **country code** as *1201* is to Area Code
2. *ending a call* is to **hang up** as *keeping the call* is to \_\_\_\_\_
3. *Room 15 to Room 31* is to **local call** as *Manila to Cebu* is to \_\_\_\_\_
4. *Manila to Davao* is to **long distance call** as *Manila to Tokyo* is to \_\_\_\_\_
5. *receptionist* is to **guest history** as *client* is to \_\_\_\_\_
6. *reservation* is to **confirmation number** as *credit card* is to \_\_\_\_\_
7. *no charge* is to **local call** as *with high charge* is to \_\_\_\_\_
8. *check-in* is to **guestbook** as *reservation* is to \_\_\_\_\_
9. *prolonging call* is to **hang on** as *ending call* is to \_\_\_\_\_
10. *Jurgen Unterberg* is to **cardholder** as *visa platinum 02* is to \_\_\_\_\_

## Unit 2

# The Guest Cycle

This unit will help you understand some words that are commonly used in the procedures involved in checking-in guests with guaranteed and non-guaranteed reservations.



## Target Vocabulary

<i>arrival (pre-, hold)</i>	<i>facilities/amenities</i>	<i>logbook</i>	<i>rebate</i>
<i>credit/house limit</i>	<i>front office</i>	<i>manager on duty</i>	<i>register</i>
<i>departure</i>	<i>front office receptionist</i>	<i>night manager</i>	<i>registration card</i>
<i>due out</i>	<i>guest cycle</i>	<i>occupancy</i>	<i>timeshare</i>
<i>extended stay</i>	<i>guest folio</i>	<i>package</i>	<i>travel agent</i>

**3.2.1. Self-Study** - In your free time, practice spelling the target vocabulary by writing each one three times. As you write the next word, cover the first and what you have written. Don't look at the vocabulary list as you complete this exercise.

- |                  |       |       |       |
|------------------|-------|-------|-------|
| 1. Amenities     | _____ | _____ | _____ |
| 2. Arrival       | _____ | _____ | _____ |
| 3. Credit        | _____ | _____ | _____ |
| 4. Cycle         | _____ | _____ | _____ |
| 5. Departure     | _____ | _____ | _____ |
| 6. Extended      | _____ | _____ | _____ |
| 7. Facilities    | _____ | _____ | _____ |
| 8. Folio         | _____ | _____ | _____ |
| 9. Office        | _____ | _____ | _____ |
| 10. Receptionist | _____ | _____ | _____ |

**3.2.2 Self-Study** Check your word skills by writing the missing letter for the following terms. Refer to the given pictures in determining what is being described in each item.



D \_ P \_ \_ \_ U \_ E



A \_ \_ I \_ \_ L



R \_ C \_ \_ T I O \_ I \_ T



L \_ G \_ O \_ K



T \_ M \_ S \_ A \_ E



P \_ C \_ A \_ E

**3.2.3. Matching Meanings** - Match the phrases in Column A with those in Column B to make complete sentences. Write the letter of your answer on the provided spaces.

Column A	Column B
1. ____ To look for good <b>amenities</b> is to	a. a daily journal used by front office staff.
2. ____ The <b>manager on duty</b> is	b. works at the front desk of a hotel.
3. ____ A <b>logbook</b> is	c. find comfort, convenience or enjoyment.
4. ____ To <b>occupancy</b> is	d. helps people to plan their travels by booking plane tickets or hotel reservations.
5. ____ A <b>night manager</b> is someone who	e. an instrument that contains all transactions of both cash and credit occurred by each guest in a hotel.
6. ____ To receive a <b>rebate</b> is to	f. get a discount or return part from total amount of payment.
7. ____ To <b>arrive</b> is to	g. makes sure that the hotel operates well when the general manager is not present.
8. ____ A <b>travel agent</b> is someone who	h. number of rental units in a hotel rented or booked at a given time.
9. ____ The <b>guest folio</b> is	i. is responsible for all aspects of the hotel at night.
10. ____ A <b>receptionist</b> is someone who	j. come or reach a place or any other location.

**3.2.4 Using the Right Words** - Read the text and fill in the blanks using the vocabulary words listed below.

package	credit limit	time share	extended stay	house limit
departure	registration card	guest cycle	arrival	travel agent



I would like to avail the special vacation (1) \_\_\_\_\_ being offered by your travel agency. In line with this, I wish to leave in the month of January. If possible, my (2) \_\_\_\_\_ date is on January 14 and (3) \_\_\_\_\_ date is on January 21. Since I'll be staying in the place for seven days which falls under an (4) \_\_\_\_\_, I assumed that you will book me in a (5) \_\_\_\_\_ hotel.

The payment will be through my credit card. And please be informed that I have a (6) \_\_\_\_\_ of \$ 20,000. Anyways, I would like to know the (7) \_\_\_\_\_ of the hotel in terms of internet connection and long distance calls. Moreover, my I request a (8) \_\_\_\_\_ who can speak French so that I can communicate with him/her better, if I'll be needing further assistance. As you advertised, I'll be expecting that my (9) \_\_\_\_\_ will be delivered within three working days with complete information about my reservations. Indeed, I look forward for a great (10) \_\_\_\_\_ experience through your help.

**3.2.5. Word Association –** For Set A, match each word with its appropriate synonym, while for Set B match each word with an antonym. Write your answers in the provided spaces.

Set A:	<i>coming</i>	<i>vacancy</i>	<i>refund</i>	<i>record</i>	<i>receiver</i>
1. arrival				_____	
2. front office receptionist				_____	
3. due out				_____	
4. register				_____	
5. rebate				_____	
Set B:	<i>Arrival</i>	<i>Occupancy</i>	<i>Manager on Duty</i>	<i>Back office</i>	<i>Payment</i>
6. Departure				_____	
7. Vacancy				_____	
8. General Manager				_____	
9. Front Office				_____	
10. Rebate				_____	

**3.2.6. Language in the Workplace** - Read the hotel registration card below and answer the questions that follow in complete sentences.

**Gracious International Inns**  
**111 East 1st, Houston, TX. 77030**  
**(713) 660-9379**

Guest Name Auditor, Ima  
 LBJ State Off. Bldg., 111 E. 17th  
 Austin, Tx. 78774  
 Tx. Comptroller

Folio Number K1-7077  
 Suite Number 1123  
 Suite Type STQT  
 No. of Guests 1  
 Rate 80.00  
 Account Number JAM

Page 1

Arrive 10-Feb-03	Time 5:26	Depart 12-Feb-03	Time 7:23 AM
Date	Description	Charges	Credits
10-Feb-03R11123	Room Charge - Studio 1-4	80.00	
10-Feb-03T21123	State Occupancy Tax	4.80	
10-Feb-03T31123	City Tax	5.60	
10-Feb-03T41123	County Tax	3.20	
11-Feb-03R11123	Room Charge - Studio 1-4	80.00	
11-Feb-03T21123	State Occupancy Tax	4.80	
11-Feb-03T31123	City Tax	5.60	
11-Feb-03T41123	County Tax	3.20	
12-Feb-03MC 7:23	Paid-Mastercard XXXXXXXXXXXXXXX790		187.20
Checked Out		0.00	

1. What is the complete name of the hotel guest?  
 \_\_\_\_\_
  
2. What is the room rate per night at Gracious International Inns?  
 \_\_\_\_\_
  
3. What are the arrival and departure dates of the listed guest?  
 \_\_\_\_\_
  
4. For how many nights did the guest stay in the hotel?  
 \_\_\_\_\_
  
5. Upon check-out, what did the guest use in paying her bills?  
 \_\_\_\_\_

## Unit 3

# Room Reservation

*In this unit, you will learn basic knowledge of terms in taking room reservations.*



### Target Vocabulary

<i>advance payment</i>	<i>downgrade</i>	<i>room service</i>	<i>deposit</i>
<i>all inclusive</i>	<i>fully-booked</i>	<i>self-catering</i>	<i>double room</i>
<i>alternative accommodation</i>	<i>hot card</i>	<i>single room</i>	<i>overbooking</i>
<i>amenity</i>	<i>key card</i>	<i>sleep out</i>	<i>peak season</i>
<i>Bellboy</i>	<i>late charge</i>	<i>stayover</i>	<i>rack rate</i>

*Additional terms: American Plan, Continental Plan, safety deposit box*

**3.3.1. Self-Study** - In your free time, practice spelling the target vocabulary by writing each one three times. As you write the next word, cover the first and what you have written. Don't look at the vocabulary list as you complete this exercise.

- |                  |       |       |       |
|------------------|-------|-------|-------|
| 1. accommodation | _____ | _____ | _____ |
| 2. amenity       | _____ | _____ | _____ |
| 3. bellboy       | _____ | _____ | _____ |
| 4. catering      | _____ | _____ | _____ |
| 5. continental   | _____ | _____ | _____ |
| 6. downgrade     | _____ | _____ | _____ |
| 7. European      | _____ | _____ | _____ |
| 8. inclusive     | _____ | _____ | _____ |
| 9. overbooking   | _____ | _____ | _____ |
| 10. payment      | _____ | _____ | _____ |

**3.3.2 Self-Study** - Check your word skills by writing the missing letter for the following terms. Refer to the given pictures in determining what is being described in each item.



A \_ E \_ I \_ Y



B \_ \_ L \_ \_ Y



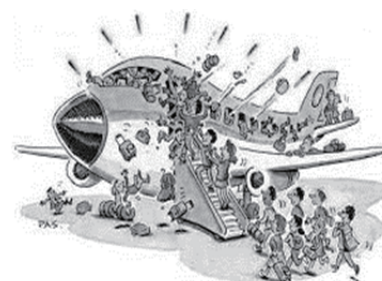
P \_ Y \_ E \_ T



D \_ W \_ G \_ \_ \_ E



C \_ T \_ R \_ \_ G



O \_ E \_ B \_ \_ K \_ D

**3.3.3 Matching Meanings** - Match the vocabulary words below to their corresponding meanings.

---

<i>advance payment</i>	<i>downgrade</i>
<i>all inclusive</i>	<i>European plan</i>
<i>alternative accommodation</i>	<i>fully-booked</i>
<i>amenity</i>	<i>hot card</i>
<i>American plan</i>	<i>key card</i>
<i>bellboy</i>	<i>late charge</i>

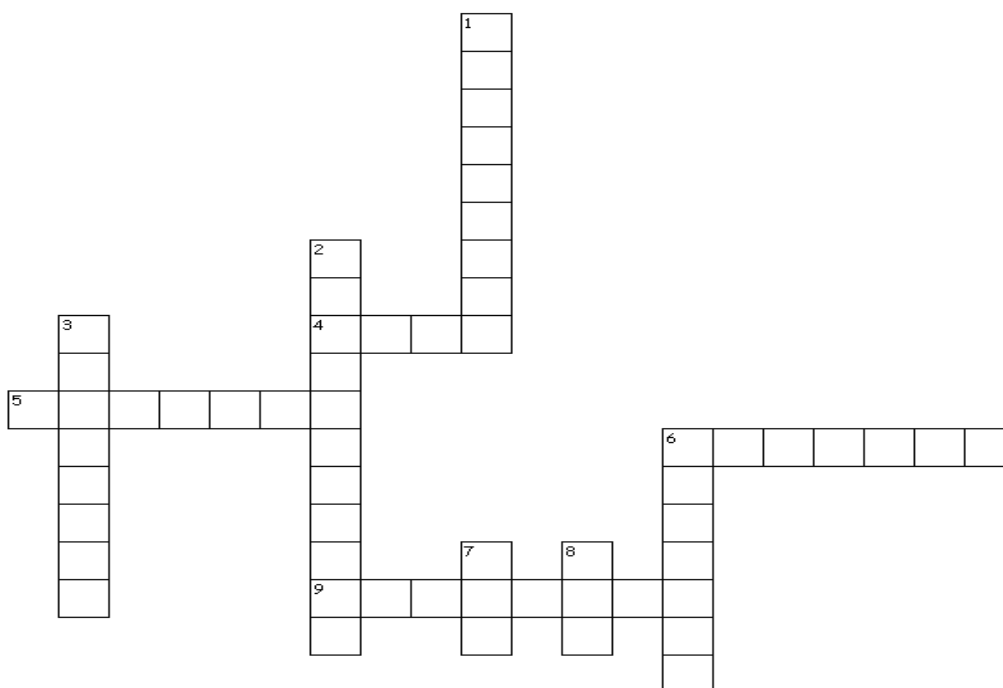
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- \_\_\_\_\_ 1. The rate includes everything, especially for a single price.
- \_\_\_\_\_ 2. Money paid, usually by check or credit card, by a guest before arriving at the hotel.
- \_\_\_\_\_ 3. Accommodations other than hotels such as: vacation home rentals, cruise ships, home-sharing rentals, timeshares, hostels and serviced apartments.
- \_\_\_\_\_ 4. Any useful or pleasant facility that provides comfort, convenience, or pleasure.
- \_\_\_\_\_ 5. A system of hotel management in which a guest pays a fixed daily rate for room and meals.
- \_\_\_\_\_ 6. An act of downgrading, as in status, rank, or amount.
- \_\_\_\_\_ 7. The situation in which the price of a room in a hotel does not include meals.
- \_\_\_\_\_ 8. A debit or credit card that may not be used because it has been reported lost or stolen.
- \_\_\_\_\_ 9. A charge imposed on an account for a payment that is either made late, or is not made.
- \_\_\_\_\_ 10. A man or boy employed in a hotel, club, etc, to carry luggage and answer calls for service.

**3.3.4. Word Association** - Circle the letter that corresponds to the best match in each case.

1. Paying money to a bank account as guarantee
  - a. deposit
  - b. cash basis
  - c. rack rate
  - d. rate
  
2. A negotiable price paid or charged for something
  - a. deposit
  - b. cash basis
  - c. rack rate
  - d. rate
  
3. Shared room with one double bed or two single beds
  - a. single room
  - b. double room
  - c. triple room
  - d. twin room
  
4. Room designed to be used by just one person
  - a. single room
  - b. double room
  - c. triple room
  - d. twin room
  
5. A guest to remain at least one more night in the hotel
  - a. long stay
  - b. no show
  - c. sleep out
  - d. stayover

**3.3.5. Word Puzzle** - Complete the crossword puzzle using vocabulary words from the lessons in this unit.



#### Down

1. An act of downgrading, as in status, rank, or amount.
2. A situation of unable to offer any appointments or accept any reservations due to no available vacancies.
3. \_\_\_\_ Plan. A system of hotel management in which a guest pays a fixed daily rate for room and meals.
6. \_\_\_\_ Payment. Money paid, usually by check or credit card, by a guest before arriving at the hotel.
7. \_\_\_\_ Card. A debit or credit card that may not be used because it has been reported lost or stolen.
8. \_\_\_\_ Card. A small plastic card, sometimes used instead of a door key in hotels, bearing magnetically encoded data that can be read and processed by an electronic device.

#### Across

4. \_\_\_\_ Charge. A charge imposed on an account for a payment that is either made late, or is not made.
5. A man or boy employed in a hotel, club, etc, to carry luggage and answer calls for service.
6. \_\_\_\_ Any useful or pleasant facility that provides comfort, convenience, or pleasure.
9. \_\_\_\_ Plan. The situation in which the price of a room in a hotel does not include meals.



**3.3.6. Language at Work** - Read the dialogue below and answer the questions that follow in complete sentences.

---

### Checking-In

Receptionist: Good morning. Welcome to Benilde Hotel. How may I help you?

Guest: I have a reservation for today. It is under the name of Javen Unterberg.

Receptionist: Can you please spell that for me, sir?

Guest: Sure. J-A-V-E-N and U-N-T-E-R-B-E-R-G

Receptionist: Yes, Mr. Unterberg, we have reserved a single room for you with a view of the Pacific Ocean for three nights. Is that correct?

Guest: Absolutely, it is.

Receptionist: Excellent. We already have your credit card information on file. If you'll just sign the receipt along the bottom, please.

Guest: Oh my God! Nine hundred and ninety dollars a night!

Receptionist: Yes, sir. We are a five star hotel after all.

Guest: Well, alright. I'm here on business anyway, so at least I'm staying on the company's expense. What's included in this rate anyway?

Receptionist: A full American buffet every morning, free airport shuttle service, and use of the hotel's safe are all included.

Guest: So what's not included in the price?

Receptionist: Well, you will find a mini-bar in your room. Use of it will be charged to your account. Also, the hotel provides room service, at an additional charge of course.

Guest: Oh... Okay, so what room am I in?

Receptionist: Room 515. Here is your key. To get to your room, take the elevator on the right up to the twelfth floor. Turn right once you exit the elevator and your room will be on the left hand side. A bellboy will bring your bags up shortly.

Guest: Fantastic. Thanks.

Receptionist: Should you have any questions or requests, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.

Guest: Okay, and what time is check-out?

Receptionist: At midday, sir.

Guest: Ok, thanks.

Receptionist: My pleasure, sir. Have a wonderful stay at Benilde Hotel.



1. What is the hotel reservation of Mr. Javen Unterberg?

---

---

2. What is the room rate per night at Benilde Hotel and why?

---

---

3. What are included in the room rate of \$590 per night?

---

---

4. How would Mr. Unterberg get to his room?

---

---

5. For any questions and or request, how could the guest address it to the staff?

---

---

## Unit 4

# Room Management

*In this unit, you will learn basic knowledge of terms in checking-in and checking-out guests with guaranteed and non-guaranteed reservations.*



### Target Vocabulary

<i>cash basis</i>	<i>long stay</i>	<i>tentative booking</i>	<i>voucher</i>
<i>check in</i>	<i>maximum capacity</i>	<i>transfer</i>	<i>waitlisted booking</i>
<i>check out</i>	<i>no show</i>	<i>triple room</i>	<i>walk-in</i>
<i>complimentary</i>	<i>occupancy</i>	<i>twin room</i>	<i>walking guest</i>
<i>concierge</i>	<i>off-peak season</i>	<i>upselling</i>	<i>wash down</i>

*Additional Terms: Buffet, Modified American plan*

**3.4.1. Self-Study** - In your free time, practice spelling the target vocabulary by writing each one three times. As you write the next word, cover the first and what you have written. Don't look at the vocabulary list as you complete this exercise.

- |                  |       |       |       |
|------------------|-------|-------|-------|
| 1. Buffet        | _____ | _____ | _____ |
| 2. Complimentary | _____ | _____ | _____ |
| 3. Concierge     | _____ | _____ | _____ |
| 4. Modified      | _____ | _____ | _____ |
| 5. Occupancy     | _____ | _____ | _____ |
| 6. Tentative     | _____ | _____ | _____ |
| 7. Transfer      | _____ | _____ | _____ |
| 8. Upselling     | _____ | _____ | _____ |
| 9. Voucher       | _____ | _____ | _____ |
| 10. Waitlisted   | _____ | _____ | _____ |

**3.4.2. Self-Study** - Check your word skills by writing the missing letter for the following terms. Refer to the given pictures in determining what is being described in each item.



T \_ \_ \_ ROOM



C \_ N \_ I E \_ \_ E



T \_ A \_ S \_ E \_



V \_ \_ C \_ \_ R



O \_ C \_ P \_ N \_ Y



U \_ S \_ L \_ I \_ G

**3.4.3. MATCHING MEANINGS** - Match the vocabulary words below to their corresponding meanings.

---

Buffet	Long Stay
Cash Basis	Maximum Capacity
Check In	Modified American Plan
Check out	No Show
Complimentary	Occupancy
Concierge	Off-Peak Season

---

- \_\_\_\_\_ 1. Works at a hotel helping guests make restaurant reservations, getting directions, or anything else they need assistance with.
- \_\_\_\_\_ 2. Paying for all of something immediately, not at an agreed later time.
- \_\_\_\_\_ 3. Procedure by which an airline or hotel formally registers the arrival of a passenger for a flight or a guest for a stay.
- \_\_\_\_\_ 4. A meal at which guests help themselves from a number of dishes and often eat standing up.
- \_\_\_\_\_ 5. Something given or supplied without charge, as lodging, transportation, or meals, especially as an inducement to prospective customers.
- \_\_\_\_\_ 6. A system of hotel management in which guests pay a fixed daily or weekly rate for room, breakfast, and lunch or dinner.
- \_\_\_\_\_ 7. Procedure of vacating and paying for one's quarters at a hotel.
- \_\_\_\_\_ 8. Applies to stays of at least 5 or 7 nights, depending on the hotel. Extended stay discounts usually are in the form of weekly rates, and monthly rates, which are discounted even more.
- \_\_\_\_\_ 9. It pertains to the occupancy rate for hotels.
- \_\_\_\_\_ 10. At times when prices are lower because not as many people want something or want to do something.

**3.4.4. Word Association** - Circle the letter that corresponds to the best match in each case.

1. When reservation is waiting bookers confirmation.
 

a. tentative booking	c. waitlisted booking
b. overbooking	d. upselling
  
2. Accepting more reservations than there are available rooms.
 

a. tentative booking	c. waitlisted booking
b. overbooking	d. upselling
  
3. A reservation kept on hold due to hotel over.
 

a. tentative booking	c. waitlisted booking
b. overbooking	d. upselling
  
4. A sales technique whereby a guest is offered a more expensive room than what he or she reserved or originally requested, and then persuaded to rent the room based on the room's features, benefits, and his or her needs.
 

a. tentative booking	c. waitlisted booking
b. overbooking	d. upselling
  
5. Hotel room containing two single beds.
 

a. triple room	c. walk-in guest
b. twin room	d. walking guest
  
6. Turning away a guest who has a reservation because of a lack of room availability.
 

a. triple room	c. walk-in guest
b. twin room	d. walking guest
  
7. A guest who arrives at a hotel without a reservation.
 

a. triple room	c. walk-in guest
b. twin room	d. walking guest
  
8. Blocking fewer rooms than the number requested by a group, based on previous group history.
 

a. upselling	c. transfer
b. voucher	d. wash down
  
9. A pre-paid coupon that can be exchanged at certain hotels for a night's lodging.
 

a. upselling	c. transfer
b. voucher	d. wash down
  
10. Room accommodates up to 3 people with either one double and a single bed or a combination of beds and roll-aways.
 

a. triple room	c. walk-in guest
b. twin room	d. walking guest

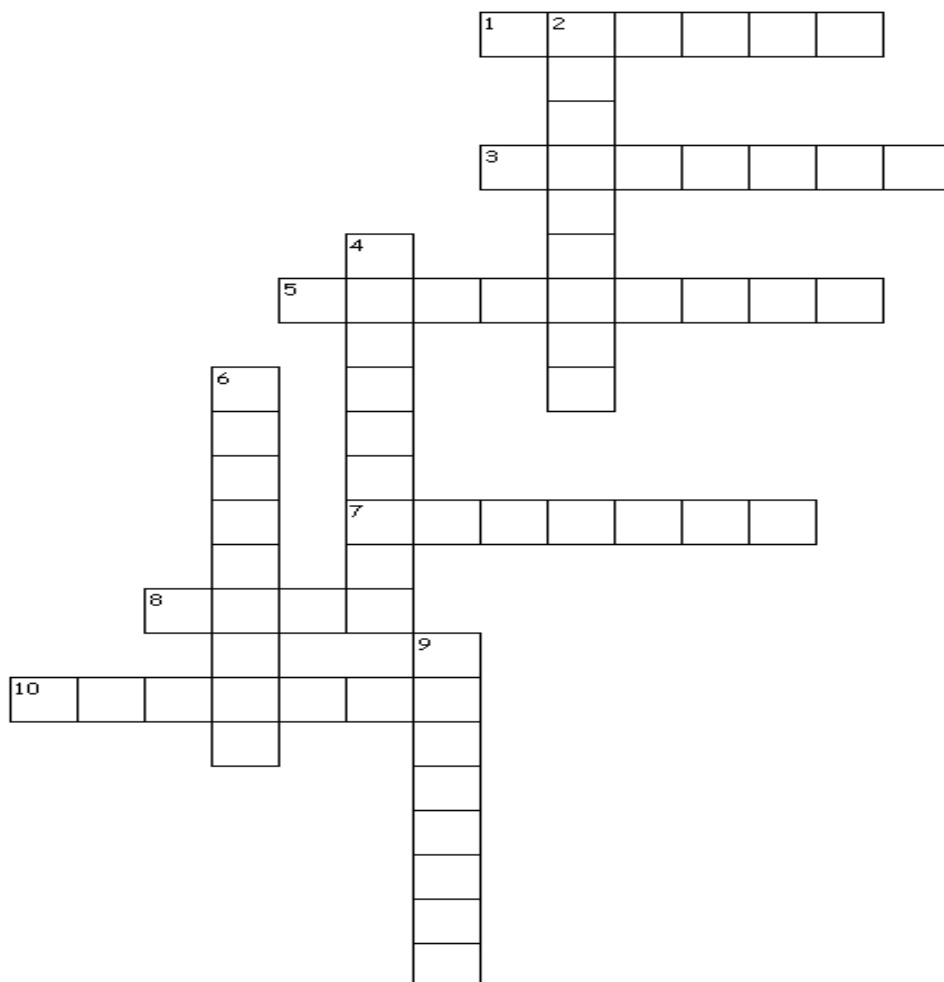
**3.4.5. Word Puzzle** - Complete the crossword puzzle using vocabulary words from the lessons in this unit.

**Across**

1. A meal at which guests serve themselves.
3. A man who carries luggage.
5. A hotel staff who helps guests in terms of reservations, directions or any form of assistance.
7. Any useful or pleasant facility.
8. A fixed price paid or charged for something.
10. A pre-paid coupon that can be exchanged at certain hotels.

