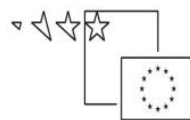




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MINISTRSTVO ZA ŠOLSTVO IN ŠPORT



Naložba v vašo prihodnost
OPERACIJO DELNO FINANCIRA EVROPSKA UNIJA
Evropski socialni sklad

ENGLISH FOR CATERING AND TOURISM

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1 UVOD

Učbenik je namenjen študentom gostinstva in turizma. Osnovni namen ponujenih dejavnosti je razvijanje komunikacijske zmožnosti v angleščini. Posamezne enote so sestavljene iz nalog bralnega razumevanja, ki naj študente s pomočjo sklepanja iz sobesedila navajajo k razumevanju daljših besedil iz področja gostinstva in turizma, nalog govornega sporočanja, ki izhajajo iz posameznih avtentičnih situacij (delo v recepciji, turistični agenciji, restavraciji, telefonski razgovor, ...) in nalog pisnega sporočanja (poslovna korespondenca). Posebno pozornost smo namenili uporabi elektronskih virov in pridobivanju informacij s pomočjo svetovnega spleta. Učbenik vsebuje aktivne spletne povezave, ki služijo kot izhodišče za predvidene aktivnosti, ki izhajajo iz vsakodnevne prakse poklicev s področja gostinstva in turizma. Upamo, da vam bo učbenik v pomoč pri razvijanju jezika stroke in delu v vašem poklicu.

ZA ZAČETEK

Spoštovani študenti!

Učenje tujega jezika pomeni danes predvsem zmožnost sporazumevati se in biti pri tem učinkovit. V nadaljevanju si oglejte samoocenjevalno lestvico in poskušajte ugotoviti, kakšno je vaše znanje angleščine. Vaše ugotovitve naj vam služijo kot temelj pri študiju, predvsem pa naj vam povedo, kje ste in kam želite priti.

1. V preglednici poiščite vam ustrezen nivo znanja angleščine.

- Katere kriterije pri tem uporabljate?
- Kaj bi storili, da bi svoje znanje izboljšali?
- Katere aktivnosti bi vam bile v pomoč?

2. Zapišite utemeljitev (zakaj ste se uvrstili prav v to stopnjo?)

3. Zapišite, kako bi svojo samooceno lahko dokazali.

Tabela 1: Splošna samoocenjevalna lestvica

UPORABNIK NA OSNOVNI RAVNI	A1	<p>Razume in zna uporabljati vsakdanje izraze in najosnovnejše besedne zveze, s katerimi želi doseči konkretne cilje. Zna predstaviti sebe in druge, spraševati in odgovarjati na vprašanja o osebnih podatkih, npr. kje določena oseba živi, o ljudeh, ki jih pozna, in stvareh, ki jih ima.</p>
UPORABNIK NA RAVNI JEZIKOVNE NEODVIDNOSTI	A2	<p>Razume povedi in pogosto besedišče, ki se nanaša na najbolj temeljne stvari (npr. osnovni osebni in družinski podatki, nakupovanje, neposredno življenjsko okolje, zaposlitev). Sposoben je preprostega vsakdanjega sporazumevanja, pri katerem gre za neposredno izmenjavo informacij o splošnih vsakodnevnih stvareh. S preprostimi izrazi zna opisati svoje poreklo in izobrazbo, neposredno življenjsko okolje in stvari, ki se nanašajo na trenutne potrebe.</p>
UPORABNIK NA RAVNI JEZIKOVNEGA MOJSTRSTVA	B1	<p>Razume bistvene točke jasnih besedil v standardnem jeziku, kadar gre za znane reči v službi, šoli, prostem času itd. Znajde se v večini situacij, ki se lahko pojavijo na potovanju po deželah, v katerih ta jezik govorijo. Zna tvoriti preprosta, povezana besedila povezane s splošnimi temami ali temami, ki ga zanimajo. Zna poročati o izkušnjah in dogodkih, opisati sanje, želje in ambicije ter na kratko razložiti svoja prepričanja in načrte.</p>
	B2	<p>Razume poglobitve misli zahtevnih besedil, ne glede na to, ali obravnavajo stvarno ali abstraktno tematiko; razume tudi strokovne razprave s svojega strokovnega področja. Izraža se dovolj spontano in tekoče, da se lahko v vsakdanjih stikih sporazumeva z naravnimi govorniki brez prehudega napa za obe strani sogovornikov. Zna oblikovati jasna in natančna besedila v zvezi s široko paleto tem in pojasniti svoj pogled na določeno vprašanje, kar vključuje tudi razlago prednosti in slabosti različnih možnosti.</p>
	C1	<p>Razume zahtevnejša, daljša besedila in lahko prepozna skrite pomene. Zna se spontano in tekoče izražati, ne da bi pri tem preveč očitno iskal ustrezne izraze. Zna učinkovito in prilagodljivo uporabljati jezik, tako v družabne kot tudi v učne in strokovne namene. Zna se jasno, strukturirano in izčrpno izražati v zvezi z zahtevnimi vsebinami, pri čemer pravilno uporablja različna sredstva za povezovanje (zgradbo) besedila.</p>
	C2	<p>Brez težav razume vse, kar prebere ali sliši. Povzeti zna informacije, dobljene iz različnih pisnih in govornih virov, ter povezano podati utemeljitve in razlage. Izraža se tekoče, spontano in natančno ter zna tudi pri zahtevnih temah razločevati majhne pomenske odtenke.</p>

Source: Puklavac, 2006,6

2 GETTING ACQUAINTED

First impressions count a lot. You never get a second chance. In this day and age mastering the art of introductions across multiple channels and media is one of the great business skills. Whatever your style, background, personality, profession or purpose, it is sure that a little practice can lead to great results. In this unit we are going to look at different ways of introducing yourself, oral and written, elements of a CV and cultural differences you may come across in your personal and professional life.

The English language contains many phrases of politeness.

Read the following dialogues.

A May I introduce myself? I'm James Anderson.

B Nice to meet you, I'm Heinz Hauser.

A Hello, Elizabeth. How are you?

B Fine, thank you, Jean. How are you?

A Have you met Michelle Dupois?

B I don't think I have. How do you do?

A Mr Yoshida, I'd like to present you to John Smith.

B How do you do? Pleased to meet you.

A Good morning, Mrs McCarthy. How are you keeping?

B I'm very well, thank you.

Work with your partner. Introduce yourself and get acquainted.

Find out

- their name
- where they come from

To remember

THE WORD "present" is preferable on formal occasions to the word "introduce." The correct formal introduction is:

"Mrs. Jones, may I present Mr. Smith?"

or,

"Mr. Distinguished, may I present Mr. Young?"

2.1 CURRICULUM VITAE (CV) - PERSONAL IDENTIFICATION

It is important to know how to present yourself to your future employer. Your CV should include your name, contact information, education, skills and experience. In addition to the basics, a CV includes research and teaching experience, publications, grants and fellowships, professional associations and licenses, awards and other information relevant to the position you are applying for. Start by making a list of all your background information, then organize it into categories. Make sure you include dates on all the publications you include.

2.1.1 Reading

- a) Read the following Specimen Curriculum vitae and then fill in the chart which follows.

Specimen Curriculum Vitae

CURRICULUM VITAE	
Name	Birgit Petersen
Present address	25 Oxford Street, London Herbs, WD6 1DX
Telephone number	094 345 9967
Marital status	Single
Education and qualifications	
1980- 1985 1985 – 1991	Secondary School of Economics The Faculty of Economics and Business Diploma in Business Studies
Work experience	
Nov. 1992 –95	- Johnson Brooks Ltd., Birmingham Post: Junior secretary Responsibilities: Secretarial work including typing, shorthand, correspondence, copying reports and minutes from shorthand notes;
Jan. 1995 – present	- unemployed
Other information	While working I have attended various evening courses for German and Spanish. My interests include tennis, swimming and reading.
References	Mr B. Jeremy, Assistant Director, Johnson Brooks, Ltd., London
Current salary	None

b) Fill in the chart

Date of Birth
Name
Present address
Telephone number
Marital status
Education and qualifications
Work experience
Other information
References

c) Discussion

- Have you ever had any experience with applying for a job?
- Where can you get further tips on writing your CV?
- One of the possibilities is Europass. What do you know about Europass?

What is Europass?

Europass is a new initiative which aims to help people make their skills and qualifications clearly understood in Europe, thus facilitating the mobility of both learners and workers. »The Europass documents have been designed in such a way as to help people chronicle their skills and competences in a coherent manner, whether they are planning to enroll in an education or training programme, looking for a job, or getting experience abroad [...].« (http://www.europass.si/dokumenti_europass/europass_zivljenjepis.aspx#Europassivljenjepis, 12.1. 2009)

For further information visit the following web page:

@ [Europass](#)



Picture 1: Europass

Source: <http://cricomins.wordpress.com/2011/05/27/a-europass-lernjob/> (1.6. 2011)

2.1.2 Reading

Read the short texts and match them with the titles in the chart on the following page.
The first example has been done for you.