**Down**

2. A sales technique whereby a guest is offered a more expensive room.
4. An act of lowering the status, rank or amount.
6. It pertains to the occupancy rate for hotels.
9. Method by which you get from the airport to your hotel.



**3.4.6. Language in Workplace** - Read the dialogue below and answer the questions that follow in complete sentences.

---

### Booking a Hotel Room

Receptionist: — Good afternoon, Gold Hotel. May I help you?

Mrs Toyotak: — Yes. I would like to book a room, please.

Receptionist: — Absolutely. When for, madam?

Mrs Toyotak: — January the 15<sup>th</sup>.

Receptionist: — How long will you be staying?

Mrs Toyotak: — Seven nights.

Receptionist: — What kind of room would you like, madam?

Mrs Toyotak: — Twin with bath. I'd appreciate it if you could give me a room with a view over the Atlantic Ocean.

Receptionist: — Sure, madam. I'll just check what we have available. Great, we have a room on the 18th floor with a really wonderful view.

Mrs Toyotak: — Well. How much is the charge per night?

Receptionist: — Would you like breakfast?

Mrs Toyotak: — Yes, please.

Receptionist: — It's \$590 per night excluding VAT.

Mrs Toyotak: — Very good!

Receptionist: — Who's the booking for, please, madam?

Mrs Toyotak: — Mr and Mrs Toyotak, that's T-O-Y-O-T-A-K.

Receptionist: — Okay, let me make sure I got that: Mr and Mrs. Toyotak. Twin with bath for January the 15<sup>th</sup> to 21<sup>st</sup>. Is that correct?

Mrs Toyotak: — Yes it is. Thank you.

Receptionist: — Let me give you your confirmation number. It's: 896748843. Again, that's: 896748843. Thank you for choosing Gold Hotel and have a great day ahead of you. Goodbye.

Mrs Toyotak: — Goodbye.

1. What is the hotel reservation of Mrs. Toyotak?

---

2. What is the room rate per night at Gold Hotel?

---

3. For how long would they stay in the hotel?

---

4. What kind of room does Mrs. Toyotak would like to have?

---

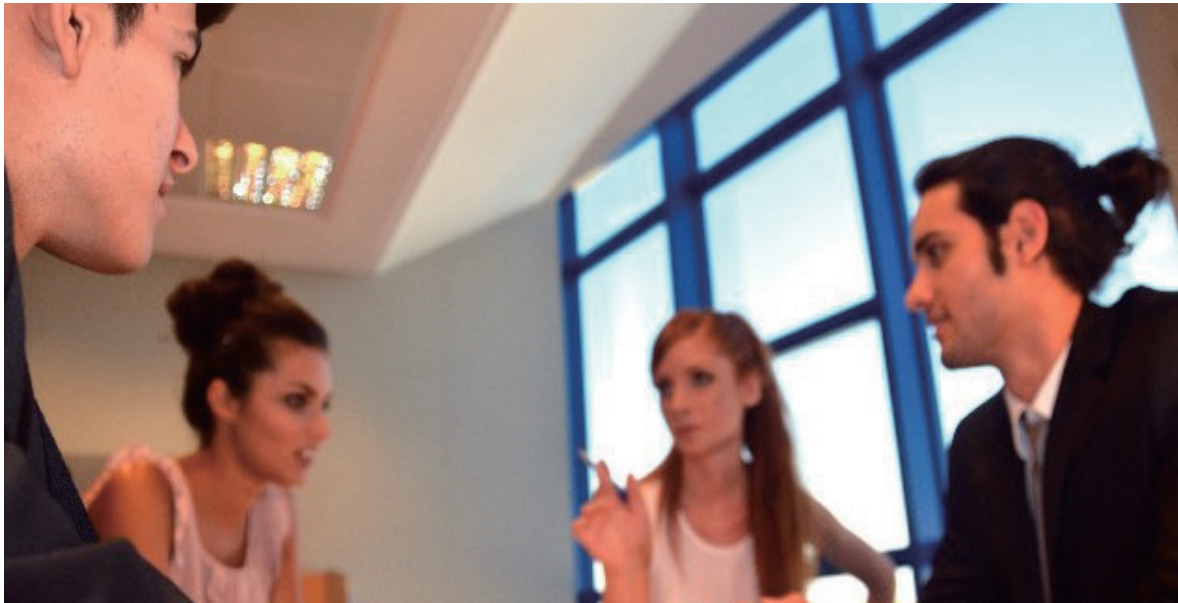
5. What is the confirmation number of Mrs. Toyotak's room reservation?

---

## Unit 5

# Handling Complaints and Inquiries

*In this unit, you will learn knowledge of terms applied to problem-solving techniques needed to resolve guest complaints and inquiries.*



### Target Vocabulary

<i>below standard</i>	<i>customer experience</i>	<i>goodwill freebies</i>	<i>empathy</i>
<i>cancelation</i>	<i>customer feedback</i>	<i>goodwill payment</i>	<i>liability</i>
<i>compensation</i>	<i>customer loyalty</i>	<i>guarantee</i>	<i>refund</i>
<i>complaint</i>	<i>customer satisfaction</i>	<i>inconvenience</i>	<i>replacement</i>
<i>customer expectations</i>	<i>customer service</i>	<i>investigation</i>	<i>security deposit</i>



**3.5.1. Self-Study** - In your free time, practice spelling the target vocabulary by writing each one three times. As you write the next word, cover the first and what you have written. Don't look at the vocabulary list as you complete this exercise.

- |                  |       |       |       |
|------------------|-------|-------|-------|
| 1. Cancellation  | _____ | _____ | _____ |
| 2. Compensation  | _____ | _____ | _____ |
| 3. Complaint     | _____ | _____ | _____ |
| 4. Expectation   | _____ | _____ | _____ |
| 5. Feedback      | _____ | _____ | _____ |
| 6. Freebies      | _____ | _____ | _____ |
| 7. Inconvenience | _____ | _____ | _____ |
| 8. Liability     | _____ | _____ | _____ |
| 9. Replacement   | _____ | _____ | _____ |
| 10. Satisfaction | _____ | _____ | _____ |

**3.5.2. Self-Study** - Check your word skills by writing the missing letter for the following terms. Refer to the given pictures in determining what is being described in each item.



C \_ N \_ E \_ A \_ I \_ N



C \_ M \_ \_ \_ I \_ T



C \_ M \_ E \_ S \_ \_ \_ I \_ N



S \_ T \_ S \_ A \_ T \_ \_ \_ N



F \_ \_ \_ E \_ I \_ S



R \_ F \_ \_ \_ D

**4.5.3. Matching Meanings** - Circle the letter for the word that is closest in the meaning to the vocabulary word. There is only one correct answer in each case.

---

- |                        |                 |
|------------------------|-----------------|
| 1. <b>Apology</b>      |                 |
| a. regret              | c. request      |
| b. appreciation        | d. demand       |
| 2. <b>Cancellation</b> |                 |
| a. withdrawal          | c. destruction  |
| b. delay               | d. registration |
| 3. <b>Compensation</b> |                 |
| a. deduction           | c. increase     |
| b. addition            | d. payment      |
| 4. <b>Complaint</b>    |                 |
| a. invitation          | c. protest      |
| b. command             | d. approval     |
| 5. <b>Discount</b>     |                 |
| a. addition            | c. cheap        |
| b. expensive           | d. deduction    |
| 6. <b>Empathy</b>      |                 |
| a. honesty             | c. loving       |
| b. understanding       | d. loyalty      |
| 7. <b>Guarantee</b>    |                 |
| a. license             | c. support      |
| b. assurance           | d. service      |
| 8. <b>Liability</b>    |                 |
| a. obligation          | c. ownership    |
| b. right               | d. priority     |
| 9. <b>Refund</b>       |                 |
| a. discount            | c. reward       |
| b. reimbursement       | d. giveaway     |
| 10. <b>Replacement</b> |                 |
| a. complementary       | c. guarantee    |
| b. refund              | d. discount     |
-

**4.5.4 Word Association** – Answer the following questions by encircling the letter of your choice.

---

1. Which of the following is considered as **bad service**?
 

a. strict security	c. rude staff
b. prompt shuttle	d. clean room
  
2. Which of the following might have possible **cancellation**?
 

a. fast business transaction	c. exceeds maximum cost
b. a lot of offered perks	d. deficiency in budget
  
3. In which of the following could you provide great **customer experience**?
 

a. late charges	c. various add-ons
b. quick response to queries	d. luxurious services
  
4. Which of the following is **NOT** an example of **customer feedback**?
 

a. rude staff	c. delayed services
b. dirty rooms	d. no budget
  
5. Which of the following can you best include in the **customer loyalty** program?
 

a. offer most expensive amenities	c. give 2% discount to new services
b. provide VIP cards	d. grant rewards after 10,000 referrals
  
6. Which of the following would **NOT** require an **investigation**?
 

a. lost luggage	c. guest and staff confrontation
b. untasteful food	d. damaged room facility
  
7. In which of the following occasions you can't have a **room block** in a hotel?
 

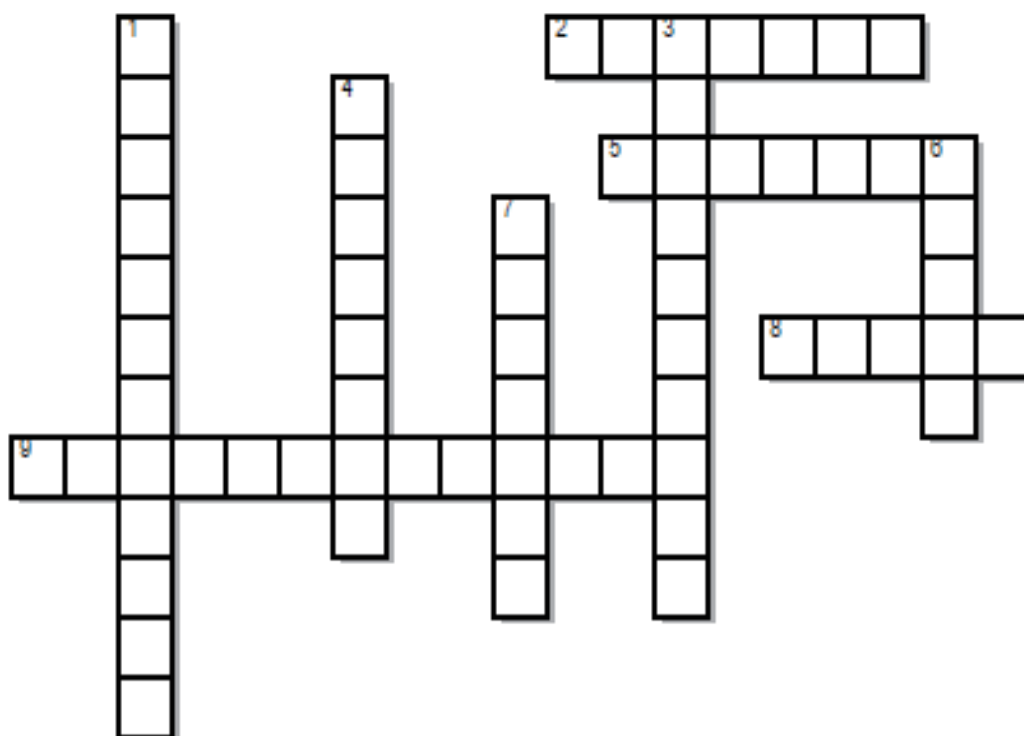
a. company meetings	c. dog show
b. children party	d. graduation ball
  
8. Which of the following could you express a **complaint** about?
 

a. unpleasant balcony view	c. no 24/7 free internet connection
b. disliked room wallpaper	d. not working hot shower
  
9. Which of the following is **NOT** an example of a standard **hotel room service**?
 

a. beauty treatment	c. daily maid service
b. personal assistant	d. doctor on call
  
10. In which of the following you would **NOT** be allowed to make a **refund**?
 

a. hated aesthetic features of the room	
b. found bedbugs hiding out in the mattress	
c. bathroom is too dirty to enter	
d. door frame is slightly broken	

**4.5.5 Word Puzzle** - Complete the crossword puzzle using vocabulary words from the lessons in this unit.



#### ACROSS

- 2 Security \_\_\_\_ An amount paid when you agree to rent a house, apartment or condominium which its owner can keep if you leave before the end of the agreement.
- 5 Customer \_\_\_\_ The department of an organization that gives help to customers and deals with their problems.
- 8 \_\_\_\_ standard - It is lower than the established or required standard.
- 9 Something that causes trouble or difficulty and is annoying.

#### DOWN

- 1 Customer \_\_\_\_ A measure of how happy customers feel when they do business in a company.
- 3 The act of paying for something before you receive it.
- 4 Good \_\_\_\_ Something that is given to you without you having to pay for it.
- 6 Margin of \_\_\_\_ An extra amount of something that you allow because there might be a mistake.
- 7 Good \_\_\_\_ Made by a company to a customer who has experienced a problem with its products or services.

**4.5.6. Comprehension Exercises** - Read the text below and answer the questions that follow in complete sentences.

---

#### 4 STEPS TO HANDLING CUSTOMER COMPLAINTS

by Jim Hartigan

Taking the appropriate action can only be done after hearing a customers' problems, understanding their feelings and combining it with a sincere apology.

As a lifetime manager and service industry professional, I have a confession to make. I really like the latest wave of reality TV shows that track the fixing of a hotel or restaurant. Of course, as a hotelier, my favorite is "Hotel Impossible" on the Travel Channel.

As I watch these shows, I've noticed that beyond the basics of cleanliness and keeping your establishment in good condition, a pervasive theme throughout seems to be poor customer service. Specifically, team members in these troubled hotels and restaurants don't seem to know how to deal with customer complaints. This takes me back to my roots when we used the acronym HEAT to help team members remember the four steps to follow when a customer complains. It's easy to remember, because it's likely you will take some HEAT until you turn things around. What is HEAT? I'm glad you asked.

**Hear:** The first step is to listen to the customer. Hear them out. Don't interrupt. Sometimes a customer just wants to vent. Of course, other times they have a real problem that needs solving. Try to listen for cues about what's really bugging them. Is it the problem with their meal or their room? Or is it that they are now running late? If the real problem is time, then that takes a different twist to your solution; you have to solve the problem fast.

**Empathize:** Empathy is defined as the ability to imagine oneself in another's place and understand the other's feelings, desires, ideas and actions. Over the years, I have found the best way to do this (and teach team members how to do it) is by naming the emotion. You have to articulate to the customer what they are feeling and validate it. "I understand how you feel, I'd be frustrated too." Or, "I completely understand and if that happened to me, it would make me very upset." By naming the emotion, expressing understanding and placing yourself in the customer's place, you begin the process of diffusing the situation.

**Apologize:** This is a big one, and easy. It goes like this: "I'm sorry." It can be that easy. Unfortunately, many line-level team members tend to take this sort of thing personally and feel apologizing for something they may not have had any control over to be uncomfortable. My advice: Get over it. Nobody said it was your fault. We aren't blaming you, so apologize already. To be more powerful, add a little of empathy. "I'm sorry for the inconvenience this has caused you. I'm really very sorry this happened."

**Take action:** Going from apology to taking action should be seamless. The very next sentence out of your mouth should be what you're going to do about the customer's complaint. The customer deserves to know what is going to happen next and what they can expect. The foundation to most customer complaints is the disconnect from what was expected and what actually happened. This is your chance to reestablish an expectation and deliver on it. Taking the appropriate action can only be done if you really hear the problem, fully understand the customer's feelings and combine it with a sincere apology.

So, before you call on my friends at the Food Network or the Travel Channel, take some time and share the principles of HEAT with your team. I bet you find fewer customer complaints coming to you and more customer compliments about how team members dealt with unfortunate occurrences. Until next time, remember, take care of your customers, take care of each other and take care of yourself.

---

1. Where did the writer get the idea of H.E.A.T. in handling customer complaints in hotels?

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2. What are the important things to remember in the first step (**heat**)?

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3. How would you do the second step (**empathize**)?

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---

4. What is the best way to do the third step (**apologize**)?

---

---

---

5. For the last step (**take-action**), how could it affect the customer expectations?

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---

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## Glossary

Term	Meaning	Usage
<b>advance payment</b>	Money paid, usually by check or credit card, by a guest before arriving at the hotel to guarantee a reservation.	<i>The hotel has a policy of 50% <b>advance payment</b> upon reservation.</i>
<b>all inclusive</b>	The rate includes everything, especially for a single price. For example, meals (breakfast, lunch, dinner), soft drinks, and typically, beer, wine, and liquor or even entertainment.	<i>An <b>all-inclusive</b> stay at a tropical resort hotel.</i>
<b>alternative accommodations</b>	Accommodations other than hotels such as: vacation home rentals, cruise ships, home-sharing rentals, timeshares, hostels and serviced apartments.	<i>Manila Hotel offers an <b>alternative accommodation</b> through a cruise ship.</i>
<b>amenity</b>	Any useful or pleasant facility that provides comfort, convenience, or pleasure.	<i>An Olympic-size swimming pool was just one of the <b>amenities</b> of the Hotel.</i>
<b>American plan</b>	A system of hotel management in which a guest pays a fixed daily rate for room and meals.	<i>Hotel Benilde also provides <b>American plan</b> to all of its guests.</i>
<b>apology</b>	A written or spoken expression of one's regret, remorse, or sorrow for having insulted, failed, injured, or wronged another.	<i>I have an <b>apology</b> to make to you – I have mistakenly booked you in a different hotel.</i>
<b>area code</b>	A number that represents each telephone service area in a country.	<i>Toyohashi's <b>area code</b> is 532.</i>
<b>arrival</b>	The act of coming to or reaching a place: the act of arriving.	<i>They were awaiting the <b>arrival</b> of guests.</i>
<b>average daily rate</b>	A metric widely used in the hospitality industry to indicate the average realized room rental per day.	<i>Pearl Hotel has an <b>average daily rate</b> of \$150.</i>
<b>bad service</b>	It refers to a situation where the process server was unable to locate the person being served.	<i>The guest complains for experiencing <b>bad service</b> at the hotel.</i>
<b>bellboy</b>	A man or boy employed in a hotel, club, etc, to carry luggage and answer calls for service.	<i>Please do not forget to give a tip to your <b>bellboy</b>.</i>
<b>below standard</b>	Lower an established or required standard.	<i>The facilities and services in this hotel are <b>below standard</b>.</i>
<b>buffet</b>	A meal at which guests help themselves from a number of dishes and often eat standing up.	<i>Are you having a sit-down meal or a <b>buffet</b> at the wedding?</i>
<b>busy signal/tone</b>	A series of sharp buzzing tones heard over a telephone when the line dialed is already in use.	<i>I can't call her now. The line has a <b>busy signal</b>.</i>
<b>call back</b>	The act or an instance of calling back from	<i>I'll <b>call her back</b> later at noon.</i>

	one location or situation to the previous one.	
<b>call display</b>	A service feature in which a user may retain an existing call while accepting or originating another call using the same end instrument.	<i>Using the <b>call hold</b> service you can then put the first call on hold, allowing you to answer the other incoming call or to make a second outgoing call.</i>
<b>call hold</b>	A service feature in which a user may retain an existing call while accepting or originating another call using the same end instrument.	<i>Using the <b>call hold</b> service you can then put the first call on hold, allowing you to answer the other incoming call or to make a second outgoing call.</i>
<b>cancellation</b>	An act of stopping an order for goods or services.	<i>The company anticipates that <b>cancellations</b> and rescheduling of existing hotel reservations will adversely impact its image.</i>
<b>cardholder</b>	One who possesses a card and especially a credit card.	<i>Tadashi is a visa <b>cardholder</b>.</i>
<b>cash basis</b>	Paying for all of something immediately, not at an agreed later time.	<i>If you do not pay on a <b>cash basis</b>, then you forgo the cash discount.</i>
<b>check in</b>	Procedure by which an airline or hotel officially registers the arrival of a passenger for a flight or a guest for a stay.	<i>Your <b>check-in</b> time at Heritage hotel is 14:00.</i>
<b>check out</b>	Procedure of vacating and paying for one's quarters at a hotel.	<i>We checked out from our hotel at 5 a.m. to catch a 7 a.m. flight.</i>
<b>compensation</b>	Something that makes you feel better when you have suffered something bad.	<i>She received \$1,000 in <b>compensation</b> for losing her Rolex at the hotel.</i>
<b>complaint</b>	A written or spoken statement in which someone says that somebody has done something wrong or that something is not satisfactory.	<i>We've received a <b>complaint</b> from one of our guests about offensive language of the hotel staff.</i>
<b>complimentary</b>	Something given or supplied without charge, as lodging, transportation, or meals, especially as an inducement to prospective customers.	<i>If your hotel includes breakfast with the price of your room, they may call it a <b>complimentary</b> breakfast.</i>
<b>concierge</b>	A concierge works at a hotel helping guests make restaurant reservations, getting directions, or anything else they need assistance with.	<i>If you were staying at a hotel, the <b>concierge</b> could recommend where to find the best coffee in town.</i>
<b>confirmation number</b>	An alphanumeric code used to identify and document a booking.	<i>Your <b>confirmation number</b> is 989378-980 for a 2 night stay at Ramada.</i>
<b>continental plan</b>	Hotel room rate that includes the cost of a continental breakfast.	<i>The hotel provides a <b>continental plan</b> breakfast for free.</i>
<b>country code</b>	Short alphabetic or numeric geographical codes (geocodes) developed to represent countries and dependent areas, for use in data processing and communications.	<i>The <b>country code</b> of the Philippines is +63.</i>



<b>credit limit</b>	The maximum amount that a person may charge on a credit card or borrow from a financial institution.	<i>I didn't know if I could buy the new car with my credit card, because it might cause me to exceed my <b>credit limit</b> of \$15,000.</i>
<b>customer expectations</b>	Perceived-value customers seek from the purchase of a good or service.	<i>The quality of your customer service is almost wholly determined by your ability to meet your <b>customer expectations</b>.</i>
<b>customer experience</b>	The way someone feels at all stages of doing business with a company or organization.	<i>We aim to improve the customer <b>experience</b> by responding more quickly to queries.</i>
<b>customer feedback</b>	Information coming directly from customers about the satisfaction or dissatisfaction they feel with a product or a service.	<i><b>Customer feedback</b> is a vital way to get honest opinions on your services or products from people who are familiar with them.</i>
<b>customer loyalty</b>	The fact of a customer buying products or services from the same company over a long period of time.	<i>Our <b>customer loyalty</b> program offers rewards and incentives to regular customers.</i>
<b>customer satisfaction</b>	A measure of how happy customers feel when they do business with a company.	<i>Manila Hotel receives consistently high <b>customer satisfaction</b> ratings.</i>
<b>customer service</b>	The department of an organization that gives help to customers and deals with their problems.	<i>If there is a problem with your stay in the hotel, please call one of our <b>customer service</b> team.</i>
<b>departure</b>	The action of leaving, typically to start a journey	<i>Tada's <b>departure</b> time is 08:45 a.m.</i>
<b>deposit</b>	Sum of money paid into a bank or building society account.	<i>You have to <b>deposit</b> at least 50% of the total cost of your hotel room.</i>
<b>dial</b>	Call (a telephone number) by turning a disk with numbered holes or pressing a set of buttons.	<i>Please <b>dial</b> 980 to have a local call at Room 902E.</i>
<b>dial tone</b>	A sound that a telephone produces indicating that a caller may start to dial.	<i>I have tried to call Tahiro but there was no <b>dial tone</b>.902E.</i>
<b>discounts</b>	A reduction in the usual price of a product or service.	<i>The price without <b>discount</b> will be around \$55.</i>
<b>double room</b>	Guest house, hotel, or inn room shared by two people. It may have one double bed or two single beds.	<i>The <b>double rooms</b> at Pacific Hotel feature comfortable beds, a flat-panel high-definition TV, ample work space and high-speed Internet access.</i>
<b>downgrade</b>	An act of downgrading, as in status, rank, or amount.	<i>We decided to <b>downgrade</b> our room to a cheaper one.</i>
<b>due out</b>	The room is expected to become vacant after the following day's checkout time.	<i>Mariah Carrey's <b>due out</b> is on December 9, Tuesday at 16:00.</i>
<b>empathy</b>	The ability to share someone else's feelings or experiences by imagining what it would be	<i>We have to give <b>empathy</b> to our unsatisfied customers.</i>

	like to be in that person's situation.	
<b>European plan</b>	The situation in which the price of a room in a hotel does not include meals.	<i><b>European Plans</b> do not include meals or drinks, therefore, if you choose this option, you will need to budget in for food, drinks, taxes, and tips.</i>
<b>extended stay</b>	Usually applies to stays of at least 5 or 7 nights in the hotel.	<i>The Yamawake family booked an <b>extended stay</b> at Diver's Hotel in Bohol.</i>
<b>frequently ask questions</b>	Frequently asked question: a question in a list of questions and answers intended to help people understand a particular subject.	<i>If you have any problems, consult the <b>Frequently Ask Questions</b> on our hotel website.</i>
<b>front office</b>	Marketing, sales, and service departments that come in direct contact with the customers.	<i>He proceeds to the <b>front office</b> to ask for any available rooms.</i>
<b>front office receptionist</b>	A person who works at the front desk of a hotel, greeting and assisting guests.	<i>The <b>front office receptionist</b> has just given their room keys.</i>
<b>fully-booked</b>	A situation of unable to offer any appointments or accept any reservations due to no available vacancies.	<i>Unfortunately, we can no longer accept more room reservations as the hotel is <b>fully-booked</b> already.</i>
<b>goodwill freebies</b>	Something that is given to you without you having to pay for it, especially as a way of attracting or keeping your support for or interest in something.	<i>The hotel offered him a <b>goodwill freebie</b> of free one week hotel accommodation at Boracay Residences.</i>
<b>goodwill payment</b>	A payment made by a company to a customer who has experienced a problem with its products/services in order to try to keep the customer.	<i>Although the hotel refused to pay her claim, they did offer her a <b>goodwill payment</b> of \$5,000.</i>
<b>guarantee</b>	To promise that something will happen or is true.	<i>Mariana's Grand Hotel <b>guarantees</b> its top-quality amenities and services.</i>
<b>guest cycle</b>	Describes the activities that each guest passes by from the moment he/she calls to communicate a reservation inquiry till he/she departs from the hotel.	<i>The quality of the <b>guest cycle</b> is dependent on the quality of front office operations and the processes in place to handle guest needs.</i>
<b>guest folio</b>	It contains all transactions of both cash and credit occurred by each resident guest in a hotel.	<i>This is the <b>guest folio</b> screen. This is where you check in a guest, enter information about the guests and their stays.</i>
<b>guest history</b>	The guest history provides all the necessary information for a speedy reservation or walk-in.	<i>I'm afraid that you do not have any record in our <b>guest history</b>.</i>
<b>guestbook</b>	A book in which visitors to a particular place may write their names, addresses, and remarks.	<i>Thank you for choosing our hotel, please sign in our <b>guestbook</b>.</i>
<b>hang on</b>	To keep a telephone connection open.	<i>Thank you for calling CSB, please <b>hang on</b> as I connect you to the local line.</i>