Curriculum vitae

- A. I love to travel and experience different cultures. I am a great fan of sports, my favourite sports are skiing and running.
- B. I have gained work experience with Deutsche Bank and created in-house presentations using Power Point.
- C. Catering and tourism
- D. I speak Slovene as my mother tongue and my English skills are very good. Additionally, I improved my German skills during two intensive courses at the German Centre in Munich, Germany.
- E. 1990 -1994 Secondary School of Economics; 1994 – 1999 Faculty of Business and Management (a degree in management).
- F. Brigita Koren, Polanska cesta 21, 2000 Maribor, Slovenia ...

1. Personal information	F
2. Occupational field	
3. Work experience	
4. Education and training	
5. Personal skills and competences	
6. Additional information	



Picture 2: Curriculum vitae

Source: <http://www.buzzle.com/articles/find-a-persons-address.html> (7.5. 2011)

Pair work

Ask your partner about the information stated in the chart below, make notes and report back to the class.

Notes about your partner:

Personal information	
Occupational field	
Work experience	
Education and training	
Personal skills and competences	
Additional information	

The following questions may help you:

- What is your name?
- Where would you like to work? / What would you like to do?
- Do you have any work experience?
- What can you tell me about your education and training?
- What are you interested in? / What are you good at?
- Is there anything else?

2.1.3 Cultural Differences**a) Pre-reading**

- **People around the world have different habits and customs. Can you list some cultural differences between different nations?**
- **Have you ever had any personal intercultural experience? If yes, share your experience with your fellow students.**

We now live in a fully global society where it is imperative to have an awareness of cultural differences as they relate to networking etiquette. We often notice differences within our own states. Certainly between regions of the nation; but what about businesses that network with businesses in other parts of the world? We actually cross cultures with every person we meet. In business, when we concentrate on similarities with each other, the differences are not that important. Problems arise when the differences appear to be all there are. When entrepreneurs focus on the perceived differences between each other in business, these differences can

Business Card Etiquette:

Exchanging business cards is an essential part of most cultures. In most Asian countries after a person has introduced him or herself and bowed the business card ceremony begins. In Japan, this is called meishi. The card is presented to the other person with the front side facing upwards toward the recipient. Offering the card with both hands holding the top corners of the card demonstrates respect to the other person. The business card means much more in the Asian culture than it does to us in Europe or America. It is truly an extension of the individual and is treated with respect. Things like tucking it into a pocket after receiving it, writing on it, bending or folding it in any way, or even looking at it again after you have first accepted it and looked at it are not considered polite and can insult your fellow Asian networker.

Consideration of “personal space”: When networking and meeting others with whom you wish to pursue a word-of-mouth marketing paradigm, it's very important to respect the cultural boundaries relating to personal space.

Register

When using slang in a business environment, you might want to keep in mind that what means one thing to us might have no meaning, or a very different meaning, to a business man or woman from another culture. That is why it is appropriate to stick to the formal register.

Consultations

If you have the ability to consult with someone in the target country who is familiar with that culture before interacting with their business people, jump at it. It was invaluable to many people to be able to have, for example, an Israeli Director in BNI, Sam Schwartz, coach them regarding the Orthodox Jewish custom of not shaking hands with someone from the opposite gender. He and his associates effectively coached foreigners on how to recognize when a businesswoman was an Orthodox Jew, by noting whether she was wearing any type of head covering (a normal hat would not have been recognized by me as this type of indicator, had he not coached me in this), or a knee-length skirt with opaque tights worn underneath so that no skin was visible.

b) Answer the questions

- Describe some basic differences in business card etiquette in Asia and in Europe or America.
- What kind of language do you have to use in formal situations?
- How can you prepare if you go on business abroad?

c) Understand other cultures – find out more and visit the following web page:

@ [Other cultures](#)

d) Discussion

- After you have read the text and visited the above web page prepare a piece of advice for your work colleague travelling to Israel and Japan.

2.2 NUMBERS

- a hundred, a thousand etc. are less formal than one hundred etc.

Do you know how to spell ordinal numbers? Write these in words.

1st 2nd 3rd 4th 5th 6th 7th 8th 9th 10th 12th 16th 20th 21st 30th 100th 1000th

2.2.1 Dates

Writing dates: 30 March 1995; 10 June 1980

Saying dates: the thirtieth of March/ March the thirtieth, nineteen ninety-five
the tenth of June/June the tenth, nineteen eighty

Telephone numbers are usually said one number at a time.

3174522: three one seven four five two two (or ... double two)

Write the following words:

- your telephone number
- your date of birth
- the approximate population of your home village/town and your country

Complete the calendar. Write the names of the months and national holidays in Slovenia in the correct space.

JANUARY 1 st January New years Day		
APRIL		JUNE
	AUGUST	
	NOVEMBER	

To check your answers use the following web page:

@ [National holidays](#)

2.3 SUMMARY

1. As a student you should:

- ❖ be able to introduce yourself and know which polite expressions to use,
- ❖ be aware of the important information which should be included in your CV,
- ❖ explain why first impressions are so important,
- ❖ be able to create your own CV
- ❖ be familiar with some basic cultural differences between different nations of the world,
- ❖ be able to give advice about business etiquette to a foreigner coming to Slovenia,
- ❖ be able to analyze and evaluate some basic differences between cultural differences around the world,
- ❖ know how to write and say dates and use them in everyday situations.

2. Your project

Prepare a short presentation (about 250 words) for your future employer. Include your personal data, your education and qualifications (evaluate your formal education) and other skills and interests.



Picture 3: My future job

Source: <http://www.hwunion.com/news/view.asp?newsid=1124> (1.6. 2011)

3. Summary

In this unit you learnt about how to introduce you in formal situations (oral and written), what is Europass and how to use it and about people around the world who have different habits and customs. In the last part of this unit we revised cardinal and ordinal numbers and their use in everyday situations as well as the national holidays in Slovenia.

3 WAYS OF TRAVELLING AND ACCOMMODATION

Tourism is one of the fastest-growing industries in the world. Travel agents and hotel owners should be able to meet the needs of modern travellers. The hospitality industry consists of a broad category of fields within the service industry that includes lodging, restaurants, event planning, theme parks, transportation, cruise lines, and additional fields within the tourism industry. The hospitality industry is a several billion dollar industry that mostly depends on the availability of leisure time and disposable income. A hospitality unit such as a restaurant, hotel, or even an amusement park consists of multiple groups such as facility maintenance, direct operations (servers, housekeepers, porters, kitchen workers, bartenders, etc.), management, marketing, and human resources

In this unit we are going to deal with different accommodation types, compare them and try to simulate real life situations in hotels, learn to check a guest in, design your own hotel, organise a conference, present a travel agency offer, prepare a tourist itinerary, make a business telephone call and write a cover letter to your CV.

3.1 THE PENINSULAR CLUB

Modern tourists have different preferences. Some love to stay in fancy hotels, others prefer pure nature. Look at the following questions and express your opinion.

a) Pre-reading

- **How and where do you usually spend your holidays?**
- **How does an average Slovene tourist spend his or her holidays?**
- **What would your dream holiday be like?**

b) Reading

Read a short description of the Peninsular Club set in a village within the sports and leisure paradise of La Manga Club, one of Europe's finest resorts.

There is another way to enjoy your holidays

Imagine... you swing open your bedroom window to be greeted by the warmth of the early morning sun, already casting long shadows down the winding village street. In the broad green valley below, dotted with thousands of tall palm trees swaying in the gentle morning breeze, a few early risers are enjoying a round of golf against the backdrop of the rolling Murcian hills.

The thought of the sunlight glinting on the nearby swimming pool tempts you to take a dip before breakfast. On reflection, perhaps you should save your energies for your midday

sailing lesson, not forgetting the tennis doubles match you arranged for later this afternoon!

With all the exercise you are enjoying here, you can afford to indulge yourself a little, sampling the wonderful cuisine in a nearby restaurant, following aperitifs at sundown with friends, old and new. All this and much, much more besides, is in store for you when you decide to treat yourself and your family to membership of the Peninsular Club. Covering an area larger than Monaco, La Manga Club offers three championship golf courses with extensive practice and academy facilities, a 28-court Tennis Centre (official winter training base of the LTA) and a tennis academy, squash, a professional football centre, magnificent Spa with an indoor pool, state-of-the-art gym facilities, treatments rooms sauna and much more.

You will also find within La Manga Club a five-star hotel, shopping centre, a children's club, many bars and restaurants, all providing the ultimate in activity entertainment and relaxation. In addition, this area of south-east Spain enjoys year-round sun, which provides warm winters and hot summers, and at just over 20 minutes from San Javier, Murcia - MJV or one hour from Alicante - ALC international airports is easily accessible from the UK.

c) Discussion

- What kind of guests would choose La Manga as their destination and why?
- d) La Manga Club is one of Europe's finest resorts. Visit their web site and find more detailed information about La Manga Club and Principe Phillippe Hotel which you will also find within the Club.**

Web site addresses:

@ [La Manga](#)

La Manga Club (write short notes for each entry)

- a) location
- b) accommodation
- c) sports and leisure

- **Read about Habakuk Hotel in Maribor. You will find the information you need at :**

@ [Habakuk](#)

Find specific information about the two hotels and fill in the chart

	Principe Felipe Hotel	Habakuk Hotel
Rooms and rates		
Special offers		
Dining entertainment		
Activities		
Guest service		
Meeting events		

Principe Filipe Hotel and Habakuk Hotel are both five stars hotels. Compare them and list a few similarities and differences.