<b>hang up</b>	To end a telephone conversation.	<i>I did not like what he said so I <b>hanged up</b> the call.</i>
<b>hot card</b>	A debit or credit card that may not be used because it has been reported lost or stolen.	<i>If a thief (or anyone else) attempts to use a <b>hot card</b>, the transaction will be declined.</i>
<b>house limit</b>	In a hotel or other establishment, the maximum extent to which credit will be extended before payment is requested.	<i>The hotel has high maximum amount of <b>house limit</b> for pay-per-view movies and telephone calls.</i>
<b>inconvenience</b>	Something that causes trouble or difficulty and is annoying but not serious, or the condition of being in such an annoying situation.	<i>Changing planes was an <b>inconvenience</b>, but there were no direct flights.</i>
<b>international call</b>	A call that is made between different countries. This telephone call is processed by international gateway exchanges (switches).	<i>You will be charged \$2 per minute for any <b>internal call</b> that you will make</i>
<b>investigation</b>	The careful examination of a crime, problem, statement, etc., especially to discover the truth.	<i>The cause of the fire is under <b>investigation</b>.</i>
<b>key card</b>	A small plastic card, sometimes used instead of a door key in hotels, bearing magnetically encoded data that can be read and processed by an electronic device.	<i>Each guest will receive individual key card.</i>
<b>late charge</b>	A charge imposed on an account for a payment that is either made late, or is not made.	<i>I had paid a <b>late charge</b> of \$50 for smoking inside my hotel room.</i>
<b>liability</b>	Legal responsibility for something.	<i>Warning notices may not be enough to absolve a property owner of <b>liability</b> for visitors' injuries.</i>
<b>local call</b>	A telephone call made within a local calling area.	<i>Could I make a <b>local call</b> to Room 809E, I just want to talk to my friend.</i>
<b>logbook</b>	A daily journal which may chronicle unusual events, guest complaints or requests, and other events.	<i>Front desk agent's record in the <b>log book</b> any activities, problems or situations that may require action throughout their shift.</i>
<b>long distance call</b>	A telephone call made outside a defined local area, usually to another distant city/state.	<i>I need to call my mother in Tokyo, could I have a <b>long distance call</b>?</i>
<b>long stay</b>	Applies to stays of at least 5 or 7 nights, depending on the hotel. Long stay discounts usually are in the form of weekly rates, and monthly rates, which are discounted even more.	<i>Those who reserve <b>long stays</b> are typically engaged in business far from home (e.g. consultants), or are in need of temporary housing for a relocation, or while their own home is being renovated.</i>
<b>manager on duty</b>	He or she ensures that the hotel operates efficiently and effectively when the general manager is away.	<i>The <b>manager on duty</b> performs the more basic managerial tasks, while the General Manager concentrates his efforts to the more complex assignments.</i>

<b>margin of error</b>	An extra amount of something, such as time or money, that you allow because there might be a mistake in your calculations.	<i>The hotel management estimates that its borrowing requirement this year could reach \$150 million, subject to a wide <b>margin of error</b>.</i>
<b>maximum capacity</b>	The all-out number of available and or allowable rooms, guests, events etc. In any hotel, restaurant or building.	<i>The pavilion hall of the Pearl Hotel has a <b>maximum capacity</b> of 10,000 guests.</i>
<b>modified American plan</b>	A system of hotel management in which guests pay a fixed daily or weekly rate for room, breakfast, and lunch or dinner.	<i>We chose the <b>Modified American Plan</b> for our trip to Paris, France because our afternoons were so packed with activities that we only planned to eat two meals a day, anyway.</i>
<b>night manager</b>	He or she is responsible for all aspects of the hotel that go on overnight.	<i>The <b>night manager</b> needs to be ready to respond to a variety of situations such as late check-ins, intoxicated guests and loud parties.</i>
<b>no show</b>	A guest who made a room reservation but did not register or check in.	<i>One night's room charges is the typical penalty for a <b>no show</b> incident.</i>
<b>occupancy</b>	It pertains to the occupancy rate for hotels.	<i>The hotel has a total of 500 rooms' <b>occupancy</b>.</i>
<b>off-peak season</b>	At times when prices are lower because not as many people want something or want to do something.	<i>I travel <b>off-peak season</b> whenever I can to save more money.</i>
<b>overbooking</b>	Accepting more reservations than there are available rooms.	<i>The Sky Hotel had <b>overbooking</b> which resulted to shortage of available rooms.</i>
<b>package</b>	A vacation that includes various things such as a hotel room and transportation in the price.	<i>We put the best flight and hotel <b>packages</b> together for you so you don't need to search for both of them separately.</i>
<b>peak season</b>	A part of the year when many tourists visit a place and travel costs are therefore higher.	<i>It expensive and demanding to travel during <b>peak season</b>.</i>
<b>pick up</b>	To answer an incoming telephone call.	<i>It is ringing, kindly <b>pick up</b> the phone.</i>
<b>pre-payment</b>	The act of paying for something before you receive it, or the amount of the payment.	<i>Send your hotel room reservation with <b>pre-payment</b> by check.</i>
<b>proof of purchase</b>	A document that shows that you have paid for something, for example, a receipt.	<i>You'll be asked to provide <b>proof of purchase</b>, upon your arrival at the hotel.</i>
<b>rack rate</b>	The official or advertised price of a hotel room, on which a discount is usually negotiable.	<i>The hotel's <b>rack rate</b> is \$275 that can be negotiated as low as \$80 including meals.</i>
<b>rate</b>	A fixed price paid or charged for something, especially goods or services.	<i>Our single room has a fixed <b>rate</b> of \$350 per night.</i>
<b>rebate</b>	A deduction from an amount to be paid or a return of part of an amount given in payment.	<i>Manila Hotel gives a <b>rebate</b> of \$5.00 for every room you book.</i>
<b>refund</b>	An amount of money that is given back to you, especially because you are not happy	<i>When I went on business to Peru, the</i>

	with a product or service that you have bought.	<i>office <b>refunded</b> my expenses.</i>
<b>register</b>	A book, or other record, which guests sign and which becomes the permanent record of an establishment's guests.	<i>You have to sign on the hotel <b>register</b> upon check-in.</i>
<b>registration card</b>	It is a card that includes details of the reservations like room type, room rate, billing instructions, arrival and departure date etc.	<i>Upon receiving the <b>registration card</b>, you have to sign on it.</i>
<b>replacement</b>	A thing or person that takes the place of something or someone else.	<i>She has agreed to take on the role of hotel manager until a permanent <b>replacement</b> is found.</i>
<b>reservation</b>	An arrangement to secure accommodations at a restaurant or hotel, on a boat or plane, etc.	<i>Make sure to have your hotel <b>reservation</b> two weeks before your visit.</i>
<b>reservation status</b>	An indicator of a room's long term availability for assignment.	<i>This Mr. Santos, may I know my <b>reservation status</b> in your hotel for the month of January?</i>
<b>room block</b>	A portion of a hotel's inventory of rooms set aside for a particular period of time for a client. Room blocks are commonly reserved for conventions and meetings.	<i>Reserving hotel <b>room blocks</b> is the best way to ensure your wedding guests have a place to stay nearby your reception.</i>
<b>room rate</b>	The price a hotel charges for overnight accommodations.	<i>The hotel has an average <b>room rate</b> of \$500 per night.</i>
<b>room service</b>	Service provided in a hotel allowing guests to order food and drink to be brought to their rooms.	<i>In that case, vacation is all about the first-class seats and the best hotels or, at the very least, ordering <b>room service</b> without looking at the prices.</i>
<b>safety deposit box</b>	A secure box or safe for storing valuable items; specifically one of several, each for the use of a particular person, in a vault in a hotel or other facility.	<i>Each room in the hotel has at least one <b>safety deposit box</b>.</i>
<b>security deposit</b>	A n amount paid when you agree to rent a house, apartment, etc., which its owner can keep if you leave before the end of the agreement or damage the property.	<i>The hotel offers its guests room reservations for a security <b>deposit</b> of \$100, rather than the full \$1, 000 installation cost.</i>
<b>self-catering</b>	(Of a holiday or accommodation) offering facilities for people to cook their own meals:	<i>Guests stay in <b>self-catering</b> apartment hotels.</i>
<b>single room</b>	A hotel room or bedroom designed to be used by just one person.	<i>Three of the remaining bedrooms are <b>single rooms</b> and have fitted wardrobes.</i>
<b>sleep out</b>	A guest is registered to the room, but the bed has not been used.	<i>The hostel and resources manager said: 'The <b>sleepout</b> is not just about one night.</i>
<b>stayover</b>	The guest is not expected to check out today	<i>We went and got drunk and did a <b>stayover</b>, which is when you stay in your</i>

	and will remain at least one more night.	<i>city but you go to a hotel.</i>
<b>tentative booking</b>	When reservation is waiting bookers confirmation.	<i>Until you forwarded your confirmation number, your reservation is just a <b>tentative booking</b>.</i>
<b>timeshare hotels</b>	These are sometimes referred to as "vacation-interval" hotels. Timeshare hotels are where the guests who purchase the ownership of accommodations for a specific period.	<i>New York Hilton Midtown is one of the top <b>timeshare</b> hotels in New York.</i>
<b>transfer</b>	A hotel transfer refers to the method by which you get from the airport or arrival point to your hotel.	<i>Ramada Hotel offers free airport to hotel <b>transfer</b> services to all of its guests.</i>
<b>travel agent</b>	A person whose job is to help people who want to travel by buying plane tickets, making hotel reservations, etc.	<i>If you want to book your next holiday abroad, you should look for a <b>travel agent</b> that you can trust.</i>
<b>triple room</b>	A triple room accommodates up to 3 people with either one double and a single bed or a combination of beds and roll-aways.	<i>A <b>triple room</b> is designed to accommodate three or more people.</i>
<b>twin room</b>	Hotel room containing two single beds.	<i>Our <b>twin rooms</b> have an average rate of \$300 per night.</i>
<b>upselling</b>	A sales technique whereby a guest is offered a more expensive room than what he or she reserved or originally requested, and then persuaded to rent the room based on the room's features, benefits, and his or her needs.	<i>I don't usually accept <b>upselling</b> offers as my budget is often fixed.</i>
<b>voucher</b>	A pre-paid coupon that can be exchanged at certain hotels for a night's lodging.	<i>I have won a hotel <b>voucher</b> of 3 night stay at Shangri-la Hotel.</i>
<b>waitlisted booking</b>	A reservation kept on hold due to hotel over.	<i>It is no big surprise to have <b>waitlisted bookings</b> during Christmas.</i>
<b>walk-in guest</b>	A guest who arrives at a hotel without a reservation.	<i><b>Walk-in guests</b> are not usually entertained during peak seasons.</i>
<b>walking guest</b>	Turning away a guest who has a reservation because of a lack of room availability.	<i>We are ought to avoid to have <b>walking guests</b> as we value quality service at the hotel.</i>
<b>wash down</b>	Blocking fewer rooms than the number requested by a group, based on previous group history.	<i>Due to lack of participants who confirmed their attendance, we are forced to <b>wash down</b> our early reservation.</i>







## MODULE 4

# Bar Management Vocabulary



このモジュールでは、バーの運営、接客、管理、そしてワインに関する用語の習得を目指します。さらに、バーテンダー、もしくはバーを運営するプロフェッショナルとしての役割についても学んでいきます。

このモジュールを通してあなたが身に付けられる語学力（Module 4 の Can-Do 目標）：

I CAN...

- ✓ Understand and use terms relevant to the history and development, basic parts and design of a bar.
- ✓ Have basic communication skills needed in understanding responsibilities of a bartender/bar professional.
- ✓ Understand and use terms used in the bar, basic service procedures and policies and customer and guest service skills.
- ✓ Be aware of the operational processes involving bar management and the managerial function in the bar service.
- ✓ Be familiar with the classification of wine, wine making process and development, wines of the world and some wine labels.

## Unit 1

# The Bar

In this lesson, you will have the basic knowledge of terms relevant to the history and development, basic parts and design of a bar using the target vocabulary words below.

### Target Vocabulary

alcohol	glassware	wine bar	bar die
aroma	hard drink	beer bar	stools
bar	space	menu	back bar
beverage	cocktail lounge	music bar	under bar
garnish	full bar	front bar	operations

**4.1.1 Self-Study** Practice the spelling of the target words for this lesson. Write down the words that you see in the pictures below. Some clues/letters are given.



1. B \_ \_ \_
2. FR \_ \_ T B \_ R
3. \_ ND \_ R BA \_
4. F \_ L \_ B \_
5. C \_ KTA \_ L L \_ NGE
6. GL \_ \_ S \_ R \_
7. B \_ V \_ R \_ E
8. A \_ C \_ \_ OL
9. O \_ ER \_ T \_ ON
10. B \_ CK B \_ R

**4.1.2. Cloze Test.** In the following passage about the “definition of bar” some of the words have been left out. Read the passage carefully and fill in the blanks with the correct words in the box below.

Defining the **1** \_\_\_\_\_ is "a place or a counter, where one can get food and **2** \_\_\_\_\_ service, both **3** \_\_\_\_\_ and non-alcoholic." Initially known as the Bar or Tavern designation. Bar comes from the word "barrier" which means something is blocking, the wood separates the worker Bar (Bartender) with guests. Wood separation or barrier is called the "Counter", the counter has other functions that are equipped with high chairs called "**4** \_\_\_\_\_". (Same as number 4) are made in accordance with the wishes and tastes of a bar (Owner). In the bar guests can sit back order food and drinks they want. As a separator between the guest bartenders, counter also aims to avoid the drunken guests into the bar and get drinks at the bar.

The basic parts of the bar are:

- a. The **5** \_\_\_\_\_ Bar – this is the counter area of the bar where guest order **6** \_\_\_\_\_
- b. The **7** \_\_\_\_\_ Bar - It is located at the back of the front counter leaving sufficient **8** \_\_\_\_\_ for the bartenders to do their work. This bar consists of display rack set over the storage cabinet.
- c. The **9** \_\_\_\_\_ Bar - It refers to the area under the front bar of the bartender's side. It should be designed keeping in mind the kind of drinks to be made, equipment and **10** \_\_\_\_\_ required, and mixes needed for the drinks.
- d.

(Source: <http://beverageclassification.blogspot.com/2012/04/history-of-bar.html>)

GLASSWARE	FRONT BAR	BAR STOOLS
ALCOHOLIC	BACK BAR	BEVERAGE
BAR	SPACE	HARD DRINKS
UNDER BAR	MENU	AROMA

**4.1.3. Word Usage:** Use the following words in complete sentences. The definition of each word is given.

1. SPACE - the amount of an area, room, surface, etc., that is empty or available for use

---

2. GARNISH - something placed around or on a food or in a beverage to add flavor, decorative color, etc.

---

3. AROMA - the smell of spirit, liqueur, wine or beer.

---

4. BAR DIE - vertical structure called which separated the customers from bartenders' work area.

---

5. WINE BAR - an elegant bar that focuses on wine rather than on beer or liquor. Patrons of these bars may taste wines before deciding to buy them.

---

6. MUSIC BAR - is a bar that presents live music as an attraction.

---

7. BEER BAR - focuses on beer, particularly craft beer, rather than on wine or liquor. A brew pub has an on-site brewery and serves craft beers.

---

8. FULL BAR - serves liquor, cocktails, wine, and beer.

---

9. OPERATIONS - an act or instance, process, or manner of functioning

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10. BEVERAGE - any potable liquid, especially one other than water, as tea, coffee, beer, or milk

---

**4.1.4. Writing a summary.** Write a short paragraph to introduce your basic knowledge of the bar to your classmates and instructor. You may write using simple sentences only. Use the words in this unit's vocabulary list.

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## Unit 2

## The Bartender/Bar Professional

In this unit, the students will have basic communication skills needed in understanding responsibilities of a bartender/bar professional.

## Target Vocabulary

aperitif	carafe	food harmony	stressful
bar brand	chill	measurement	shot
barista	efficiently	service	upscale
bartender	concoction	tasks	smoothies
bartending	distilled	recipe	flaring

**4.2.1 Self-Study** - Using an online dictionary, practice the pronunciation of the target words for this unit.

**4.2.2. Picture Identification** – Write the word that best describes the picture in the space provided.

1. R \_ \_ C \_ \_ P \_ \_



2. B \_ \_ \_ I \_ \_ TA



3. FL \_ \_ \_ I \_ \_ G



4. F \_ \_ O \_ \_ H \_ \_ M \_ \_ N \_ \_



5. C \_ \_ R \_ \_ F E



6. S \_ \_ O \_ \_ H \_ \_ E S



7. A \_ \_ ) E R \_ \_ T \_ \_ F



8. S \_ \_ O \_ \_



9. M \_ \_ A S \_ \_ R \_ \_ M \_ \_ N \_ \_



10. B \_ \_ RT \_ \_ N \_ \_ \_ R



**4.2.2. Matching Type** – Choose the correct word in column B that fits the definition given in column A. write the letter in the provided space.

<i>Column A</i>	<i>Column B</i>
1. _____ a drink consumed before a meal to stimulate appetite.	A. Bartending
2. _____ the brand spirit used by the bar unless a specific brand is ordered.	B. Chill
3. _____ male or female bartender who serves hot drinks, like in a café or coffee shop	C. Bartender
4. _____ someone who mixes and serves drinks at a bar	D. Concoction
5. _____ mixing and serving alcohol at a bar	E. Aperitif
6. _____ a container from which wine or other beverage is served.	F. Distilled
7. _____ pre-cool a glass	G. Carafe
8. _____ mixture of various ingredients	H. Food Harmony
9. _____ purified by vaporizing, condensing and cooling the vapor	I. Bar Brand
10. _____ wine and food matching	J Barista

**4.2.3 Reading.** Read the following passage and notice how the underlined words are used sentences. Be able to answer the activity that follows.

## Bartenders' Job Tasks

Bartenders work at restaurants, bars, clubs, hotels, and other food service establishments. Although most bartenders work indoors, some work outdoors at pool or beach bars or when tending a bar at catered events.

During busy hours, bartenders are under pressure to serve customers quickly and efficiently, while ensuring that no alcohol is served to minors or overly intoxicated customers.

Bartenders perform repetitive tasks, and sometimes they lift heavy kegs of beer and cases of liquor. In addition, the work can be stressful, because they often deal with heavily intoxicated customers to whom they must deny service.

Because bartenders often are in the front line of customer service in bars and restaurants, a neat appearance is important. Those who work in upscale restaurants and bars may be required to wear uniforms, including ties or aprons, which are typically provided by their employers.





(Source: <http://www.myplan.com/careers/bartenders/articles-35-3011.00.html?art=3&sid=fafa1db7a6a9511b625ac22c0131e384>)

Choose from the word/words in the box below which has/have the same meaning as that of the underlined words. You may go back to the previous passage and check how the words are used. Write the word/words on the space provided each word.

1. TASKS \_\_\_\_\_ / \_\_\_\_\_
2. EFFICIENTLY \_\_\_\_\_ / \_\_\_\_\_
3. SERVICE \_\_\_\_\_ / \_\_\_\_\_
4. UPSCALE \_\_\_\_\_ / \_\_\_\_\_
5. STRESSFUL \_\_\_\_\_ / \_\_\_\_\_

<b>TAXING</b>	<b>COMPETENTLY</b>	<b>ASSISTANCE</b>	<b>EFFORTLESSLY</b>	<b>EXPENSIVE</b>
<b>WORK</b>	<b>ANNOYING</b>	<b>LOAD</b>	<b>RICH</b>	<b>HELP (noun)</b>

**4.2.4. Writing a Job Description:** Write a short sentences summarizing the tasks of a bar professional/bartender using this card guide.

A bartender is/does

A barista is/does

A bar professional is/does



## Unit 3

# Bar and Beverage Service

In this unit, the students are expected to have knowledge of the terms used in the bar, basic service procedures and policies and customer and guest service skills.



## Target Vocabulary

standard	cooler	double	frappe
call brand	crusta	standardize	hot
chaser	procedures	eggnog	system
successful	daisy	fizz	nip
collins	dash	flip	off warm

**4.3.1. Self-Study** - Practice the spelling of the following target words. Write them down TWO times without looking at what you wrote previously.

- |                 |       |       |
|-----------------|-------|-------|
| 1. STANDARD     | _____ | _____ |
| 2. STANDARDIZED | _____ | _____ |
| 3. SYSTEM       | _____ | _____ |
| 4. OFF WARM     | _____ | _____ |
| 5. FRAPPE       | _____ | _____ |
| 6. SUCCESSFUL   | _____ | _____ |
| 7. EGGNOG       | _____ | _____ |
| 8. COOLER       | _____ | _____ |
| 9. CALL BRAND   | _____ | _____ |
| 10. FIZZ        | _____ | _____ |

**4.3.2. Matching Meaning:** – Choose the correct word in the box below that fits the definition given in column A. Write the word in the provided space. The first letter is given as a clue.

1. A drink consisting of ginger ale, soda water, and a fresh spiral or twist of citrus fruit rind, served in a collins or highball glass. **C**\_\_\_\_\_
2. A drink akin to a sour which is served in a tall glass with soda water or seltzer water.  
**C**\_\_\_\_\_
3. A traditional holiday drink containing a combination of eggs beaten with cream or milk, sugar, and liquor such as brandy, rum, or bourbon. **E**\_\_\_\_\_
4. An oversize drink of the sour type normally made with rum or gin. It is served over crushed ice with a straw, and sweetened with fruit syrup. **D**\_\_\_\_\_
5. A drink served at room temperature. **O**\_\_\_\_\_
- 6 A partially frozen, often fruity drink. It is usually a mixture of ingredients served over a mound of crushed ice. **F**\_\_\_\_\_
7. A mixer that is consumed immediately after a straight shot of liquor to create a different taste.  
**C**\_\_\_\_\_
8. A quarter of a bottle. **N**\_\_\_\_\_
9. An effervescent beverage. (i.e. that which is carbonated or which emits small bubbles.) **F**\_\_\_\_\_
10. A small amount of a liquid added to a drink. Usually no more than four drops. **D**\_\_\_\_\_

DASH	DAISY	CRUSTA	CHASER
FRAPPE	EGGNOG	OFF WARM	COOLER
FIZZ	COLLINS	NIP	CALL BRAND

**4.3.3. Cloze Test:** Fill in the sentences with the appropriate word from the list below to complete the passage about the steps involved in bar operations. The parts of speech of the words are given as clues.

successful      standard      system      procedures      standardized  
 eggnog      chaser      call brand      off warm      frappe

### Steps involved in Bar Operations

Bar operations involve careful handling; of all kinds of alcoholic drinks and converting their contents into revenue. Standard operating (1) *noun* \_\_\_\_\_ (SOP) set by the establishment must be strictly followed during the service. The bar staff is completely responsible for the drinks received from the cellar and must maintain the record of bottles received, returned, quantity of drinks sold, revenue generated, breakages, spillage, beverage cost percentage, etc. and also for the guests' satisfaction.

To make the bar operations (2) *adjective* \_\_\_\_\_ and to control the cost effectively, the following initial steps must be taken.

- Establish the drink size for straight drink.
- (3) *verb* \_\_\_\_\_ the recipes for all cocktails and other mixed drinks.
- Establish control (4) *noun* \_\_\_\_\_—both cost and revenue.

The starting point for beverage operations and control is establishing standard portion size for 'straight drinks' and (5) *adjective* \_\_\_\_\_ recipes for 'mixed drinks'. All bar staff must ensure that it is followed throughout the operation. Without establishing the standard drink size and standard recipes, it will not be possible to ensure consistency in the quality of products and service extended to the guests and will be difficult to control the cost and arrive at meaningful information. The objectives of standardizing the size and recipes of the drinks are to

- Ensure consistency in quality of products and service
- Assist in training the staff

(<http://hospitalitynu.blogspot.com/2012/06/bar-operations-procedures.html>)

**4.3.5. Word Usage**– Choose the appropriate word in the box below these items to complete the following sentences.

1. There are \_\_\_\_\_ entrepreneurs in the country even though they started small.
2. The barista added \_\_\_\_\_ to a drink for it to be complete.
3. He served an \_\_\_\_\_ drink right away to make sure the guests are satisfied.  
Drinks those are neither cold nor warm to meet customer's needs.
4. When the customers like their drinks very cold and frozen, they usually order \_\_\_\_\_.
5. They follow step by step \_\_\_\_\_ in managing the bar in order to meet guests' satisfaction.
6. They \_\_\_\_\_ the recipes and even glass wares to efficiently serve the customer.
7. The \_\_\_\_\_ that individuals create makes the company organized.
8. During the holidays, the bartender likes to serve \_\_\_\_\_ which is a combination eggs beaten with cream or milk, sugar, and liquor.
9. For the customer not to be intoxicated for drinking hard drinks, he drinks \_\_\_\_\_ to create a different taste.
10. Jack Daniel's is a popular \_\_\_\_\_ requested by customers all the time.

**4.3.6. Writing** – Write a short paragraph about the passage. What do bar and beverage service entail? In each sentence, make sure you use at least one word from the unit's target vocabulary.

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## Unit 4

## Beverage Management

In this unit, you will be familiar with terms about the operational processes involving bar management and the managerial function in the bar service.

## Target Vocabulary

manager	one part	sangaree	squeeze
cobbler	expertise	delicate	straight up
digestif	pick-me-up	over-the-top	recommendation
experience	pinch	credibility	thumping
float	punch	spirits	satisfaction

**4.4.1. Self-Study - Pronunciation.** Practice the pronunciation of the following words. The capital words are the ones with stress (emphasis). In the space provided, write down a direct translation of the given words using your language.

MA n ager	_____
Straight UP	_____
RE commendation	_____
SA tisfaction	_____
EX perience	_____
EX pertise	_____
CRE dibility	_____
Pick me UP	_____
DE licate	_____
over the TOP	_____

**4.4.2. Reading and Comprehension** – Read this excerpt from the article “*Standing out - Getting Right What Most People Get Wrong About Wine*” by Brian Mitchell, Principal, Mitchell Performance Systems and be able to match the definition of the words on column A to the words on column B. Some of the words used in the target vocabulary are underlined.

## The Dangers of Not Knowing Enough

Poor wine recommendations are given equally by inexperienced staff, and by extremely experienced staff - by those who don't know much about wine, and those who think there's nothing they don't know. Consider the inexperienced staff member asked for advice in a situation in which they cannot (or choose not to) fall back on the expertise of a sommelier or manager.

Waiters are often asked for wine recommendations by customers. This is an indication of the authority front of staff have, if only they knew how to use it. But the typical response is to dig through their mind for the last wine they tasted from the list they thought was "nice." What if that wine was an over-the-top one, but the customer was really after a delicate pinot experience like sangaree. What if the wine was a bright and small Beaujolais, but the host of that table had in mind a thumping red?

Notwithstanding, chances are the recommendation will be accepted. It's presented, opened, poured to taste, tasted... and rejected. And it must be taken back. This wine has been recommended to them, not chosen themselves. It's an entirely different situation to when a customer makes their own selection and then decides they "just don't like" the wine, which has no faults. Establishments vary in their policies to the latter situation (and insightful wine servers can head off a poor choice to avoid this happening too often... by qualifying). But a recommendation that does not meet the table's satisfaction is going back.

If the place is lucky, they have a manager or experienced member of staff who can hand-sell that bottle by the glass, ensuring wastage is minimized. But that's not always the case, and even when it's achieved, while a loss of profit might have been averted, there's still the damaging loss of credibility, not just to the waiter in question, but to the establishment as a whole.

([http://hotelexecutive.com/business\\_review/4620/standing-out-getting-right-what-most-people-get-wrong-about-wine](http://hotelexecutive.com/business_review/4620/standing-out-getting-right-what-most-people-get-wrong-about-wine))

- |  |                 |
|--|-----------------|
| 1. one who directs the business                                    | A. expertise    |
| 2. outstanding in size or quality                                  | B.              |
| recommendations  |                 |
| 3. a tall chilled and sweetened wine/liquor garnished with nutmeg  | C. credibility  |
| 4. surpassing a goal or quota                                      | D. experience   |
| 5. special skill or knowledge                                      | E. satisfaction |
| 6. the fulfillment or gratification of a desire, need, or appetite | F. manager      |
| 7. the quality of being believed or trusted                        | G. over-the-top |
| 8. a favorable statement concerning character or qualifications.   | H. delicate     |
| 9. exquisite, fine, or subtle in quality                           | I. sangaree     |
| 10. (noun) event or situation                                      | J. thumping     |

**4.4.3. Word Puzzle.** Complete the words of the following definitions by attaching the correct letters.

1. C \_ \_ B \_ E \_ A tall drink of any liquor served in a collins or highball glass with shaved or crushed ice and garnished with fresh fruit and mint sprigs
2. P \_ CK \_ E \_ P A drink designed to relieve the effects of overindulgence in alcohol.
3. \_ I N \_ \_ It is a measurement term, meaning a small amount used for solid and dry ingredients.
4. \_ IG \_ \_ T \_ \_ A drink consumed after a meal.
5. S \_ R \_ IG \_ T \_ P Without mix or ice
6. P \_ N C \_ A party-size beverage consisting of fruit, fruit juices, flavorings and sweeteners, soft drinks, and a wine or liquor base.
7. S \_ I \_ \_ T \_ Another term for alcoholic drinks
8. S \_ U \_ \_ Z \_ A wedge of fruit for guest to add into a drink.
9. O \_ E P \_ \_ T It is any measurement that you want it to be.
10. \_ L \_ \_ T It is a small amount of liquor poured on top of a drink.

**4.4.4. Word Classification:** Encircle the type of drinks from the following pool of words.

manager	one part	sangaree	squeeze
cobbler	expertise	delicate	straight up
digestif	pick-me-up	over-the-top	recommendation
experience	pinch	credibility	thumping
float	punch	spirits	satisfaction

**4.4.5. Writing Simple Sentences:** Choose five words from the ones which are not circled in the previous exercise and write your own sentences.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_
5. \_\_\_\_\_



## Unit 5

# Wines & Spirits

This unit makes the student familiar with the classification of wine, wine making process and development, wines of the world and some wine labels using the vocabulary list.



### Target Vocabulary

experts	pricey	varieties	local
competition	high ball	lowball	tasted
call drink	intoxicated	mist	nightcap
dry	jigger	mocktail	on-the-rocks
vineyards	styles	developed	improved



**4.5.1. Self-Study - Spelling:** Rewrite the following words on the left. Try not to look again when rewriting. Also, try pronouncing the words repeatedly.

MOCKTAIL	_____
ON-THE-ROCKS	_____
VINEYARDS	_____
INTOXICATED	_____
NIGHTCAP	_____
CALL DRINK	_____
DEVELOPED	_____
TASTED	_____
IMPROVED	_____
STYLES	_____
VARIETIES	_____

**4.5.2. Reading Comprehension:** Read the article below and classify the following underlined words into parts of speech based on how they are used in the passage. Write your answers in the illustration below. (The number per classification serves as clues)

## Japanese wine -- getting better

(An Excerpt) By Pamela Boykoff

CNN, "Quality Japanese wine? It's no oxymoron"

Wine experts say thanks to efforts like Misawa's, the quality of Japan's wines has improved significantly in the last five years.

At the Japan Wine Competition, an annual event held in Yamanashi, judges say the focus now needs to turn to making Koshu a name people recognize.

"I think we have to do various things and encourage people to taste it, because once they've tasted it they really like to buy another bottle," says master of wine Lynn Sherriff, a judge at the Japan wine competition in Yamanashi.



*Koshu wine is produced by about 80 vineyards in the Yamanashi prefecture at the base of Mount Fuji.*

One factor that could hold Koshu back is price. Due to limited land and high labor costs, a bottle made from Japan's local grape will set you back more than many other varieties.

The wine pares well with Japanese food though, and can make a nice companion for travelers already splurging on Japan's infamously pricey food.

Koshu isn't the only grape used in the Yamanashi vineyards.

Wines are also made from the Muscat Bailey A, a grape variety that's been developed for the Japanese climate. It can deliver wines in a variety of styles.

Wine writer Denis Gastin believes Koshu is just the beginning of an international journey for Japan's wines.

"There's a good story there, and the world will enjoy that story," he says. "It's starting to be told with Koshu, but there are many other stories as well."

(Source: <http://travel.cnn.com/raising-glass-japanese-wine-669571/>)

<b>Nouns</b>	•1. •4.	2. 5.	3.
<b>Verbs</b>	•6.	7.	8.
<b>Adjectives</b>	•9. •10.		

**4.5.3. Word Puzzle:** Complete the following puzzle to know the meaning of the target words. The number of letters is presented as clues (number of box) and one letter is also revealed.

1.

		T									
--	--	---	--	--	--	--	--	--	--	--	--

*drunk or influenced by alcoholic drink, causing someone to lose control*

2.

	R	
--	---	--

*The term applies to the classic martini that requires no vermouth or only 1-2 drops.*

3.

			H				
--	--	--	---	--	--	--	--

*Any spirit served with ice and soda water in a medium to tall glass.*

4.

						L
--	--	--	--	--	--	---

*A short drink made of spirits served with ice, water or soda in a small glass.*

5.

			G		
--	--	--	---	--	--

*A small measurement for liquor*

6.

		L						
--	--	---	--	--	--	--	--	--

*A liquor and mixer, of which the liquor is a defined brand. (ie. Tanqueray and Tonic, Bacardi and Coke)*

7.

		S	
--	--	---	--

*A liquor served over a glass filled with crushed ice, often a way of serving liqueur as an after dinner drink.*

8.

			T			
--	--	--	---	--	--	--

*a non-alcoholic drink; virgin*

9.

						P
--	--	--	--	--	--	---

*A wine or liquor taken before bedtime.*

10.

			H					
--	--	--	---	--	--	--	--	--

*A wine or liquor poured over ice cubes.*

**4.5.4. Synonyms:** Encircle the word in column I that is synonymous to the word in column II.

I	II
EXPERTS	PROFESSIONAL, INEXPERIENCED
COMPETITION	AGREEMENT, OPPOSITION
VINEYARDS	FIELD, OCEAN
PRICEY	EXPENSIVE, CHEAP
STYLES	DISORGANIZATION, PATTERN
VARIETIES	SIMILARITY, MIXTURE
DEVELOPED	ADVANCED, PREMATURE
TASTED	DISLIKED, SAVORED
IMPROVED	ENHANCED, DAMAGED
LOCAL	TOWN, NATIONAL

**4.5.5. Writing a short paragraph:** Using at least five words from the previous exercise, write a few sentences describing your wine/drinks experience in a recently visited bar.

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## Glossary

Term	Definition	Usage
<b>alcohol</b>	distilled or fermented beverage like whiskey, brandy, rum or vodka	Serving <b>alcohol</b> to minors is not allowed.
<b>aperitif</b>	A drink consumed before a meal to stimulate appetite.	We were served peppermint iced tea for <b>aperitif</b> .
<b>aroma</b>	The smell of spirit, liqueur, wine or beer.	The whiskey's <b>aroma</b> is already intoxicating.
<b>back bar</b>	the shelf or counter space along the wall or backing of a bar area	Most of the tasks of the bartender happen in the <b>back bar</b> .
<b>bar</b>	a counter where alcoholic drinks are served	Would like to drink at the <b>bar</b> or do you prefer to be at this table?
<b>bar brand</b>	The brand of spirit used by the bar unless a specific brand is ordered.	San Miguel is the only <b>bar brand</b> we have for beers.
<b>bar die</b>	Vertical structure called which separated the customers from bartenders' work area.	The customers usually place orders in the <b>bar die</b> .
<b>barista</b>	male or female bartender who serves hot drinks, like in a café or coffee shop	The <b>barista</b> was quick to serve my espresso.
<b>bartender</b>	someone who mixes and serves drinks at a bar	The bartender must also be skillful in flaring.
<b>bartending</b>	mixing and serving alcohol at a bar	In <b>bartending</b> , you need some knowledge of chemistry.
<b>beer bar</b>	Focuses on beer, particularly craft beer, rather than on wine or liquor.	The <b>beer bar</b> has an on-site brewery and craft beers.
<b>beverage</b>	liquid drink intended for human consumption	We serve alcoholic and non-alcoholic <b>beverages</b> .
<b>call brand</b>	When a customer specifies a certain alcohol brand.	Blossom Hill is a popular <b>call brand</b> for wine.
<b>call drink</b>	A liquor and mixer, of which the liquor is a defined brand. (i.e. Tanqueray and Tonic, Bacardi and Coke)	A <b>call drink</b> generally costs more than well drinks, because it's a mix of a popular or branded spirit.
<b>carafe</b>	A container from which wine or other beverage is served.	The cocktail is served in a glass <b>carafe</b> .
<b>chaser</b>	A mixer that is consumed immediately after a straight shot of liquor to create a different taste.	Would you like a soda as <b>chaser</b> for your rum?
<b>chill</b>	Pre-cool a glass.	Our beer is served in a <b>chilled</b> glass.

<b>cobbler</b>	A tall drink of any liquor served in a collins or highball glass with shaved or crushed ice and garnished with fresh fruit and mint sprigs.	<i>The guests were given <b>cobblers</b> as welcome drinks.</i>
<b>cocktail lounge</b>	a public room, as in a hotel or airline terminal, where cocktails and other drinks are served.	<i>They serve good hard drinks in the <b>cocktail lounge</b>, where customers also get to unwind.</i>
<b>collins</b>	A drink akin to a sour which is served in a tall glass with soda water or seltzer water.	<i>I will have <b>collins</b> because I want something a bit sour.</i>
<b>competition</b>	a contest for some prize, honor, or advantage:	<i>There is a <b>competition</b> that features all the bartending skills in the city.</i>
<b>concoction</b>	mixture of various ingredients	<i>The cocktail <b>concoction</b> includes grenadine, a bit of vodka and orange juice.</i>
<b>cooler</b>	A drink consisting of ginger ale, soda water, and a fresh spiral or twist of citrus fruit rind, served in a collins or highball glass.	<i>The <b>cooler</b> has citrus flavor mixed with ginger ale and soda water.</i>
<b>credibility</b>	the quality of being believable or worthy of trust	<i>The manager's <b>credibility</b> is being tested all the time.</i>
<b>crusta</b>	A sour-type drink served in a glass that is completely lined with an orange or lemon peel cut in a continuous strip.	<i>During the break, many ordered <b>crusta</b> for its sour taste.</i>
<b>daisy</b>	An oversize drink of the sour type, normally made with rum or gin. It is served over crushed ice with a straw, and sweetened with a fruit syrup.	<i><b>Daisy</b> is served over crushed ice with a straw, and sweetened with a fruit syrup.</i>
<b>dash</b>	A small amount of a liquid added to a drink. Usually no more than four drops.	<i>Add a <b>dash</b> of grenadine syrup to the mix.</i>
<b>delicate</b>	fine in texture, quality, construction,	<i>Bartending is a <b>delicate</b> type of job.</i>
<b>developed</b>	to bring out the capabilities or possibilities of	<i>The manager <b>developed</b> the bar bringing it to a more effective state</i>
<b>digestif</b>	A drink consumed after a meal.	<i>White wine is a good <b>digestif</b> after white meat for a meal.</i>
<b>distilled</b>	purified by vaporizing, condensing and cooling the vapor	<i><b>Distilled</b> water is served to ensure quality of service.</i>
<b>dry</b>	The term applies to the classic martini that requires no vermouth or only 1-2 drops.	<i>The customer requested for <b>dry</b> as her drink for the night</i>
<b>efficiently</b>	performing or functioning in the best possible manner with the least waste of time and effort	<i>The manager <b>efficiently</b> serve the customers all the time.</i>
<b>eggnog</b>	A traditional holiday drink containing a combination of eggs beaten with cream or milk, sugar, and a liquor such as brandy, rum, or bourbon.	<i>During the holiday, people usually order <b>eggnog</b> because of its taste.</i>
<b>experience</b>	a particular instance of personally encountering or undergoing something	<i>The customer's <b>experience</b> in the bar is our primary concern.</i>

<b>expertise</b>	expert skill or knowledge; expertness; know-how	<i>The bartender's <b>expertise</b> is to flirtatious.</i>
<b>experts</b>	a person who has special skill or knowledge in some particular field; specialist; authority:	<i>The managers are considered to be <b>experts</b> of that field.</i>
<b>fizz</b>	An effervescent beverage.	<i>The <b>fizz</b> as a drink emits small bubbles because it is carbonated.</i>
<b>flamed</b>	A drink/shot of high alcohol that is lit on fire while served.	<i>The <b>flamed</b> shots are usually enjoyed by the customers.</i>
<b>flaring</b>	process of entertaining bar guest with the manipulation of tools in mixing drinks	<i><b>Flaring</b> is a skill being mastered by all bartenders.</i>
<b>flip</b>	A chilled, creamy drink made of eggs, sugar, and a wine or spirit.	<i>Brandy and sherry <b>flips</b> are two of the better known kinds.</i>
<b>float</b>	It is a small amount of liquor poured on top of a drink.	<i>The good bartender only offered <b>float</b> for the tipsy customers.</i>
<b>food harmony</b>	wine and food matching	<i>To ensure overall satisfaction, <b>food harmony</b> is always being taken into consideration.</i>
<b>frappe</b>	A partially frozen, often fruity drink. It is usually a mixture of ingredients served over a mound of crushed ice.	<i><b>Frappe</b> is usually a mixture of ingredients served over a mound of crushed ice.</i>
<b>front bar</b>	this is the counter area of the bar where guest order beverage	<i>The <b>front bar</b> is the place where customer sits with other customers and socialize.</i>
<b>full bar</b>	serves liquor, cocktails, wine, and beer.	<i>Every bar has a <b>full bar</b> where they serve all kinds of drinks.</i>
<b>garnish</b>	decoration or embellishment	<i>Bartenders are also creative for they serve food with <b>garnishes</b>.</i>
<b>glassware</b>	drinking vessels	<i>The <b>glassware</b> in the bar are of the finest quality.</i>
<b>hard drink</b>	alcoholic beverages	<i>The men who are stressed out after work usually order the <b>hard drinks</b>.</i>
<b>highball</b>	Any spirit served with ice and soda water in a medium to tall glass (often a highball glass).	<i>The <b>highball</b> glass is an extra tall glass seen in many posters.</i>
<b>hot</b>	A drink served with extra spice.	<i>The customers who like spices usually like <b>hot</b> spirits.</i>
<b>improved</b>	to increase in value, excellence, etc.; become better	<i>The bars in the city have been <b>improved</b> for customer's convenience.</i>
<b>intoxicated</b>	drunk or influenced by alcoholic drink, causing someone to lose control	<i>They bartenders usually know if the customer is already <b>intoxicated</b> so they will not serve him drinks anymore.</i>

<b>jigger</b>	a small measurement for liquor	<i>Some of the drinks have <b>jiggers</b> only to avoid customer's intoxication.</i>
<b>local</b>	pertaining to a city, town, or small district rather than an entire state or country	<i>The <b>local</b> bars are usually the most improved ones.</i>
<b>lowball</b>	A short drink made of spirits served with ice, water or soda.	<i>The <b>lowball</b> can be a soda in a small glass.</i>
<b>manager</b>	A person who has control or direction of an institution, business, etc., or of a part, division, or phase of it.	<i>The <b>manager</b> is the one in control of the bar operations for it to be successful.</i>
<b>measurement</b>	use of jiggers or shots in mixing drinks	<i>The bartender knows the <b>measurement</b> of each drink.</i>
<b>menu</b>	a list of the dishes served at a meal	<i>The <b>menu</b> of the restaurant is being improved every now and then.</i>
<b>mist</b>	A liquor served over a glass filled with crushed ice, often a way of serving liqueur as an after dinner drink.	<i>I will have <b>mist</b> after dinner.</i>
<b>mocktail</b>	a non-alcoholic drink; virgin	<i>Ladies often order <b>mocktail</b> at the bar.</i>
<b>music bar</b>	Is a bar that presents live music as an attraction.	<i>They play jazz in that <b>music bar</b>.</i>
<b>nightcap</b>	A wine or liquor taken before bedtime.	<i>My dad takes a shot of whiskey for a <b>nightcap</b>, because he feels it makes him sleep well.</i>
<b>nip</b>	A quarter of a bottle.	<i>We only had a <b>nip</b> of that whiskey.</i>
<b>off warm</b>	A drink served at room temperature.	<i>Ask some ice cubes if you don't want your drink served <b>off warm</b>.</i>
<b>on-the-rocks</b>	A wine or liquor poured over ice cubes.	<i>Would you like your whiskey <b>on the rocks</b>?</i>
<b>operations</b>	An act or instance, process, or manner of functioning or operating.	<i>The bar is in <b>operation</b> during the holidays.</i>
<b>over-the-top</b>	Surpassing a goal, quota, or limit.	<i>I can take another shot, I am <b>over the top</b> so I'm really tipsy now.</i>
<b>pick-me-up</b>	A drink designed to relieve the effects of overindulgence in alcohol.	<i>To avoid hangover, try this bottled <b>pick-me-up</b> to relieve your headache.</i>
<b>pinch</b>	It is a measurement term, meaning a small amount used for solid and dry ingredients.	<i>There is a <b>pinch</b> of salt in that margarita.</i>
<b>pricey</b>	expensive or unduly expensive	<i>Call brands are bit <b>pricey</b>.</i>



<b>procedure</b>	an act or a manner of proceeding in any action or process; conduct.	The <b>procedure</b> in making this cocktail is simple.
<b>punch</b>	A party-size beverage consisting of fruit, fruit juices, flavorings and sweeteners, soft drinks, and a wine or liquor base.	For the guest to drink, we are serving four season's fruit <b>punch</b> .
<b>recipe</b>	instructions in preparing a drink	The bartender has a <b>recipe</b> to prepare the cocktail.
<b>recommendation</b>	Anything that serves to recommend a person or thing, or induce acceptance or favor.	I'm not sure of what to drink, do you have any <b>recommendation</b> .
<b>sangaree</b>	A tall chilled and sweetened wine/liquor garnished with nutmeg	This <b>sangaree</b> is really something different.
<b>satisfaction</b>	Representation in favor of a person or thing.	Customer <b>satisfaction</b> is very important to us.
<b>service</b>	an act of helpful activity; help; aid	The <b>service</b> was really prompt.
<b>side car</b>	It is a small glass container that accompanies a drink and holds mix or water.	Would you like a soda as <b>side car</b> to your rum?
<b>smoothies</b>	concocted fruit drink blended with milk and ice	<b>Smoothies</b> are so refreshing.
<b>space</b>	area in which certain situations occur	There's some <b>space</b> over there near the bar.
<b>spirits</b>	alcoholic drinks	The hotel bar serves various brands of <b>spirits</b> .
<b>squeeze</b>	A wedge of fruit for guest to squeeze into a drink.	Some lemon <b>squeeze</b> goes well with the Tequila.
<b>standard</b>	something considered by an authority or by general consent as a basis of comparison; an approved model	As per <b>standards</b> , alcoholic beverages are not served to minors.
<b>standardize</b>	to bring to or make of an established standard size, weight, quality, strength, or the like	<b>Standardized</b> measurement is much better to keep the taste of beverages.
<b>stool</b>	a single seat on legs or a pedestal and without arms or a back	He sat on the <b>stool</b> at the bar by the pool
<b>straight up</b>	Without mix or ice.	I don't want my drink with ice; I will have it <b>straight up</b> .
<b>stressful</b>	full of stress or tension	Bartending could be <b>stressful</b> at times when there are a lot of customers.
<b>style</b>	a particular kind, sort, or type, as with reference to form, appearance, or character	The bartender should unique <b>styles</b> in flaring.

<b>successful</b>	having attained wealth, position, honors, or the like	<i><b>Successful</b> bartenders provide the best customer service.</i>
<b>system</b>	a coordinated body of methods or a scheme or plan of procedure	<i>The <b>system</b> is in place so everything will go well.</i>
<b>task</b>	Definite piece of work assigned to, falling to, or expected of a person; duty	<i>There are various <b>tasks</b> that a bartender has to do.</i>
<b>taste</b>	to try or test the flavor or quality of (something) by taking some into the mouth	<i>The sangaree <b>tasted</b> sweet.</i>
<b>thumping</b>	strikingly great, immense, exceptional, or impressive; resounding	<i>I could feel the <b>thumping</b> after that shot you gave me.</i>
<b>under bar</b>	It refers to the area under the front bar of the bartender's side. It should be designed keeping in mind the kind of drinks to be made, equipment	<i>The cocktail ingredients are placed <b>under bar</b>.</i>
<b>upscale</b>	elegant, elite	<i>Let's go to an <b>upscale</b> bistro for some fine music and good drinks.</i>
<b>varieties</b>	a number of different types of things, especially ones in the same general category	<i>Beverages come in <b>varieties</b>.</i>
<b>vineyard</b>	A plantation of grapevines, especially one producing grapes for winemaking.	<i>Our wine is made from grapes grown in the <b>vineyards</b> of Italy.</i>
<b>wine</b>	alcoholic drink made from fermented grapes	<i>Red <b>wine</b> goes well with red meat.</i>
<b>wine bar</b>	An elegant bar that focuses on wine rather than on beer or liquor. Patrons of these bars may taste wines before deciding to buy them.	<i>I was assigned at the <b>wine bar</b>.</i>

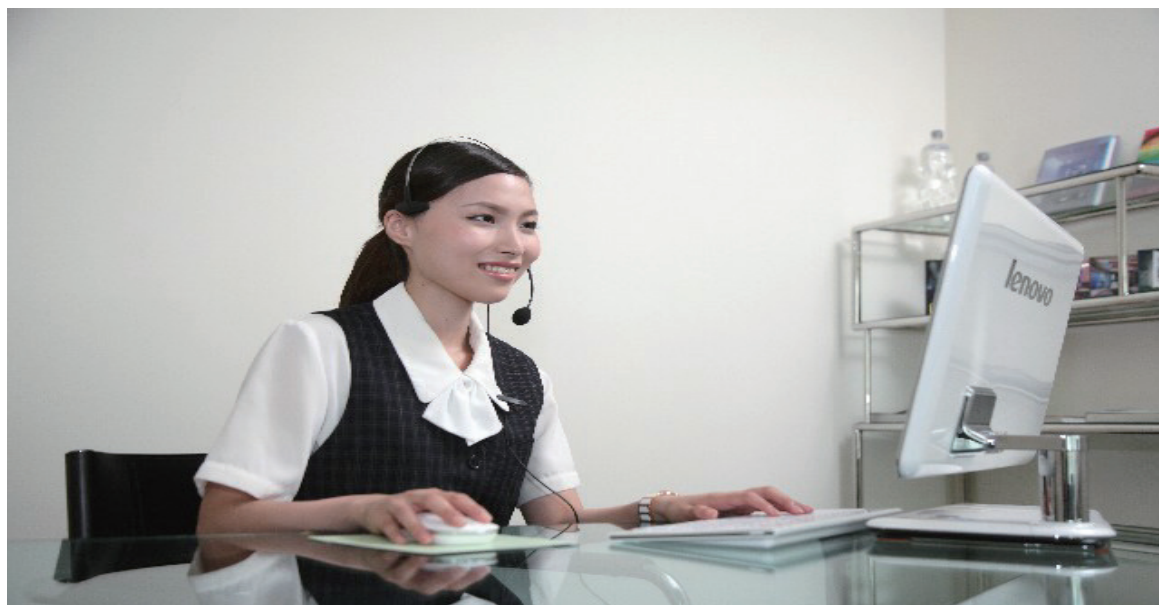




## MODULE 5

# Hotel Information System

## HOSPITALITY PREPARATORY ENGLISH COURSE



このモジュールでは、コンピュータや情報技術に関わる用語を学習しながら、ホスピタリティ業における情報システムの重要性、またこの分野を学ぶにあたっての基本的概念を学習します。ここでの学習を通して、情報システムやITに関する基本的な用語のつづりや発音、用法を学んでいきましょう。

このモジュールを通してあなたが身に付けられる語学力（Module 5 の Can-Do 目標）：

I CAN...

- ✓ Identify the functions of various computer-based systems in hospitality services.
- ✓ Understand the role of information systems in the guest cycle in the hotel business.
- ✓ Describe the processes and functions involving computer use with reservation and room management.
- ✓ Discuss the functions of cashiering and end of day procedures.
- ✓ Explain the role of information systems in sales catering operation.

## Unit 1

# ICT in the Hospitality Industry

This lesson introduces you to the importance of information communication technology in the hospitality business. In this unit, you will learn basic computer-related terms that gives you an overview on the role of property management system in the hotel business operation.

### Target Vocabulary

<i>administrative</i>	<i>database</i>	<i>inventory</i>	<i>property</i>
<i>audit</i>	<i>gigabyte</i>	<i>mainframe</i>	<i>software</i>
<i>automation</i>	<i>hardware</i>	<i>management</i>	<i>structure</i>
<i>browser</i>	<i>interdepartmental</i>	<i>manually</i>	<i>work flow</i>
<i>controls</i>	<i>interface</i>	<i>network</i>	<i>yield</i>

**5.1.1. Self-Study** – Look up the dictionary and write how the following words are syllabicated. In the last column write the number of syllables for each word.


- |                      |       |       |
|----------------------|-------|-------|
| 1. browser           | _____ | _____ |
| 2. mainframe         | _____ | _____ |
| 3. automation        | _____ | _____ |
| 4. interdepartmental | _____ | _____ |
| 5. interface         | _____ | _____ |
| 6. structure         | _____ | _____ |
| 7. property          | _____ | _____ |
| 8. software          | _____ | _____ |
| 9. gigabyte          | _____ | _____ |
| 10. database         | _____ | _____ |

**5.1.2 Self-Study** – Find the words listed on the right side of the puzzle.



hardware  
controls  
manually  
management  
network  
inventory  
audit  
yield  
work flow  
mainframe

**5.1.3. Reading for Understanding** – Read the given adverts that were posted in the internet, then tell whether the following statement is true or false based on the information you read. Write T if the statement is true, otherwise write F in the provided spaces (15 minutes).



## Hotelogix

by Hotelogix

★★★★★ (39 reviews)

Hotelogix is a comprehensive and flexible web-based property management system that helps you manage your hotel operations seamlessly through its Frontdesk, POS, HouseKeeping, Booking Engine and reporting modules. With Hotelogix, you can dramatically lower your running costs as the PMS supports all distribution networks and channels (GDS, IDS, Travel Agents, Channel Managers and Facebook). Hotelogix also offers a Free Forever PMS Plan which is a single-user plan with all features of the PMS.

[View Profile](#)

[Visit Website](#)



## SkyWare PMS

by Skyware Systems

★★★★★ (2 reviews)

Skyware Hospitality Solutions, serving the hospitality industry with 24/7 service and state-of-the-art technology, is widely recognized for providing hotels, resorts, and management companies with flexible software solutions. Skyware is a leader in advanced software tools for hotel owners and operators who need to manage their business in a real time environment for efficient operational control and profitability. Skyware's modules can be customized to fit the specific needs of a property. [View Profile](#)

[Visit Website](#)



## eZee Frontdesk

by eZee Technosys

★★★★★ (18 reviews)

eZee FrontDesk is the complete PMS solution for small, large and very large hotels.. It covers all aspect of property management & has modules that address front desk, laundry, back-office, accounting, channel manager, reporting and more. As a complete hotel management solution, it has found wide acclaim and successfully functional in more than 1200 clients in 85 plus countries. eZee FrontDesk is easy and quick to implement which comes with multiple language and backup of 24x7 Live Support [View Profile](#)

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## Rezware XP7

by iRez Systems

★★★★★ (7 reviews)

iRez Systems has developed a reservations system that is openly definable and customizable to match your unique and specific business needs. Rezware has easy to use state of the art features developed with industry standard tools, for a variety of platforms ranging from multi-user Windows based computers, to internet, and enterprise based reservations capabilities. System features include reservations, check-ins, ticketing, POS inventory, e-payments, CRM, marketing, accounting, and more. [View Profile](#)

[Visit Website](#)

Source: <http://www.capterra.com/hospitality-property-management-software/>

1. \_\_\_\_\_ A property management system (PMS) offers solution for hotels to be in control of their operations.
2. \_\_\_\_\_ Most of the PMS provide software solutions for hospitality management.
3. \_\_\_\_\_ The use of PMS yields higher profit and lowers operation costs.



4. \_\_\_\_\_ The PMS helps improve the workflow in the front-office and back-office.
5. \_\_\_\_\_ With computer-based and network connections, multiple users can collaborate when there is PMS in a hotel.
6. \_\_\_\_\_ The PMS cannot be used for inventory.
7. \_\_\_\_\_ The PMS also requires quality hardware and internet service.
8. \_\_\_\_\_ The PMS can only be used within one department and not between departments of a hotel.
9. \_\_\_\_\_ The PMS is a useful tool to deal with hotel accounts.
10. \_\_\_\_\_ Property management deals with managing everything that the hotel company owns and use for its operation.

**5.1.4. Sentence Analysis** – Which sentence in the given pair is correct to tell about the meaning of the italicized word. Encircle the letter of your answer (15 minutes).

1. *administrative*
  - a. Auditing and inventory are administrative functions.
  - b. Record keeping and backing up files are administrative functions.
2. *automation*
  - a. With automation of front office works, hotel staff do things manually.
  - b. With automation of front office works, hotel staff do things computer-based.
3. *gigabyte*
  - a. A gigabyte is bigger than a terabyte, in terms of storing data.
  - b. A gigabyte is bigger than a megabyte, in terms of storing data.
4. *mainframe*
  - a. For collaboration, desktops and other workstations are connected to the mainframe.
  - b. For collaboration, desktops and other workstations are disconnected to the mainframe.
5. *software*
  - a. Programs and other applications are forms of software.
  - b. Monitors and keyboards are examples of software.
6. *hardware*
  - a. Computer hardware are visible tools that make computing possible.
  - b. Computer hardware are those programs that make computing possible.
7. *structure*
  - a. The PMS coordinates hotel functions with a limited structure.
  - b. The PMS coordinates hotel functions with an interdepartmental structure.
8. *interface*
  - a. A Website interface allows the user to move from one site to the other.
  - b. A Website interface is type of hardware that connects on computer to the other.
9. *controls*
  - a. Controls keep data secure and the system safe.
  - b. Controls open the system for risks, data corruption and malwares.
10. *audit*
  - a. The manager conducts an audit of the accounts and transactions at the end of the shift.
  - b. An audit is conducted to makes sure that no malware can corrupt the system.

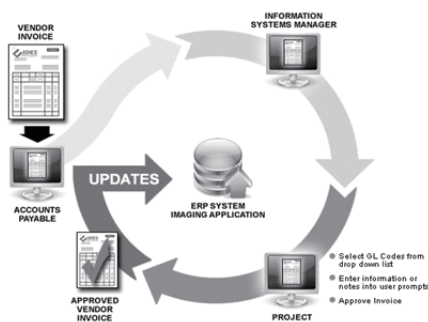
**5.1.5. Cloze Test** – Complete the sentences with the most appropriate term. Choose your answer from the following list (15 minutes).

<i>interdepartmental</i>	<i>database</i>	<i>network</i>	<i>automation</i>	<i>inventory</i>
<i>administrative</i>	<i>manually</i>	<i>yield</i>	<i>gigabyte</i>	<i>management</i>

1. The main menu of this program provides an \_\_\_\_\_ to other applications used in front office management.
2. With the PMS, \_\_\_\_\_ communication is possible because various office units are connected in the network.
3. \_\_\_\_\_ of information serves to make the services to our clients effective and efficient.
4. The computer hard drive can save 500 \_\_\_\_\_ of data memory.
5. All information about the daily transactions in the hotel are saved in the \_\_\_\_\_ that are linked to the mainframe.
6. Before the hotel used the PMS, front office staff are doing things \_\_\_\_\_, like writing down on paper and logbooks all transactions and information.
7. During the \_\_\_\_\_, the quality assurance team and the auditor will check all the hotel properties in place.
8. The PMS allows for the \_\_\_\_\_ of various work functions that improved the works and services of the staff, without doing things manually.
9. Faster and better handling of information, customer requests and reservations \_\_\_\_\_ more profit for our hotel.
10. Making sure that all property management system works effectively and that all controls functions are operational is part of the \_\_\_\_\_ function of the Information Technology Officer.

**5.1.6. Picture Words** – Label the following pictures with the most appropriate term to describe each. Choose your answers from the list below. The first letter is given as a clue (15 minutes).

<i>network</i>	<i>inventory</i>	<i>property</i>	<i>interface</i>	<i>browser</i>
<i>mainframe</i>	<i>structure</i>	<i>management</i>	<i>work flow</i>	<i>audit</i>



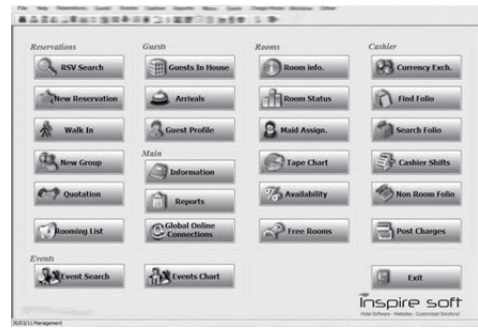
1. W \_\_\_\_\_



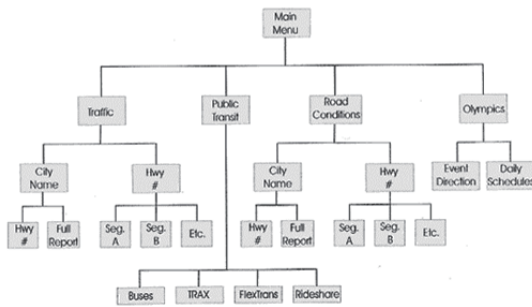
2. M \_\_\_\_\_



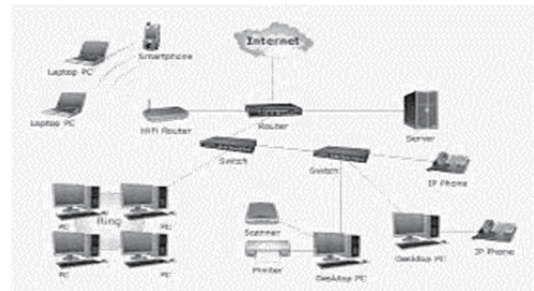
3. P \_\_\_\_\_



4. I \_\_\_\_\_



5. S \_\_\_\_\_



6. N \_\_\_\_\_



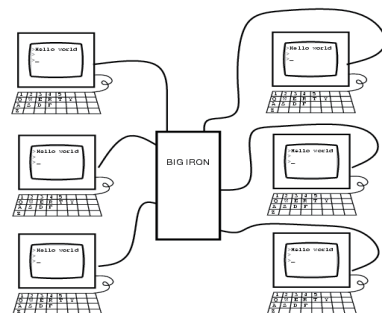
7. B \_\_\_\_\_



8. | \_\_\_\_\_

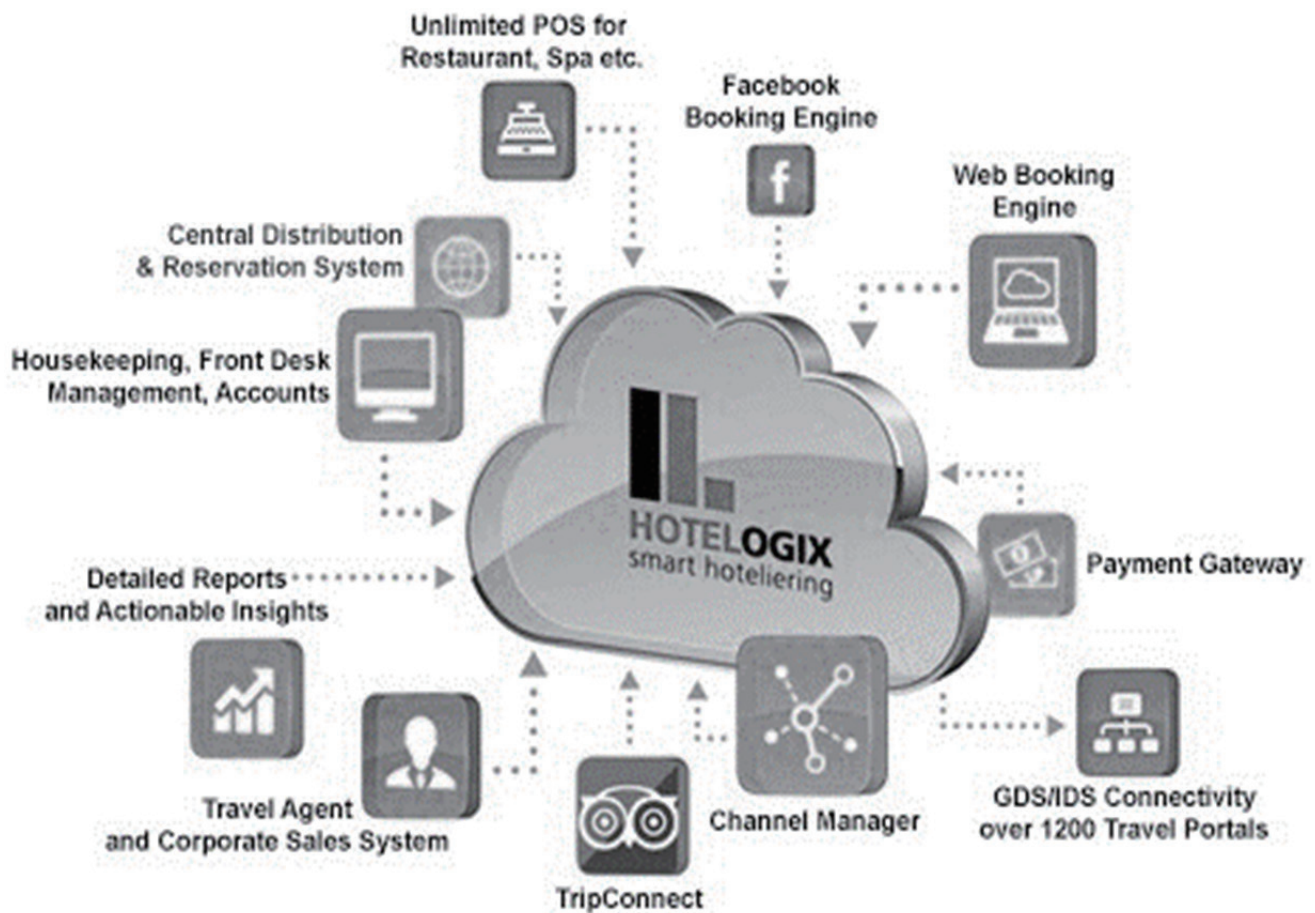


9. A \_\_\_\_\_



10. M \_\_\_\_\_

**5.1.7. Unit Recap** – Examine the picture about a hotel property management system, and briefly explain how important an information system is to the hotel business. Use the words in the target vocabulary.



Source: <http://www.hotelogix.com/assets/images/property-management-system.jpg>

## Unit 2

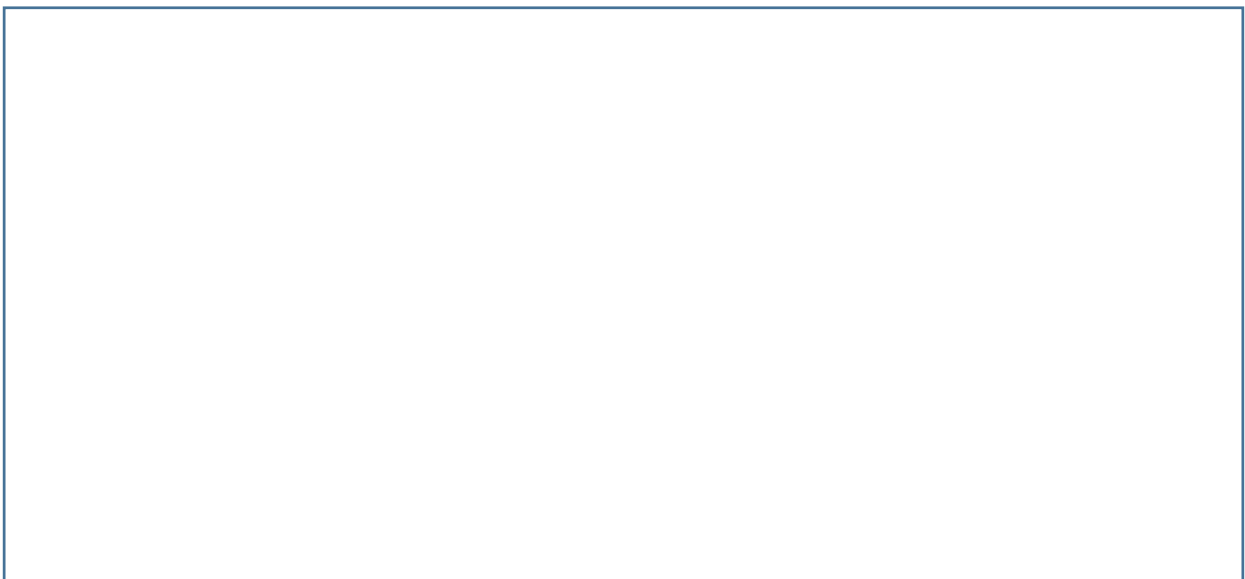
# The Guest Cycle and Information System

This lesson reinforces your background knowledge on the guest cycle by introducing you to basic information system terms used in the front-office management. This unit aims to enable you to improve your spelling skills, your understanding of meanings of the target vocabulary and their usage in the workplace setting.

### Target Vocabulary

<i>accounts</i>	<i>ergonomics</i>	<i>ledger</i>	<i>portal</i>
<i>allocate</i>	<i>financial</i>	<i>main menu</i>	<i>profiling</i>
<i>application</i>	<i>folio</i>	<i>maintenance</i>	<i>router</i>
<i>back office</i>	<i>generate</i>	<i>modem</i>	<i>terminal</i>
<i>back-up</i>	<i>Intermittent</i>	<i>period</i>	<i>verify</i>

**5.2.1. Self-Study** -. Review and read about the guest cycle. Visit <http://setupmyhotel.com/train-my-hotel-staff/front-office-training/131-the-guest-cycle-in-hotel.html> for the online reading article. After reading draw a diagram that illustrates the guest cycle. Be ready to share and explain your illustration to a small group.



**5.2.2. Self-Study** - Rearrange the following jumbled letters to form the words in the target vocabulary.

1. CCAUONTS	_____	11. REDLEG	_____
2. CALLOETA	_____	12. UNEM ANIM	_____
3. NOITPAPILLCA	_____	13. TENAINMNACE	_____
4. BOFC ICKCAE	_____	14. DEMOM	_____
5. PUCK-AB	_____	15. OIDPRE	_____
6. SCMIGEROON	_____	16. LATROP	_____
7. NANFILIAC	_____	17. PORLINFIG	_____
8. OFILO	_____	18. TREOUR	_____
9. NEGRETAE	_____	19. IMERTLAN	_____
10. TERMINTTNE	_____	20. FRYVEI	_____

**5.2.3. Synonyms** – Find the word with the same meaning as to the term/ phrases given in the first column. Circle your answer (15 minutes).

1. <i>unsteady</i>	continues	intermittent	failure
2. <i>produce</i>	distribute	administer	generate
3. <i>confirm</i>	verify	manage	authentic
4. <i>gateway</i>	mainframe	terminal	portal
5. <i>computer program</i>	application	material	property
6. <i>time coverage</i>	effectivity	profiling	period
7. <i>computer</i>	automation	terminal	accounts
8. <i>distribute</i>	collect	allocate	debit
9. <i>account folder</i>	register	payable	folio
10. <i>group of accounts</i>	audit	back-up	ledger

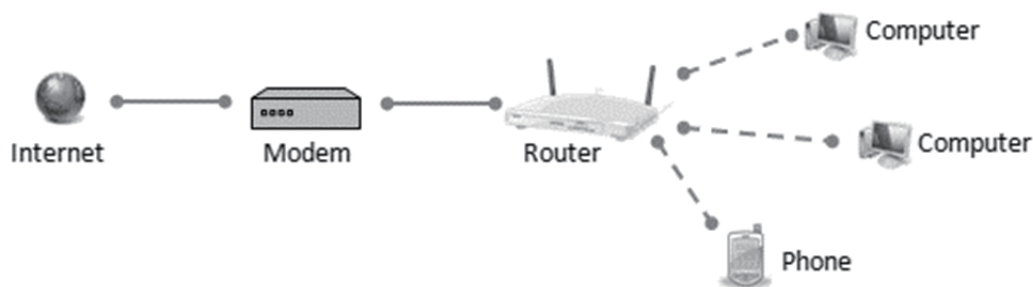


**5.2.4. Matching Meaning** – Match the given meanings in column A to the appropriate term in column B. Write the letter of your answer in the provided space (15 minutes).

- |           |   |                |
|-----------|---|----------------|
| 1) _____  | device converting data to from the telephone line to the router | A. back-up     |
| 2) _____  | taking information on customer identity                         | B. modem       |
| 3) _____  | keeping the machines or equipment in good condition             | C. back office |
| 4) _____  | record of payables and receivables                              | D. financial   |
| 5) _____  | dealing with equipment design for a productive workplace        | E. main menu   |
| 6) _____  | hotel departments like laundry, engineering, IT                 | F. router      |
| 7) _____  | device connecting data from the modem to the network            | G. ergonomics  |
| 8) _____  | pertaining to money matters                                     | H. profiling   |
| 9) _____  | stored extra copies of files, data or information               | I. maintenance |
| 10) _____ | primary interface that contains various applications            | J. accounts    |

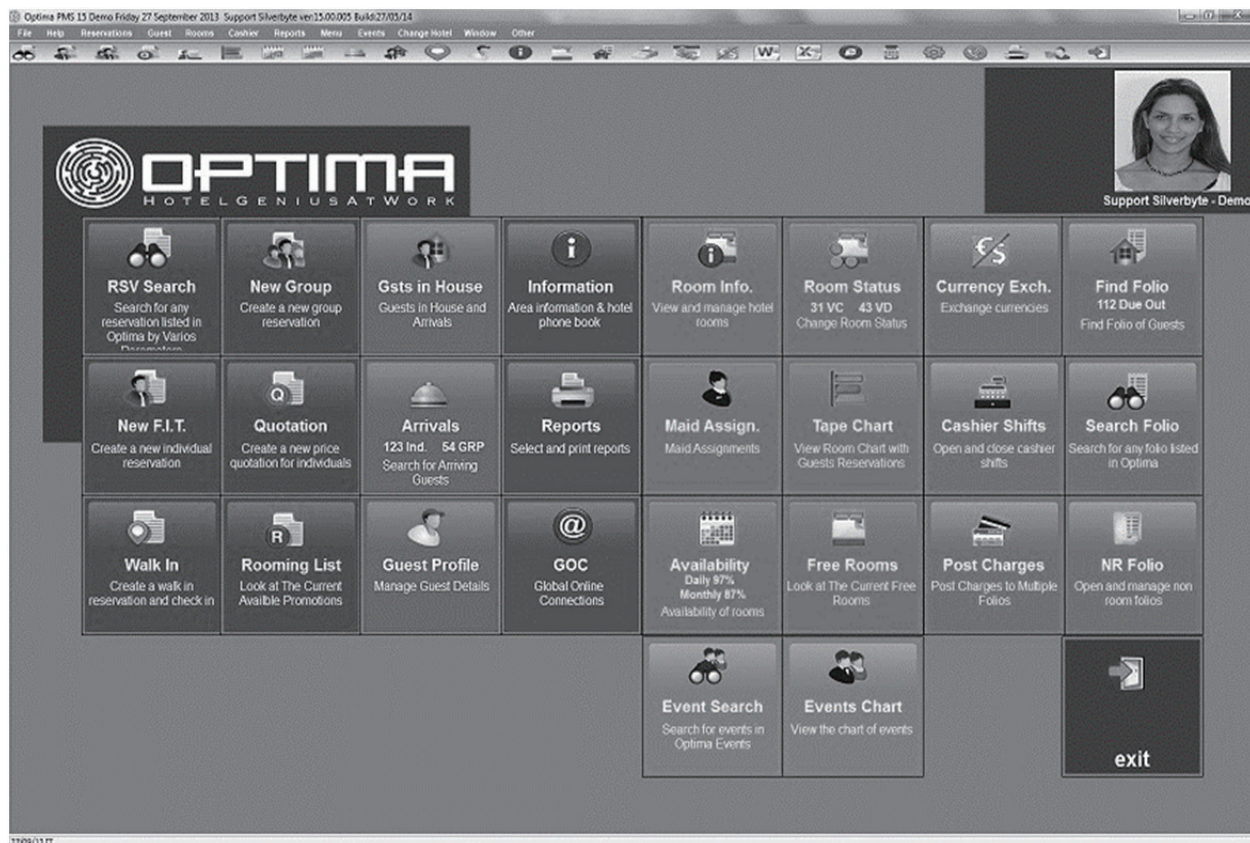
**5.2.5. Picture Analysis** – Examine the pictures and then complete the following sentences. Choose your answers from the following list of words (15 minutes).

*profiling*                      *router*                      *terminals*                      *folios*                      *accounts*  
*modem*                      *verify*                      *application*                      *generate*                      *financial*



Source: <http://static.diffen.com/uploadz/a/ad/Modem-vs-Router.png>

- There are two \_\_\_\_\_ and one mobile device connected to the network.
- The \_\_\_\_\_ transmits the data to the router.
- The \_\_\_\_\_ distributes the internet signal to the computers.



Source: <http://www.silverbyte.com/optimapms.html>

4. The main menu contains various \_\_\_\_\_ in the program.
5. To \_\_\_\_\_ reports, click the application icon showing a printer.
6. To manage guest details, the PMS has application for \_\_\_\_\_.
7. The post charges option has access to multiple \_\_\_\_\_.
8. By clicking the RSV Search icon, the front desk officer can \_\_\_\_\_ the reservations made by customers.
9. The guest in house icon contains guest \_\_\_\_\_ and other information such as arrivals of those who have already checked in.
10. The post charges application in the main menu allows access to \_\_\_\_\_ data or billing statements of guests.



**5.2.6. Workplace Language** – Complete the conversation with the appropriate word. Choose your answer from the given list. Be ready to read the dialogues with a partner (15 minutes).

<i>main menu</i>	<i>allocate</i>	<i>intermittent</i>	<i>ledger</i>	<i>back-up</i>
<i>portal</i>	<i>periodic</i>	<i>maintenance</i>	<i>back-office</i>	<i>ergonomics</i>

1. A: What is making the confirmation process so slow?  
B: I'm sorry Ma'am, we have an \_\_\_\_\_ internet connection right now.
2. A: How do I open the applications in the property management system?  
B: Open the \_\_\_\_\_, and you can find the various applications there.
3. A: Where do I record the guest accounts?  
B: Jot them down on the \_\_\_\_\_.
4. A: The computers will be offline from 10:00 AM to 11:00 AM. The IT department will fix things.  
B: Are we undergoing network \_\_\_\_\_ again?
5. A: Did you \_\_\_\_\_ the files for your report?  
B: Yes, I did. I saved them in the hard drive and in the cloud network.
6. A: The main menu of this system serves as a \_\_\_\_\_ to many applications.  
B: You mean, I can access the other applications from this interface?
7. A: My shift at the front desk ends tomorrow. I will miss meeting our guests.  
B: Are they assigning you at the \_\_\_\_\_?
8. A: This computer program is so convenient to use. I like how it was designed.  
B: Yes, it really has an excellent software \_\_\_\_\_.
9. A: Every month, I need to prepare a report on the financial status of the shop.  
B: I am also required to submit \_\_\_\_\_ reports to the audit team.
10. A: How can we make sure that rooms are still available for the guests?  
B: The system \_\_\_\_\_ the room based on the reservations made.

## Unit 3

# Reservation and Room Management Systems

This lesson introduces you to the basic terms used in handling reservation and room management systems. In this unit, you will gain basic knowledge of the structures and systems that are used in the front office to manage reservations and room assignments.

### Target Vocabulary

*access*

*charge*

*multimedia*

*status*

*availability*

*identity*

*multitasking*

*surfing*

*bill posting*

*inquiries*

*programming*

*switch on/off*

*blackouts*

*intranet*

*rack rate*

*upgrade*

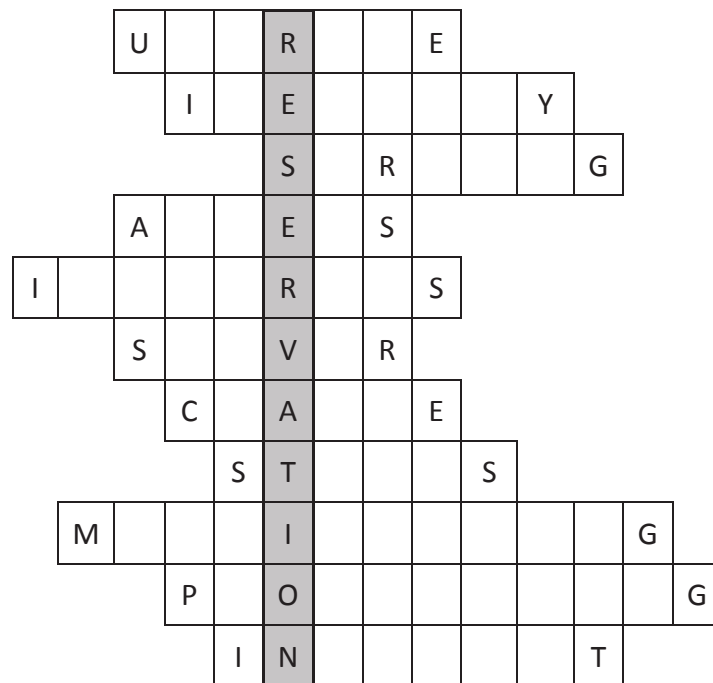
*brownouts*

*LAN*

*server*

*WAN*

**5.3.1. Self-Study** – Complete the puzzle by spelling out the words from the target vocabulary. Some letters are given as a clues.



**5.3.2. Odd Word Out** – Find the word which does not mean the same with the rest of the words in the given set. Underline your answer (15 minutes).

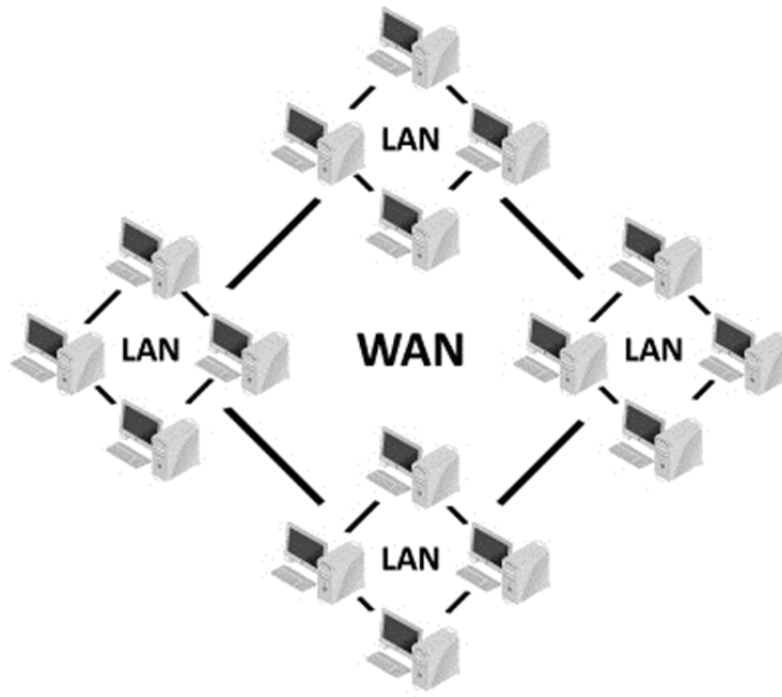
- |     |             |             |             |             |
|-----|-------------|-------------|-------------|-------------|
| 1.  | switch on   | turn on     | exit        | open        |
| 2.  | navigating  | surfing     | browsing    | programming |
| 3.  | programming | encoding    | charging    | formatting  |
| 4.  | bill        | charge      | debit       | pay         |
| 5.  | access      | operate     | inquiries   | utilize     |
| 6.  | occupied    | free        | available   | unoccupied  |
| 7.  | intranet    | network     | register    | connection  |
| 8.  | condition   | standing    | multimedia  | status      |
| 9.  | character   | identity    | personality | unique      |
| 10. | improvement | enhancement | upgrade     | limited     |

**5.3.3. Identifying Terms** – Identify the term defined or described in the following statements. Choose your answer from the words below, and write your choice in the provided space (15 minutes).

<i>bill posting</i>	<i>brown out</i>	<i>LAN</i>	<i>rack rate</i>	<i>server</i>
<i>black out</i>	<i>intranet</i>	<i>WAN</i>	<i>multimedia</i>	<i>multitasking</i>

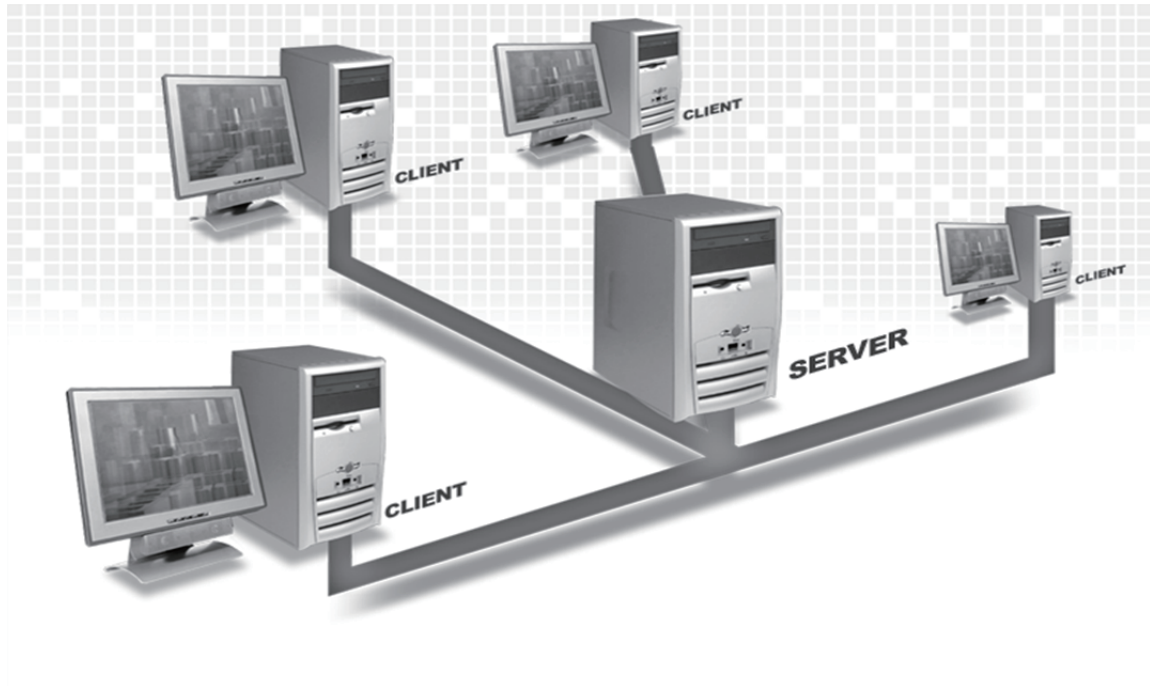
1. \_\_\_\_\_ Programmed internal network used between office units.
2. \_\_\_\_\_ Brief and limited power interruption or loss of electricity.
3. \_\_\_\_\_ Network connection bound in a limited area.
4. \_\_\_\_\_ Technology with various capabilities (sound, image, text etc.)
5. \_\_\_\_\_ Performing various operations or functions at the same time.
6. \_\_\_\_\_ Network connection with a more expanded reach.
7. \_\_\_\_\_ Total loss of electricity covering a big area.
8. \_\_\_\_\_ Device that shares data between clients or computer users.
9. \_\_\_\_\_ Advertised or published rate of hotels; usually negotiable.
10. \_\_\_\_\_ Recording of charges to the guest account.

**5.3.4. Picture Analysis** – Examine the pictures and then answer the following question about them. Encircle the letter of your answer (15 minutes).



Source: <http://www.knfe gaming.us/2015/10/october-monthly-wan-night/>

1. Which of the following statements is true regarding the picture?
  - a. The local area network connects the wide area network.
  - b. The wide area networks is made up of several local area networks.
  - c. The wide area network has limited number of terminals connected to it.
2. Which of the following statements is not correct based on the presented diagram?
  - a. Both WAN and LAN connect computer terminals to share and access information.
  - b. WAN is larger in terms of capacity to connect various terminals across office units.
  - c. Outside access to the hotel reservation system is possible through LAN.
3. Based on the diagram, what can you infer about intranets?
  - a. People outside can access a company's intranet without authorization.
  - b. Intranets use both LAN and WAN to share data and information.
  - c. Intranets are connected using local area network only.



Source: [http://www.omgtop5.com/wp-content/uploads/2015/09/server\\_client.png](http://www.omgtop5.com/wp-content/uploads/2015/09/server_client.png)

4. What is the function of a server?
  - a. The server manages the connection of clients in a network.
  - b. The server provides the power or electricity supply to the network.
  - c. The server is another terminal that the client can use.
5. What can happen when the server is switched off?
  - a. There will be black out in the office.
  - b. Clients cannot access data, hardware or software resources in the network.
  - c. There will be continuous sharing of files among clients.
6. Which of the following statement is true about the network structure connected to a server?
  - a. An IT administrator can monitor the status of client terminals in the network.
  - b. No other client can access the files from the terminals in the network.
  - c. Remote access to check the status of terminals is not allowable.
7. Which statement is not true about the operation of various terminals in a network connected to a server?
  - a. Multiple tasks can be done at the same time.
  - b. Clients can have access to data, hardware and software resources.
  - c. The exchange of information between multiple users is ineffective and inefficient.

**Room Reservation Information**

<b>Guest Information</b> Last Name: <input type="text" value="Geweez"/> First Name: <input type="text" value="Susan"/> Address: <input type="text" value="12-A Main Street, Main Road"/> City: <input type="text" value="SAN JOSE"/> State: <input type="text" value="CA"/> Zip: <input type="text" value="32324"/> Country: <input type="text" value="United States"/> Phone: <input type="text" value="( 565 ) 666 - 6666"/> Birth Date: <input type="text" value="12/28/1972"/>		<b>Stay Information</b> Reserve date: <input type="text" value="12/28/2002"/> Date In: <input type="text" value="12/28/2002"/> To: <input type="text" value="12/29/2002"/> Total Days: <input type="text" value="1"/> CheckIn Time: <input type="text" value="4:34:20 PM"/> Cancel Time: <input type="text" value="12:00:00 AM"/>							
<b>Identification Information</b> ID Type: <input type="text" value="Driver License"/> ID Number: <input type="text" value="VA333445"/> ID State: <input type="text" value="CA"/> ID Country: <input type="text" value="US"/> Expire Date: <input type="text" value="04/28/2003"/> License Plate: <input type="text" value="CA23445"/> State: <input type="text" value="CA"/> Vehicle Make: <input type="text" value="TOYOTA"/> Vehicle Model: <input type="text" value="COROLA"/> Model Year: <input type="text" value="1999"/>		<b>Room Rate Information</b> Room: <input type="text" value="116 - Deluxe"/> Rate Type: <input type="text" value="Daily"/> Days: <input type="text" value="1"/> Number of Persons: <input type="text" value="1"/> <input checked="" type="checkbox"/> Local Tax Exempt <input type="checkbox"/> State Tax Exempt <b>Available Rooms</b> <table border="1"> <thead> <tr> <th>Room Type</th> <th>No. of Rooms</th> </tr> </thead> <tbody> <tr> <td>Delux</td> <td>37</td> </tr> <tr> <td>Super Delux</td> <td>17</td> </tr> </tbody> </table>		Room Type	No. of Rooms	Delux	37	Super Delux	17
Room Type	No. of Rooms								
Delux	37								
Super Delux	17								
		Rate/Period: <input type="text" value="100"/> Total Charges: <input type="text" value="100.00"/> Transient Tax: <input type="text" value="10.00"/> Total Rental: <input type="text" value="110.00"/> Amount Paid: <input type="text" value="0.00"/> <b>Balance</b> : <input type="text" value="110.00"/> <b>Remark</b> : <input type="text"/> <input type="button" value="Save"/> <input type="button" value="Cancel"/>							

Source: <http://asi-frontdesk-hotel-motel-software.en.softonic.com/>

8. With the reservation management system, what are required to verify the identity of the guests?
  - a. car model
  - b. valid IDs
  - c. Zip code
9. How much is the daily rack rate for an overnight stay at deluxe room?
  - a. 110
  - b. 100
  - c. 116
10. How many super delux rooms are still available to accommodate guest check-in?
  - a. 37
  - b. 17
  - c. 54
11. Which option should you look at to answer inquiries on type of rooms?
  - a. Room rate
  - b. bill posting
  - c. room available
12. What information are included in the bill posting?
  - a. Reservation date, date in, check-in time, total days, cancel time
  - b. Guest name, address, country, phone and birthday
  - c. Rate/period, total charges, tax, total rental, amount paid, balance
13. Which option in the reservation menu tells about a customer's identity?
  - a. guest information
  - b. room rate
  - c. remarks

**5.3.5. Sentence Completion** - Complete the following sentences with the appropriate term from the given list. Write your answers in the provided spaces (15 minutes).

<i>multimedia</i>	<i>switch off</i>	<i>programming</i>	<i>charge</i>	<i>status</i>
<i>surfing</i>	<i>upgrade</i>	<i>inquiries</i>	<i>brownout</i>	<i>access</i>

1. You need a \_\_\_\_\_ to access the intranet and reservation main menu.
2. Always save your files, so you don't lose them in case of an unexpected \_\_\_\_\_ or short power interruptions.
3. \_\_\_\_\_ your computer and plug it out from the power source at the end of your shift.
4. \_\_\_\_\_ the internet inside the hotel requires wireless connection.
5. This software allows you to play \_\_\_\_\_ files. You can play music, videos and display images.
6. The IT department is \_\_\_\_\_ a new firewall to secure the office intranet from malwares and security breach.
7. Are you going to pay in cash or should we \_\_\_\_\_ your bill to your credit card account?
8. Your booking \_\_\_\_\_ is confirmed. You have reserved a deluxe room with us for a two-night stay.
9. I need to reply to some reservation \_\_\_\_\_ sent online. We have a number of people asking for room available during the holidays.
10. You can \_\_\_\_\_ the room management and room reservation systems by opening the main menu, and clicking those applications.

## Unit 4

# Cashiering and End of Day Procedures

This lesson introduces you to the basic terms used in cashiering and end of day procedures. The vocabulary familiarizes you to the functions that a cashier assigned in the front desk or at any point of sale in a hotel.

### Target Vocabulary

<i>balance sheet</i>	<i>entry</i>	<i>receivable</i>	<i>settlement</i>
<i>credit</i>	<i>override</i>	<i>reconcile</i>	<i>terminal</i>
<i>currency</i>	<i>payable</i>	<i>reset</i>	<i>tickler</i>
<i>debit</i>	<i>point of sale</i>	<i>risk</i>	<i>time stamp</i>
<i>e-business</i>	<i>reboot</i>	<i>scrutiny</i>	<i>transaction</i>

**5.4.1. Self-Study** - Rearrange the following syllabicated words to form the terms in the target vocabulary.

1. LER-TICK \_\_\_\_\_
2. BIT-DE \_\_\_\_\_
3. RIDE-O-VER \_\_\_\_\_
4. TION-TRANS-AC \_\_\_\_\_
5. MIN-TER-AL \_\_\_\_\_
6. SET-MENT-TLE \_\_\_\_\_
7. A-BLE-PAY \_\_\_\_\_
8. TI-SCRU-NY \_\_\_\_\_
9. CILE-RE-CON \_\_\_\_\_
10. DIT-CRE \_\_\_\_\_



**5.4.2. Self-Study** – After reading the selection, summarize the job description of hotel room service or front office cashier. Try to use words in the target vocabulary.

## Hotel Room Service Cashier: Job Description and Requirements

Hotel room service cashiers take food and beverage orders from hotel guests and process payments. Depending on the size of the hotel, a room service cashier may also deliver meals to a guest's room. Hotel room service cashiers must have flexible schedules because they are often needed to work on weekends and evenings. Such service cashiers often depend on tips from customers for a portion of their pay. No formal education is needed for this job, though professional experience in a related industry may be helpful.<sup>1</sup>

Hotel room service cashiers answer phones, record food orders and process payments. They are responsible for promoting and suggesting menu items to hotel guests. They must pay close attention and accurately record the food order, as well as relay the information to the kitchen or bar to fulfill. Typically, these orders are charged to a guest's room; however, customers may choose to pay using cash or credit cards. Therefore, room service cashiers must be proficient in processing all types of payment methods.<sup>1</sup>

A front office cashier posts revenue center charges to guest accounts, receives payments from guest accounts at check-out, coordinates the billing of credit card and direct-billed guest accounts with the accounting division. All guest accounts are balanced by the cashier at the close of each shift.<sup>2</sup>

Front office cashiers assume responsibility for any cash used in processing front desk transactions. He / She normally entails answering guest inquiries regarding fees and services. They may also perform a variety of banking services for guests, such as check cashing and foreign currency exchange.<sup>2</sup>

Source 1: [http://study.com/articles/Hotel\\_Room\\_Service\\_Cashier\\_Job\\_Description\\_and\\_Requirements.html](http://study.com/articles/Hotel_Room_Service_Cashier_Job_Description_and_Requirements.html)

Source 2: <http://setupmyhotel.com/job-description-for-hotels/front-office/83-hotel-front-office-cashier.html>

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**5.4.3. Connecting Ideas** – Choose the other part of the sentence that makes the idea complete and meaningful. Circle the letter of your answer (15 minutes).

1. A cashier who is proficient in processing payments \_\_\_\_\_.
  - a. checks if the entry in the point of sale terminal is correct
  - b. Ignores orders from the customers
2. The balance sheet is prepared by the cashier \_\_\_\_\_.
  - a. at the end of the day
  - b. at the opening shift
3. In case of wrong entry, the cashier should ask the supervisor \_\_\_\_\_.
  - a. override the incorrect entry
  - b. acknowledge the error
4. A cashier is assigned \_\_\_\_\_.
  - a. to a point of sale terminal
  - b. to a room reservation software
5. To verify whether a bill is genuine, the cashier \_\_\_\_\_.
  - a. call the security officer to check if the money is fake
  - b. needs a scrutiny of the tendered money by examining security features
6. Customers may pay their bills \_\_\_\_\_.
  - a. through direct cash payments
  - b. charged to their credit cards
7. There should be a time-stamp for every transaction \_\_\_\_\_.
  - a. to properly debit charges
  - b. to monitor efficiency of service
8. The settlement of guest accounts is usually done \_\_\_\_\_.
  - a. upon booking or reservation
  - b. when the guests check-out
9. When preparing a balance sheet, \_\_\_\_\_.
  - a. debit and credit entries are reconciled.
  - b. only payables are reconciled.
10. Change from the total amount paid is \_\_\_\_\_.
  - a. payable to the customer
  - b. receivable for the hotel

**5.4.5. Sentence Completion** – Write the missing word to complete each sentence. You may go through the module glossary to review the meaning of the following terms (15 minutes)

<i>tickler files</i>	<i>credit</i>	<i>e-business</i>	<i>payable</i>	<i>reconcile</i>
<i>receivable</i>	<i>reboot</i>	<i>debit</i>	<i>settlement</i>	<i>currency</i>

1. In large hotels, customers can pay using international \_\_\_\_\_. The money they pay is subject to posted exchange rate by the bank.
2. In preparing the balance sheet, the cashier has to \_\_\_\_\_ the entries made, to make sure that one account is consistent with another.
3. A receivable amount is entered under the \_\_\_\_\_ column of a balance sheet.
4. A front desk officer is alerted about an event that will happen with the \_\_\_\_\_.
5. Full \_\_\_\_\_ of an account means that the customer has paid all charges through cash or credit card transactions.
6. Additional charges are \_\_\_\_\_ to the customer account. Customers are billed for extra charges such as food orders, transport services and others.
7. With the internet \_\_\_\_\_ is possible. Customers can book or reserve a room by using software applications through their computer or mobile devices.
8. If a customer incurred other charges, but he still has some receivables, a cashier can \_\_\_\_\_ this extra charges to the customer's receivable account.
9. When the terminal fails, the cashier needs to reset or \_\_\_\_\_ the system to make it work normally again.
10. Unsettled customer accounts are considered \_\_\_\_\_. These include unpaid bills that will be collected or settled upon check out.

## Unit 5

# Hotel Sales and Catering

This unit familiarizes you with the operations in hotel sales and catering by learning related functional information system terms. In this lesson, you will have an overview of how important is technology in the hotel sales and catering functions.

### Target Vocabulary

banquet sheet	forecasting	online/offline	revenue
central	function sheet	operational	route
client	genuine	protocol	safety
cookies	installation	provider	set up
encryption	malware	register	wireless

**5.5.1. Self-study** – Complete the words by filling the spaces with the missing letters.

1. F \_ \_ R \_ \_ \_ A \_ \_ T \_ \_ N \_ \_
2. \_ \_ N \_ \_ T \_ \_ L \_ \_ A \_ \_ I \_ \_ N
3. P \_ \_ O \_ \_ I \_ \_ E \_ \_
4. \_ \_ N \_ \_ R \_ \_ P \_ \_ T \_ \_ O \_ \_
5. R \_ \_ G \_ \_ S \_ \_ E \_ \_ R
6. \_ \_ R \_ \_ T \_ \_ C \_ \_ L
7. G \_ \_ N \_ \_ \_ \_ N \_ \_
8. O \_ \_ \_ \_ R \_ \_ T \_ \_ \_ \_ N \_ \_ L
9. \_ \_ \_ \_ F \_ \_ T \_ \_ \_
10. W \_ \_ R \_ \_ L \_ \_ S \_ \_

**5.5.2. Same or Opposite Meaning** – Given the pair of words, identify whether each pair has the same or opposite meanings. Write SM if they are synonymous, otherwise write OM (15 minutes).

- |             |   |              |       |
|-------------|---|--------------|-------|
| 1. online   | - | connected    | _____ |
| 2. risks    | - | threats      | _____ |
| 3. wireless | - | disconnected | _____ |
| 4. hidden   | - | encrypted    | _____ |
| 5. set up   | - | installation | _____ |
| 6. client   | - | provider     | _____ |
| 7. working  | - | operational  | _____ |
| 8. central  | - | primary      | _____ |
| 9. genuine  | - | fake         | _____ |
| 10. safety  | - | security     | _____ |

**5.5.3. Making Inferences** – Read the following sentences carefully. Answer the question in each item, by encircling the letter of your answers (15 minutes).

- Paper bills whether foreign or local currency, must be scrutinized if they are *legal tender* or authentic, by checking on their security features. What does legal tender mean?
  - fake
  - genuine
  - crumpled
  - hidden
- Hotel sales software has *security controls* to protect the system from intrusive applications such as virus and malware. What is the main function of security control?
  - routing
  - accessibility
  - safety
  - encryption
- Wrong entries need overriding to void the transaction. What does void transaction mean?
  - cancelled
  - valid
  - effective
  - correct
- Customer's account information such as credit card number and security codes are automatically *hidden and cannot be read by anyone*. What is controls procedure called?
  - installation
  - operation
  - safety
  - encryption

5. *Small amounts of information* are stored by some websites into your computer. These accumulate by visiting internet sites and could slow down your computer. What term refers to these type information?  
 a. wireless                      b. cookies                      c. virus                      d. pop up
6. A hotel sales software is *operational* 24/7 and at real time. Hotel guests can book a reservation and identify sales or discount rates online. Aside from online visibility, what does a hotel sales software primarily offers to potential guests?  
 a. revenue                      b. proficiency                      c. protocol                      d. accessibility
7. Booking and reservation payments can be made online through the hotel sales software. The software contains *security* controls that protect the customers' account. What is the main reason for installing security controls in the hotel sales software?  
 a. encryption                      b. safety                      c. accessibility                      d. connection
8. A hotel sales software promises to increase *business profit* while lowering costs, because of online visibility and accessibility anytime. This will not require direct marketing, and so increase *income*. What is another term for business profit or income?  
 a. revenue                      b. expenses                      c. loss                      d. gross
9. Businesses like hotels which need internet access are clients to an *internet service provider* (ISP). ISPs offer connection to a wide area network. Which company usually provide internet services in a country?  
 a. transportation                      b. catering                      c. telecommunications                      d. banks
10. Hotel *customers* can access booking and reservation online system through the hotel sales software. What's another word for customer?  
 a. clients                      b. suppliers                      c. caterer                      d. administrator

**5.5.4. Connecting Ideas** – Choose the other part of the sentence that makes the idea complete and meaningful. Circle the letter of your answer (15 minutes).

1. During catering a service, hotel staff are guided in the event \_\_\_\_\_.  
 a. through the function sheet which list down all things about the occasion.  
 b. with the balance sheet that shows the financial standing of the hotel.
2. To know the food and beverage that will be served in the event \_\_\_\_\_.  
 a. check the function sheet  
 b. check the banquet sheet
3. Generated reports and details on hotel sales, booking and reservation inquiries, \_\_\_\_\_.  
 a. are useful information for forecasting trends and business growth.  
 b. are hidden information that cannot be read by anyone.

4. Food and beverage charges that are not part of the catering package are paid \_\_\_\_\_.
  - a. at the cash register
  - b. through the online sales software
5. Stage, banquet, dining tables, sounds, lights and tapestries \_\_\_\_\_.
  - a. are usual installations needed in a catering setup
  - b. are common setup for an information system
6. Using the Point of Sale terminal enables the front desk officer \_\_\_\_\_.
  - a. route orders to the kitchen or the bar
  - b. monitor the event and the program
7. Encryption of data \_\_\_\_\_, to protect valuable information from risks.
  - a. is temporary procedure that is modifiable from time to time
  - b. follows a set of programmed procedures or rules for transmission
8. Dollar, Yen, Peso and Euro are \_\_\_\_\_.
  - a. accounts payables
  - b. currency or money in a particular country
9. Sales revenue can be increased through \_\_\_\_\_.
  - a. lowering operation costs
  - b. increasing operation costs
10. Point of Sale terminals are connected to a server
  - a. which acts as a central access point to receive and transmit data
  - b. which acts as a control unit to encrypt secured information

**5.5.5. Group Discussion** – Read the following selection and be ready to discuss your answers to the question to your class (15 minutes).

1. How important is sales and catering software to improving hotel operation and increasing revenue?
2. What are the qualities you need to become an effective catering manager?
3. How do you monitor catering operations?

## What skills do I need to be an effective hotel catering manager?



Do you prefer to party 'till you drop---or to plan a drop-dead party?

If the latter is your answer, then you may have what it takes to be a successful hotel catering manager. The Hospitality Industry is always looking for quality hotel catering managers and if you have what it takes, expect to be rewarded on both a personal and professional level.

Let's see if you can measure up. Here are 5 skill-sets that are crucial to achieve success as a hotel catering manager:

**Sales Proficiency** - Catering sales typically provide a significant portion of revenue for a full service hotel. In fact, catering sales can be the number 2 contributor of revenue! (Exceeded only by guest room sales.) That means the pressure is on you to maximize dollars at every opportunity. Hopefully, your hotel will provide you professional sales training, if not, look elsewhere. There are books, on-line courses, catering and/or sales associations to help you learn effective sales skills.

**Food and Beverage Knowledge** - Hotel catering revenues are made up of food and beverage sales, function room rental and miscellaneous income (audio-visual, electrical, etc.) Food and beverage sales, however, contribute the overwhelming majority of the mix. A natural passion for quality food and a creative approach to menu composition is critical to your success.

Study the competition, see what kind of menus they have and make yours better. Meet with your chef and design menus to his strengths. Attend wine tastings, food and wine pairings, restaurants and special events at different venues-be on the constant lookout for innovative ideas to increase your knowledge. Your clients will trust and respect your knowledge as a professional hotel catering manager. Your reward will be increased sales and loyal, satisfied clients!



**Attention to Detail** - There is no room for a “big picture” hotel catering manager! The key to your success will be how well you manage even the smallest details. It will be up to you to find or develop a comprehensive checklist for every event you plan. Take nothing for granted. Every hotel department that is involved (kitchen, banquets, engineering, valet etc.) requires timely, concise instructions on how to make your event a success. Your clients expect you to have all of your bases covered, don't disappoint.

**Customer Service** - You must put yourself in the shoes of your customer. You are familiar with the hotel staff, event space, pricing and hotel policies-your guest may not be. Answer inquiries the same day, preferably within 1 or 2 hours. Send appropriate information regarding your hotel in a timely manner. Contact your prospect and answer questions, quote prices or whatever they may need. Hopefully your prospect will book an event with you and become your customer; but your service doesn't end there.

Greet your customer on arrival and introduce them to key staff members. Depending on the complexity of the event(s), check in with them throughout their stay. Take pride in the fact that you are offering a valuable service and that you are thrilled they have selected you and your hotel.

**Interpersonal Communication** - As a hotel catering manager, you may be one of 50 employees or one of 5,000. Regardless of the size and scope of your hotel, you can't provide for your customers by yourself. Your face-to-face, written and electronic communication skills will either elevate you to long term success, or prove to be your downfall.

If you already possess these 5 skill-sets or want to master them through training, the Hospitality Industry has a place for you as a professional hotel catering manager!

Source: <http://event-planning.yoexpert.com/catering-4682/what-skills-do-i-need-to-be-an-effective-hotel-cat-32821.html>

NOTES:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## Glossary

Term	Definition	Usage
<b>access</b>	to obtain information by using an application, examine or receive data	<i>Hotel guests can <b>access</b> the internet through wireless connection.</i>
<b>account</b>	record of accumulated or summarized financial data	<i>The guest <b>account</b> contains all bills and charges that the customer has to settle before check out.</i>
<b>administrative</b>	relating to the management of a company, business, organization	<i>Supervisors and managers perform <b>administrative</b> duties to make sure that the hotel operation runs smoothly.</i>
<b>allocate</b>	distribute resources or duties for a purpose	<i>Rooms are <b>allocated</b> on first come first serve basis or reservations made.</i>
<b>application</b>	computer program that performs a specific task	<i>The room reservation software is an <b>application</b> included in the hotel property management system.</i>
<b>audit</b>	examination of information systems and financial accounts, for accuracy and completeness	<i>Every end of day, balance sheets are <b>audited</b> to check entries and reconcile accounts.</i>
<b>automation</b>	technique making a process or system work by itself	<i>Computer technology allowed for the <b>automation</b> of many business operations.</i>
<b>availability</b>	being available, free or usable	<i>Room <b>availability</b> is affected by the season and even the weather changes.</i>
<b>back office</b>	functional areas of the hotel where personnel have little or no direct guest contact	<i>The laundry area and the engineering department are at the <b>back office</b>.</i>
<b>back-up</b>	copy of files or data to prevent information loss	<i>Save your data also in drive D for <b>back-up</b>.</i>
<b>balance sheet</b>	listing of the financial position of the hotel at a particular point in time, this official financial list includes assets, liabilities and owner's equity	<i>The cashiers prepare the <b>balance sheet</b> at the end of day that will be submitted for audit to the accounting office.</i>
<b>banquet sheet</b>	a listing of the details of an event at which food and beverages are served	<i>Catering service managers and staff should keep the <b>banquet sheet</b> in hand to make sure that all food and beverage are ready and served as needed.</i>
<b>bill posting</b>	process of debiting and crediting charges and payments to the guest folio	<i>Cashier should be responsible in <b>bill posting</b> to make sure that charge and payment entries are correct.</i>
<b>blackout</b>	total loss of electricity	<i>During summer, power failure causes <b>blackouts</b> in the city, so generators must be ready.</i>
<b>brownout</b>	partial loss of electricity	<i>A short circuit can cause <b>brownout</b> in an office unit.</i>
<b>browser</b>	software applications through which	<i>Most hotel sales software are compatible to</i>

	users access the Web	<i>be used with any internet <b>browser</b>.</i>
<b>central</b>	of great or primary importance; at or in the center	<i>The function of server is <b>central</b> in the regulation of data request and exchange.</i>
<b>charge</b>	amount or price asked for a product or service; to post the bill using a credit card	<i>Please <b>charge</b> my bill to my credit card account.</i>
<b>client</b>	customer/ network user	<i><b>Clients</b> are connected through LAN or WAN.</i>
<b>controls</b>	defense mechanism or countermeasures to protect information assets	<i>Security <b>controls</b> are important to protect the system from hacking or breaking down.</i>
<b>cookies</b>	small amounts of information that Web sites store on your computer, temporarily	<i>Surfing unsecured websites allow the internet to leave your terminal with some <b>cookies</b>.</i>
<b>credit</b>	an entry on the right side of the account; to add an amount to an existing account	<i>The balance sheets contains <b>credit</b> and debit accounts that are reconciled during audit.</i>
<b>currency</b>	specific kind of money that a country uses	<i>Yen is the <b>currency</b> in Japan.</i>
<b>database</b>	group of locally related files that stores data and the association among them	<i>The <b>database</b> must be secured from any threat or breach in controls.</i>
<b>debit</b>	to take money from an account	<i>You can <b>debit</b> the amount from my bank account.</i>
<b>e-business/commerce</b>	includes buying and selling of goods and services, as well as serving customer or dealing with business partners using online transactions	<i>With <b>e-business</b>, you can buy or sell online.</i>
<b>encryption</b>	process of converting an original message into a form that cannot be read by anyone except the intended receiver	<i>Through <b>encryption</b> highly secured information are not readable by some users.</i>
<b>entry</b>	information or data input	<i><b>Entries</b> in the balance sheet include financial information like debit and credit accounts.</i>
<b>ergonomics</b>	study of how people create physiologically to machines or equipment	<i>The computer chair is so convenient and relaxing because of its <b>ergonomics</b>.</i>
<b>financial</b>	matters pertaining or related to money such as income or profit	<i>A balance sheet presents <b>financial</b> statements of a business in operation.</i>
<b>folio</b>	record of accounts receivable	<i>Receivable accounts are recorded in the <b>folio</b>.</i>
<b>forecasting</b>	process of predicting future events and trends in business	<i><b>Forecasting</b> is important for business stakeholders to have an idea of future growth or potential market.</i>
<b>function sheets</b>	listing of things regarding an event or function	<i>The <b>function sheet</b> is useful tool that records the items needed in an event.</i>
<b>generate</b>	produce something	<i>The property management system has an application to <b>generate</b> reports such as</i>

		<i>balance sheet, inventory and forecasts.</i>
<b>genuine</b>	something authentic or original	<i>A <b>genuine</b> paper money contains security features and does not fade immediately.</i>
<b>gigabyte</b>	1024 megabytes of formatted capacity	<i>This computer has a 500 <b>gigabyte</b> capacity to store information.</i>
<b>hardware</b>	actual computer equipment such as CPU, keyboards, monitors and printers	<i>Check all <b>hardware</b> connections to make sure that the computer will work.</i>
<b>identity</b>	fact about the who or what the person is like	<i>A valid ID with picture is needed to confirm <b>identity</b> of guests.</i>
<b>inquiries</b>	a PMS feature that enables management to maintain a current view of operations and finances	<i>Some customers place a call for reservation <b>inquiries</b>, while others send their questions through email.</i>
<b>installation</b>	process or action of putting something in place or position	<i>Network <b>installation</b> needs modems, cables and ports.</i>
<b>interdepartmental</b>	between departments or units	<i><b>Interdepartmental</b> communication is possible through a wide area network.</i>
<b>interface</b>	a device or point where two or more computer users, programs or applications are interacting	<i>The software has user friendly <b>interfaces</b> that allows easier navigation from one application to another.</i>
<b>intermittent</b>	unsteady, irregular or not continuous	<i>During peak hours, the internet connection is <b>intermittent</b>; it's so difficult to download and upload files.</i>
<b>intranet</b>	private network	<i>The <b>intranet</b> is usually accessible to members of the organization only.</i>
<b>inventory</b>	a complete list of items, property, supplies etc.	<i>Based on the <b>inventory</b>, the hotel needs to purchase new towels and other supplies.</i>
<b>LAN</b>	local area network; geographically limited connection of devices	<i>All terminals in the office are connected to a <b>local area network (LAN)</b>.</i>
<b>ledger</b>	grouping of accounts	<i>The auditor needs to see the <b>ledger</b> to check the entries from two weeks ago.</i>
<b>main menu</b>	on-screen list of all available individual programs or modules in the system	<i>The <b>main menu</b> is your portal the various applications in this property management system.</i>
<b>mainframe</b>	large computers used for extensive computing that are accessed by thousands of users	<i>For large-scale data applications and information processing, organizations depend on the function of a <b>mainframe</b>.</i>
<b>maintenance</b>	the act of keeping up something operational or working	<i>Every week, the IT department conducts computer <b>maintenance</b> to check that all terminals are in good operating condition.</i>
<b>malware</b>	malicious software such as virus and worms	<i>Viruses, worms, Trojans, spywares, adware are all types of <b>malware</b> that intrudes a computer and may cause potential harm.</i>
<b>management</b>	process dealing with the control of business operations and functions	<i>Effective <b>management</b> yields profit.</i>

<b>manually</b>	not using any device, computer or technically	<i>If the system is down and the terminal is not working, you need to log the transaction <b>manually</b>.</i>
<b>modem</b>	device that converts signals from analog to digital and vice versa	<i>The computer transmits data over telephone lines or cable connection through a <b>modem</b>.</i>
<b>multimedia</b>	computer-based integration of text, sound, images and video	<i>The event tonight will require <b>multimedia</b> for the business presentation.</i>
<b>multitasking</b>	the management of two or more tasks, running in the computer system at the same time	<i>The front desk officers are used to <b>multitasking</b> as they need to do so many things at the shortest time possible.</i>
<b>network</b>	a connecting system that permits different computers to share information	<i>The terminals in the front office are connected in a local area <b>network</b>.</i>
<b>online/offline</b>	terms that refer to the status of connection of a computer to an internet service provider or the Web.	<i>Customers can have <b>online</b> access to the reservation system, through mobile phones or their personal computers.</i>
<b>operational</b>	ready for use; of or relating to routine functions and activities of a business or organization	<i>The property management system is <b>operational</b> throughout the day.</i>
<b>override</b>	bypass certain limits or controls built into the computer program	<i>The cashier asked her supervisor to <b>override</b> the system because to void the transaction because of a wrong entry.</i>
<b>payable</b>	accounts that need to be settled or paid	<i>The customer have an outstanding balance 1,500. US\$, <b>payable</b> to the hotel.</i>
<b>period</b>	time covered	<i>The end of day <b>period</b> is usually at night shift when front desk officers are relieved from their duties.</i>
<b>point of sale</b>	an outlet in the hotel that generates income, such as restaurant, gift shop, spa or garage	<i>A cashier is assigned to a <b>point of sale</b>, to take orders, receive payments and record transactions.</i>
<b>portal</b>	website that provides point of access to critical business information	<i>The hotel's homepage serves as <b>portal</b> to useful information about its location, facilities, rates, promotions and photo gallery.</i>
<b>profiling</b>	process of collecting and recording information about a person	<i><b>Profiling</b> guests provides helpful information of who prefers to stay in the hotel.</i>
<b>programming</b>	translation of a systems design specifications into a computer code	<i>Data encryption requires <b>programming</b> skills.</i>
<b>property</b>	something owned or possessed by someone	<i><b>Property</b> management is more systematic with software applications.</i>
<b>protocol</b>	set of rules and procedures of transmission across network	<i>Passwords are required because that is one <b>protocol</b> to keep the system secured.</i>
<b>provider</b>	a telecommunications company that offers or renders internet service	<i>Internet service <b>providers</b> offer broadband or wired connection.</i>

	connection	
<b>rack rate</b>	the highest room rate category offered by a hotel	Our <b>rack rate</b> for an overnight stay is 150.00 US\$, but we have a special 15% discount.
<b>reboot</b>	restart a computer intentionally or unintentionally	A malware caused the terminal to <b>reboot</b> itself.
<b>reset</b>	to adjust a system or program to its previous or altered configuration	You need to <b>reset</b> the clock of your terminal to keep the records and time stamp updated.
<b>reconcile</b>	make an account consistent with another	A financial statement that is not balanced needs to be <b>reconciled</b> .
<b>register</b>	a device used to record financial transactions	Transaction receipts are automatically printed by the cash <b>register</b> .
<b>risk</b>	the likelihood that a threat will occur	Firewalls are programmed to protect the intranet and all other systems in the mainframe from any <b>risk</b> or threat.
<b>route</b>	send or transmit data/information	All entries from the cash register are <b>routed</b> to the database through LAN.
<b>router</b>	communication processor that routes messages through several connect LAN or WAN	Open the <b>router</b> for your wireless connection to the Internet.
<b>safety</b>	being protected from danger, risk or potential harm	Backing up your files is a <b>safety</b> procedure.
<b>scrutiny</b>	critical examination or observation	Balance sheets undergo <b>scrutiny</b> from the auditor.
<b>server</b>	computer that provides access to various network services, such as printing, data and communication	The <b>server</b> is down, we cannot access the system at the moment.
<b>settlement</b>	arrangement of payment for a transaction, service or purchase; collection of payment for an outstanding account balance, bringing the balance to zero	<b>Settlement</b> of guest accounts is due upon or prior to check out.
<b>setup</b>	arrangement of things or objects; process of making things (machine or computer) work	The <b>setup</b> of wide area network is more complex than a local area network.
<b>software</b>	set of computer programs that enable the hardware to process data	Property Manage Systems is a <b>software</b> consists of various applications and modules.
<b>status</b>	condition of a person or thing	We have several reservation requests in waiting <b>status</b> .
<b>structure</b>	the way units of a computer system are built, organized or arranged	LAN and WAN are complex network <b>structures</b> .
<b>surfing</b>	navigating the Web by pointing and opening a Web browser	<b>Surfing</b> the internet is not allowed during work hours with your front desk terminal.

<b>switch on/ off</b>	turn something on/off; to make something work or not	<i><b>Switch off</b> your computers after use.</i>
<b>terminal</b>	a computer unit that is connected to a network or system	<i>Cashiers are assigned to point of sale <b>terminal</b>.</i>
<b>tickler files</b>	files used to prompt notice that certain events will occur	<i><b>Tickler files</b> alert the front desk officer about an incoming or scheduled event.</i>
<b>time-stamp</b>	device to record the current time and date on folios, mail and other front office forms	<i>Printed receipts from POS cash register have automatic <b>time-stamps</b> for every transaction.</i>
<b>transaction</b>	exchange of merchandise, property or services for cash or promise to pay	<i>On payment <b>transactions</b>, the cashier should check the receipt, amount paid and change given.</i>
<b>upgrade</b>	raise to a higher standard	<i>Loyal and frequent customers have a chance for an <b>upgrade</b> in their room reservation, free of charge.</i>
<b>verify</b>	to confirm or find out whether something is true or correct	<i>Ask the guest for a valid ID when you <b>verify</b> their booking reservations.</i>
<b>void</b>	having no legal effect; not consider something	<i>The cancelled transaction is <b>void</b>.</i>
<b>WAN</b>	wide-area network; a network that provides geographically wider service or connection between devices	<i>The property management systems in the various branches are linked through a <b>wide area network (WAN)</b>.</i>
<b>wireless</b>	connection of computer terminals without cable or wires, through the use of electromagnetic signals	<i>Wifi operates through a <b>wireless</b> router.</i>
<b>workflow</b>	movement of information as it flows through the sequence of steps that make up an organization's work procedures	<i>The <b>workflow</b> has become more efficient with the integration of the property management system.</i>
<b>yield</b>	to produce as a result of time, effort, money or work	<i>Good service always <b>yields</b> better profit.</i>









中核的ホテルマン育成のための外国語コミュニケーション教材

**Intercultural Communication  
for  
Japanese Hospitality Professionals  
インバウンド観光客対応のための  
「異文化コミュニケーション」**

**マニュアル**

**知識編／実践編**



## 日本の観光業・ホスピタリティ産業で求められる 外国語コミュニケーション能力とは？

### インバウンド受け入れの現状

近年日本では、海外からの観光客が飛躍的に増加し、国の経済発展に大きく貢献していることは、皆さんもメディア等で見聞きしていることでしょう。「爆買い」や「民泊」などの新しい言葉が生まれたり、イスラム教の食文化に関わる「ハラール」という言葉が急速に外食産業に浸透したり等、外国人観光客の増加は日本の観光業と社会全体に大きな影響をもたらしています。外客誘致は、2020 年東京オリンピック・パラリンピック開催決定と相まって、政府も非常に力を入れている分野です。この巻末付録は、将来日本の観光業やホスピタリティ業で働こうという皆さんに、日本におけるインバウンド観光客対応に必要な外国語コミュニケーション力について、「異文化コミュニケーション」をテーマに学んでもらうための章です。異文化コミュニケーションとは、異なる文化の人々を柔軟に受け入れ、お互いに理解を深めコミュニケーションを図るということです。

ところで、皆さんは近年どの国からどのくらいの人々が日本を訪れているか、知っていますか。ちなみに「爆買い」で有名な中国人は、3 位（2014 年度累計）です。その他の訪日者数の多い国を推測してみてください。（以下、JNTO 日本政府観光庁「2014 年訪日外客数（総数）」より作表。URL:[http://www.jnto.go.jp/jpn/reference/tourism\\_data/pdf/2013\\_15\\_tourists.pdf](http://www.jnto.go.jp/jpn/reference/tourism_data/pdf/2013_15_tourists.pdf)）

	国名	英語名	2014 年累計
1 位			約 283 万人
2 位			約 275.5 万人
3 位	中国	China	約 241 万人
4 位			約 92.6 万人
5 位			約 89.2 万人
6 位			約 65.8 万人
7 位			約 30.3 万人
8 位			約 25 万人
9 位			約 22.8 万人
10 位			約 22 万人

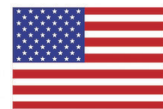
→次ページ（下方）で回答を確認しましょう。

## 👉・考えてみよう

この 10 か国の中で、英語を話す／使う国はどれでしょうか。話し合ってみましょう。

- そもそも「英語を話す／使う」とはどういうことなのでしょうか。
- 国民が英語を話すと思われる国の中にも、いろいろ異なる英語使用環境があります。  
どんなタイプに分けられるでしょうか。(例：ネイティブスピーカーとして英語を話す国)

グローバル化が進んだ昨今、世界で英語を話す人口の割合は、約 4 人に 1 人であると言われています。そのうちの大多数は非ネイティブスピーカーです。専門家によると、世界で交わされている英語を使ったコミュニケーションのうち、80% は非ネイティブスピーカー間で行われているという推計も出されています。つまり、今や「英語を話す＝アメリカやイギリスなどのネイティブスピーカー」とは限らず、たくさんの世界の人々が第二言語や外国語として英語を使用します。英語はネイティブスピーカー達の母語であるほかに、「国際共通語」として多くの非母語話者がコミュニケーションに使っています。



### 国際共通語として英語を話す際に注意すべきことはどんなことでしょうか

以下のような観点から、考えてみましょう。

- 発音
- 使う単語
- 文章の長さ、複雑さ
- 文化的な配慮
- アメリカやイギリスなどの欧米文化との結びつき

前ページの表（穴埋め）の回答：1 位 韓国、2 位 台湾、4 位 香港、5 位 アメリカ、6 位 タイ、7 位 オーストラリア、8 位 マレーシア、9 位 シンガポール、10 位 イギリス

## 宗教や文化によるタブー・考え方の違い

ホスピタリティ業で働く人々にとって、多様な国籍のお客様をおもてなしするために、「異文化コミュニケーション力」を磨くことが重要とされています。つまり異文化を理解し、相手の文化に沿ったコミュニケーション能力を発揮して仕事をこなすことが、職場での大事な役割となってきます。このような仕事に必要な知識の一つとして、宗教や文化によるタブーについて予め知識を持つておくことは重要なことでしょう。

### Exercise

それぞれの国名と関係の深い宗教、その教義に関連する内容について、線で結びましょう。  
(ある国の全国民が□□教徒という意味ではありません。)

Malaysia	Muslim	They do not eat pork.
Indonesia	Mormonism	Cows are considered to be special.
Egypt	Hinduism	They go to church on Sundays.
India	Catholic	They have prayers 5 times a day.
the U.S.A.		Fasting is part of their religious practice.
Brazil		They have short prayers before each meal.
the Philippines		Women wear scarves.
		It is a kind of Christianity.
		They do not drink caffeinated drinks such as coffee.

## 食文化・食習慣の違い

食事に関しては、宗教的なタブーのほか、個人的な信条や体質、また国や地域によって食べる習慣の無いものなど、様々な理由から特定の食材や調理方法を避けることがあります。特に海外からのお客様を迎える際には、食事には注意を払いましょう。

### Exercise

左列のそれぞれの語と、それらを説明した文を線でつなぎましょう。

halal

a person who does not eat meat (or often fish and other food products taken from animals)

vegetarian

health problems or body reaction caused by particular things such as food, pollen or artificial substances

vegan

food, particularly meat, prepared according to the Islamic law

allergy

a vegetarian who does not eat any animal products including dairy, eggs and other ingredients taken from animals

dietary habits

different eating habits or preferences according to one's culture or living environment, etc.

### Exercise

インドネシアから来たお客様にあなたならどんな和食をお薦めしますか。  
料理名と原材料を書き出してみましょう。



例 : Tempura	Ingredients: fleur, egg, vegetables (pumpkin, green pepper, carrot, eggplant), shrimp, vegetable oil

## 日本の宿泊産業で求められる英語＝欧米のホテルマンが使う英語？

このテキストの Pre-Seminar, Main Modules においては、主に海外でホスピタリティ業を学ぶ学生向けに、海外のホテルやレストランなどの職場を想定した英語を学んできました。しかし、日本の宿泊施設はホテルだけではなく、伝統的な旅館、その他民宿やホステル、最近では民泊なども新しい日本式の宿泊施設も増えてきました。ホテルでも、温泉や浴衣など日本独特のサービスを提供するところもあります。従って日本の宿泊施設などの観光業で働く場合、このテキストで学んだホテルマンの英語に加え、日本独特のサービスや文化についても英語で案内できる必要がありますね。

### 日本の宿泊施設、観光業に関わる英単語

旅館				
温泉 hot spring	露天風呂 open-air bath	和室 Japanese room	貸切風呂 reserved (private) bath	内風呂 en-suite bathroom
浴衣 informal cotton kimono	風呂桶 bath pail	湯舟 bathtub	布団 futon / bedding	座布団 floor cushion
座椅子 legless chair	座卓 low table	畳 tatami mat	床の間 alcove	押し入れ closet
下駄 wooden clogs	和菓子 Japanese sweets	懐石 traditional course meal	郷土料理 local cuisine	日本酒 sake
焼酎 Japanese spirit	板前 chef	女将 landlady	仲居 waitress	番頭 manager
観光、土産品				
神社 shrine	お寺 temple	お祭 festival	神輿 portable shrine	山車 float
紅葉 autumn foliage	桜 cherry blossoms	歌舞伎 kabuki	書道 calligraphy	茶道 tea ceremony
民芸品 folk craft	漆器 lacquer ware	陶器 ceramics	風呂敷 wrapping cloth	手ぬぐい hand towel
箸 chopsticks	箸置き chopstick rest	扇子 fan	新幹線 bullet train	グリーン車 first-class car
その他（大衆文化、クールジャパンなど）				
アニメ cartoon	漫画 comic books	コスプレ cos-play	パチンコ pinball game	居酒屋 bar / pub
カラオケ karaoke	ファミレス casual dining	コンビニ convenience store	家電量販店 electronics retail store	メイド喫茶 maid cafe



## 和風アイテムの説明

前ページでは日本の品物や文化、宿泊施設に関わる語彙の英訳を示しましたが、これらの多くは日本文化の概念に英単語を当てはめたものであり、実際に使ったり経験したことがない外国人にとっては、英単語を聞いただけではピンとこないこともあります。そこで、実際のコミュニケーションの場においては語彙の英訳を覚えるだけでなく、その品物や概念について「簡単な英語を使って説明できる」ことが重要となります。

### Exercise

以下の説明は何を表していますか。前ページの語彙一覧から選び答えてみましょう。

a casual summer kimono often used as a bathrobe or sleepwear

a contemporary Japanese café with waitresses dressed as housemaids

a hot spring bath in a Japanese hotel which can be reserved for specific customers such as family members

tableware that is used to rest chopsticks on

a casual restaurant that is catered to families

- 日本ならではのアイテムや文化について、何か一つ選んで英語で説明してみましょう。



## 実践してみよう！[基礎編]

異文化コミュニケーションについて基礎知識を学んだら、今度は実践です。

**I recommend -----.** ～をお薦めしますよ。

**I highly recommend it.** これはイチオシです。

**Please try -----.** ～をぜひ試してみてください。

例にならって、海外から来たお客様にお薦めの和食を案内してみましょう。

例：I recommend *oyakodon*, which is a dish made with chicken, onion and egg. It's seasoned with soy sauce and served over rice in a bowl.

郷土料理の説明にも挑戦してみましょう。

例：I highly recommend *masuzushi* if you travel to Toyama. It's a special kind of boxed sushi made with vinegared rice and soused trout. Please try it when you go to Toyama.



## 今度は“使い方”の説明にチャレンジ！[上級編]

How to: ~のしかた

- How to use ---: ~の使い方
- How to make ----: ~の作り方
- How to cook ----: ~の調理のしかた
- How to eat ----: ~の食べ方
- How to get to ----: ~への行き方

例にならって、海外から来たお客様に物の使い方を説明してみましょう。

例: How to put on a *yukata*

First, put your arms through the sleeves. Second, put the collars together at the front, with your right side tucked under the left. Then, wrap the *obi* around your waist. Finally, tie the *obi* at the side or the back.

👉 コンビニのおにぎりの食べ方、茶道の作法、折り紙の折り方など、日本ならではのものについて、やり方を説明してみましょう。

また、あなたの地元の郷土料理や民芸品の作り方など、英語でどのように説明できますか。

[ぶり大根の作り方、鱒ずしの食べ方、ガラス細工の作り方 etc.]



# FIELD WORK

教室の外へ出て、外国人観光客にインタビューしてみましょう。

- ・ 地元の観光地や観光案内所で
- ・ アルバイトやインターンシップ先の宿泊施設・観光施設で

目標インタビュー数： \_\_\_\_\_ 人

- ・ どの国から来たか
- ・ 日本は初めてか
- ・ どんなところへ行ったか／行きたいか
- ・ どこが一番良かったか／楽しみにしているか

まずは英語で質問内容を書き出してみましょう。どのように話しかけたら良いでしょうか。

出会った外国人観光客に、地元の何をお勧めしたいですか。

インタビューに応じてくれた人について、例にならって書き出してみましょう。

例：

I met Mr. Lee at Tateyama Kurobe Alpine Route. He is from Hong Kong and visiting Japan with his wife and daughter. It is his second time in Japan and the first time for his family. In Toyama, they are going to visit many sightseeing spots. They are especially looking forward to the hot springs.



# User's Guide

The contents in this textbook are designed as a workbook style teaching/learning material intended for students studying for careers in the hospitality industry. In particular, this is an ideal course book to prepare students for studying at a higher education institution abroad in the discipline of hospitality management. Students are expected to acquire technical terminologies through working on various exercises presented in each section of this workbook.

The main modules (Module 1-5) are specifically designed as a preparatory course for hospitality studies at a university. If your students are planning to study abroad, the main modules should be fully covered. For details please refer to the syllabus in the user's guide. The Pre-Seminar (Module 0) and the Intercultural Communication section are considered to be non-compulsory/elective and can be used based on the teaching/learning contexts. Please select relevant modules according to the learners' needs and lesson schedule.

## Pre-Seminar (Module 0) and Intercultural Communication

Pre-Seminar:

This is an introductory ESP course designed for beginners to elementary level learners. This can be used as a pre-sessional module for beginner/elementary students before they commence on a course using the main modules of this textbook. Although this module is not compulsory for students planning to study abroad, it is advised that beginner level students are encouraged to be introduced to this part of the textbook.

Students are guided through instructions and explanations written in Japanese and they are expected to try figuring out answers to questions by consulting (on-line) dictionaries and internet sources by themselves. Approximately 100 terminologies are introduced, but the main purpose of this workbook is not to equip them with the presented terminologies. Instead, the course requires students to work on their own or with partners to find answers and useful information so that they will be familiar with how to use dictionaries and other resources as well as the ways to be active learners. They are expected to check the correct pronunciation and in some cases, specific cultural contexts of the target vocabulary. Please encourage the students to actively involve themselves to the vocabulary building practices and activities. This workbook is designed for group lessons rather than self-study, with a lot of group/pair activities involved. However, depending on the students' needs and curriculum schedule, etc., it can also be used for self-study. When used for self-study, "Group/pair Work" sections can be simply ignored or used only for referential purposes. Please make sure that the students are given guidance from their instructor for checking answers and for correct understanding of vocabulary and cultural topics when the workbook is used for self-study.

## Recommended internet resources (information as of Feb.2016)

### Online dictionaries

- weblio (Japanese-English) : <http://ejje.weblio.jp>
- Oxford Learner's Dictionaries: <http://www.oxfordlearnersdictionaries.com>
- Merriam-Webster's Learner's Dictionary: <http://www.learnersdictionary.com>

### Multi-lingual translation database

- Tatoeba: <https://tatoeba.org/eng/>

### Text to speech software

- Ai Talk: <http://www.ai-j.jp/>
- Hoya Voice Text: <http://voicetext.jp/>

### ESP e-learning with online lessons (commercial program: paid registration needed)

- ELTO: <https://www.eltosystem.com>

## Intercultural Communication:

This section introduces students to additional information that will be useful when they deal with international/multicultural customers in the hospitality industry. This section is also non-compulsory and can be used in the ways similar to the Pre-Seminar part. The main focus of this section is to raise awareness about cultural differences and importance of tolerance and communication skills when serving guests with different cultural backgrounds. Some topics such as religious issues may not be familiar to many Japanese students. This workbook does not cover all the issues which are often considered to be important, but it gives students tips and ideas for intercultural communication by introducing such topics to them.

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## Answer Keys (Pre-Seminar & Intercultural Communication)

Pre-Seminar I : 3, check-out, house-keeping, waiting list, wake-up call, room service, master key, etc. 4, medical/healthcare professionals(doctors, nurses, etc.), IT professionals/engineers, wedding planners

Pre-Seminar II : 4, luggage, front desk, business trip, reservation, twin room,

Pre-Seminar III : 3, hangers, kettle, TV/television, remote control, mini bar

Pre-Seminar IV : 4, receptionist/hotel clerk, bellperson/bellboy/porter, housekeeper, concierge, chef, waitress/server

Pre-Seminar V : 3, elevator, second, reception, second floor, escalator, reception, restaurant, first

Pre-Seminar VI : check in, check-in, check-in, check in, check in, check in, check in, check in, check-in, check-in, want, checking, check, checked, finished, start, 2, v, n, v, n, v, n, v, n, v, n, v, n 3, arrange, cancelation, pay, booking, registration, confirmation, serve

Pre-Seminar Review: 3, wheelchair, receptionist(hotel clerk), waitress, no-smoking, first floor 5, reserve, reservation, arrange, arrangement, cancel, cancelation, pay, payment, book, booking, register, registration, service, serving

Intercultural Communication:

p.200: Muslim countries = Malaysia, Indonesia, Egypt, Hinduism = India, Catholic countries = Brazil, the Philippines, Mormonism started in the U.S. / Muslims = no pork, 5 prayers a day, fasting, scarves for women, Hinduism = cows are special (sacred), Catholic (Christianity) = church, prayers before meals, Mormonism = no caffeinated drinks

p.201: halal = meat prepared by Islamic law, vegetarians = do not eat meat, vegans = vegetarians who strictly eliminate intake of any kind of animal products, allergy = アレルギー, dietary habits = different eating habits/preferences,

p.203: informal cotton kimono(yukata), maid café, reserved(private) bath, chopstick rest, casual dining

\*\*\*\*\*

## Main Modules(Module1-5)

### Hospitality English Preparatory Course [Syllabus]

This guide contains the course syllabus, a brief description of the learning activities found in the students workbook and how to use them. The course syllabus can be presented to the students as a guide on what will be covered in the course.

This workbook is also accompanied by the summative assessment tests that will be used at the last unit of each module. If time permits, the students can be asked to check their classmates' answers to the assessment tests. This will enable the class to review the lessons and learn from the assessment.

The two worksheets, one for translation exercise and the other for the audio-recording must be given to the students upon completing unit five of each module. The translation exercise worksheet should be submitted along on the last meeting, prior to taking the summative assessment for word proficiency.

Likewise, the teacher should require the students to submit the audio recording along online. The worksheet for pronunciation should also be submitted on the last meeting. This worksheet will be used by the instructor in evaluating the student's pronunciation skills. The teacher can choose what application to be used for the recording.

The instructor may integrate some lesson inputs as needed as long as time permits.

#### Course Description:

This 45-hour course prepares the learners for their international study on hospitality management. The course is designed to develop the students' English vocabulary and communicative skills in using terminologies in the aspects of front office operation, food and beverage, bar management and information technology, as well as those used for their academic growth and successful integration during their hotel internship.

There are five modules in the course. Each module has 6 lesson units that can be completed in five hours. In every unit, the students will work on their own to complete the self-study



activities that they should do at home and before the lesson proper. After completing the five modules, students will take the summative assessment to check their vocabulary skills.

Each unit contains a variety of activities or exercises that the students will complete during their free time and in the class.

### Course Objectives:

Upon completing this course, the students are able to:

- Familiarize with terms used in various areas of hospitality services;
- Articulate specific terms clearly to be intelligible for the listeners; and
- Use terms in meaningful sentences and guided conversations in workplace contexts.

### Course Outline

<b>Module 1: Academic English Vocabulary</b> – In this module, students will be familiar with terms often used in the instructions in the classroom, their spelling, meaning and usage, which enables them to understand course expectations and requirements as specified in the discipline. The module includes 100 terms.			
Units	Themes	Learning Outcomes	Schedule
1	Getting to Know Each Other	Confidence in introducing one's self to other members of the class, using a given set of words.	1.5 hrs
2	Welcome to Your New School	Familiarization with the new learning environment, the academic requirement and expectations as set in the school's policies and course outlines.	1.5 hrs
3	Setting Learning Goals	Appreciation of the importance of having goals and focus in their academic life, as expressed using a set of words from the vocabulary list.	1.5 hrs
4	Academic Success	Determination to succeed in their academics as expressed in their strategies to cope with the academic requirement.	1.5 hrs
5	The Active Learner	Strategic know-how of being engaged in the classroom.	1.5 hrs
6	Summative Assessment	Proficiency in using academic English vocabulary in various contexts.	1.5 hrs

<b>Module 2: Food and Beverage Technology</b> – This module is designed for you to get to know basic, yet important terms applied in food and beverage services. The various exercises found in this module will familiarize you with food and beverage operation, such culinary and service skills terms. This also introduces you to some foreign terms used in hospitality functions.			
Units	Themes	Learning Outcomes	Schedule
1	Food and Beverage Operation	Awareness on the basic functions and principles of food and beverage operation.	1.5 hrs

2	Basic Food Service Terms	Familiarity with the use of basic food service terms.	1.5 hrs
3	Beverage Service Vocabulary	Basic knowledge of selected terms used in beverage services.	1.5 hrs
4	Basic Culinary Arts Terminologies	Knowledge and ability to use basic culinary art terminologies.	1.5 hrs
5	Service Skills	Basic knowledge of terms pertaining to service skills and standards in hospitality industry.	1.5 hrs
6	Summative Assessment	Proficiency in using basic terms on food service technology.	1.5 hrs

**Module 3: Front Office Vocabulary** - The vocabulary building lessons in this module, will help you improve your vocabulary and learn new words commonly used in a Front Office work environment. Each unit starts with a list of words along with their definitions, and an example of how each word can be used in a sentence to help students better understand the meaning. Once students have read the vocabulary words and definitions in each unit, they can begin with the exercises. Overall, the module includes 100 terms.

Units	Themes	Learning Outcomes	Schedule
1	Telephone Skills	Basic communication skills in understanding and using correct telephone terms and or phraseologies.	1.5 hrs
2	Guest Cycle	Familiarity to the process checking-in guests with guaranteed and non-guaranteed reservations.	1.5 hrs
3	Room Reservation	Basic knowledge of terms in taking room reservations.	1.5 hrs
4	Room Management	Basic knowledge of terms in checking-in and checking-out guests with guaranteed and non-guaranteed reservations.	1.5 hrs
5	Handling Complaints and Inquiries	Knowledge of terms applied to problem-solving techniques needed to resolve guest complaints and inquiries.	1.5 hrs
6	Summative Assessment	Proficiency in using english vocabulary words used in a Front Office work environment.	1.5 hrs

**Module 4: Bar Management Vocabulary** - In this module, students are expected to have proficiency and competency on terms used in the bar, service, management and wines. In addition, they are expected to be aware of the responsibilities of a bartender/a bar professional.

Units	Themes	Learning Outcomes	Schedule
1	The Bar	Knowledge of terms relevant to the history and development, basic parts and design of a bar.	1.5 hrs
2	The Bartender / Bar Professional	Basic communication skills needed in understanding responsibilities of a bartender/bar professional	1.5 hrs
3	Bar and Beverage Service	Knowledge of the terms used in the bar, basic service	1.5 hrs

		procedures and policies and customer and guest service skills.	
4	Beverage Management	Awareness on the operational processes involving bar management and the managerial function in the bar service.	1.5 hrs
5	Wines & Spirits	Familiarization of the classification of wine, wine making process and development, wines of the world and some wine labels	1.5 hrs
6	Summative Assessment	Competence on the vocabulary words used in the bar, service, management and wines.	1.5 hrs

**Module 5: Information System Vocabulary** - this module introduces the students to the terms commonly used in the study of information system in the hospitality industry, Here, students will learn the correct articulation, spelling, meaning and usage of some terms they will often use when assigned in front of the computer terminals, be it in front office, as cashiers or in catering services.

Units	Themes	Learning Outcomes	Schedule
1	ICT in the Hospitality Industry	Awareness on the use computer-based systems in various functions in hospitality services.	1.5 hrs
2	The Guest Cycle and Information System	Background orientation to the guest cycle through basic understanding of terms in information system in the hospitality industry.	1.5 hrs
3	Reservation and Room Management	Familiarization to the terms that describe processes involving computer use in the functions of reservation and room management.	1.5 hrs
4	Cashiering and End of Day Procedures	Knowledge of the terms that hoteliers used in the function of cashiering as well as end-of day procedures.	1.5 hrs
5	Sales Catering	Appreciation of the role of information system in sales catering operation as expressed in their understanding of the meaning and usage of specific terms.	1.5 hrs
6	Summative Assessment	Contextual knowledge of common terms that hoteliers need to know to be familiar with the information system operations in the hospitality industry.	1.5 hrs

## Course Requirement

1. Punctuality and regular attendance in the class.
2. Active participation during discussion, collaborative exercises and other in-class activities.
3. Completion of the self-study activities and other workbook exercises.
4. On time submission of translation exercises and audio-recording of the target vocabulary.
5. Completing the module assessments with an acceptable score of at least 70%.

## Teaching-Learning Strategies

To achieve the stated course objectives, the work-text for the students contains various exercises that introduce the students to the terms they will encounter and use in their hospitality management studies.

1. ***Self-Study*** – students will work on these exercises at home. To complete these exercises, the students need to read the meanings of target vocabularies for each unit, using the module glossary. The self-study activities are designed to help students become familiar with the terms in the target vocabulary and improve their spelling as well as understanding of the meaning of the target words. Each unit has 1-2 self-study exercises for individual students to complete on their own.
2. ***Self-Study Check/Review*** – students will check their answers to their home works, at the beginning of the class, as guided by their instructor (10-15 minutes).
3. ***Pronunciation Drills*** – students will listen to their instructor as to how the words in the unit vocabulary list are pronounced and repeat afterwards. This activity can be done as a whole-class activity or with individual students (10-15 minutes).
4. ***Lesson Inputs*** – the instructor may engage the students in lecture presentations or classroom discussions as needed to introduce the topic or key concepts, or to review students about the previous lessons (10-15 minutes).
5. ***Workbook Exercises*** – students will complete the activities found in the workbook and check their work afterwards. These include 4-5 short activities of various types that are designed to increase their understanding of the meaning, usage and function of the terms in the target vocabulary list (45-mins to 1 hour).
6. ***Word Translation*** – in their free-time students will translate the list of English words in their local language and submit this exercise for checking to their instructor. This exercise is a component of the module assessment, and it ensures that the student has accurate understanding of the target vocabulary.
7. ***Module Output*** – individually, students will submit an audio-file or recording of the 100 words in the vocabulary list for each module. They should be able to articulate each word correctly and submit their recording to the teacher before the start of the last unit.
8. ***Module Assessment*** – students will complete the summative assessment found in the last unit of the module and check their answers with their teacher. This summative assessment consists of 50 items of objective-type tests (1.5 hours).

The various activities include, but not limited to: labeling pictures, reading selections with follow up vocabulary questions, spelling exercises, crossword puzzles, cloze tests, word search, fill in the blanks, sentence analysis and matching type exercises. There are also prompts for guided conversations where students need to use the target vocabulary in work-place contexts. The work text also includes a glossary of terms derived from the text books or reference materials specified in the syllabi of the courses they will take in DLS-CSB.

***Assessment:*** Students are graded based on their actual performance. To pass the course, the student should be able to get at least 70% of the scores in all the activities in the course.

Homework	20 %
Workbook Exercises -	30 %
Module Outputs -	20 %
Module Assessments -	20%
Class Participation -	10%
TOTAL	100%

平成 27 年度 文部科学省  
成長分野等における中核的専門人材養成の戦略的推進事業  
富山県における中核的ホテルマン育成と単位互換制度の構築  
学校法人浦山学園 富山情報ビジネス専門学校

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