Similarities	Differences



Picture 4: Habakuk hotel

Source: <http://odpiralnicasi.com/spots/habakuk-maribor-pohorska-ulica-35c39c02f4>
(15.5. 2011)



Picture 5: Principe Felipe hotel

Source: <http://www.hotel.info/en/la-manga-club-hotel-principe-felipe/hotel-175562/>
(6.6. 2011)

3.1.1 Welcome note

It is important to welcome the guests upon their arrival. A welcome note is one of the possibilities.

Read the following text and decide whether the sentences in the table below are true (T) or false (F).

Welcome to Spain and La Manga Club. Your villa has been cleaned by our staff and we hope you find everything to your satisfaction. If not please ring us on 0034 699794 283 so we can put it right. A welcome pack has been left for you, some in the fridge and some here. This is designed to help you until you can get to the shops. As your stay is longer than a week, a midstay clean has been arranged. Our cleaners will call around sometime after 10am on Friday. There is no need to stay in as they will have a pass key. Your beds will be changed, fresh towels will be left and your bathrooms cleaned. If time allows other work will be carried out but if there is something in particular that you wish to be done, please leave clear instructions for our team. Enjoy your stay and do not hesitate to ring us if you have any queries or problems.

The Management Team

		TRUE	FALSE
1.	If a guest has a complaint to make, there is a phone number available.		
2.	The staff has left some food and beverages in the villa.		
3.	There will be no cleaning service during the guest's stay.		
4.	The cleaners have an extra key to the villa.		
5.	No special wish can be taken into consideration by our team.		



Picture 6: Welcome note

Source: <http://mdmanswers.wordpress.com/> (6.6.2011)

3.2 ACCOMMODATION TYPES

Read the following descriptions of accommodation types and then express your opinion in the exercise which follows the text.

Guest House

A guest house normally has at least 4 letting bedrooms, some with en-suite or private facilities. It is usually run as a commercial business. Breakfast is available and evening meals may be provided.

B&B

Accommodation offering bed and breakfast, usually in a private house. B&Bs normally accommodate no more than 6 guests, and may or may not serve an evening meal.

Small Hotel

A small hotel normally has a minimum of 6 letting bedrooms and a maximum of 20. Most bedrooms have en-suite or private facilities. Small hotels serve breakfast, dinner and, normally, lunch, and they have a drinks licence (though it may be a restricted licence). They are normally run by the owner(s) and reflect their own personal style.

Hotel

A hotel normally has at least 20 letting bedrooms, of which most have en-suite or private facilities. They serve breakfast, dinner and, normally, lunch, and they usually have a drinks licence (it may be a restricted one).

International Resort Hotel

A hotel with a 5-star quality award that has a range of leisure and sporting facilities. These include an 18-hole golf course, swimming pool and leisure centre, and country pursuits.

Self-catering

A house, cottage, apartment, chalet or similar accommodation, with self-catering facilities, which is let normally on a weekly basis to individuals, although shorter breaks may be available.

Serviced Apartment

Essentially self-catering apartments where services such as cleaning are available. Meals and drinks may also be available, either to each apartment or in a restaurant and/or bar on site.

Lodge

Overnight accommodation, usually purpose-built and situated close to a major road or city centre. Reception hours may be restricted and payment may be required on check-in. There may be associated restaurant facilities.

Inn

Bed and breakfast accommodation within a traditional inn or pub. The bar and restaurant is open to non-residents, and provides food at lunchtime and in the evening.

Restaurant with Rooms

The restaurant is the most significant part of the business, and is usually open to non-residents as well as those staying there. Breakfast is usually provided.

Campus Accommodation

The accommodation provided by colleges and universities for their students is often made available - with meals - to individuals or groups at certain times of the year, typically during the summer, Easter and Christmas holiday periods.

Hostel

A building run by a private operator or non-profit membership organisation, where beds and sometimes meals and other services and facilities are provided.

Holiday Park

A park that offers holiday homes and, most likely, touring and camping sites.

Touring Park

A park that offers touring sites, and may offer camping sites as well.

Camping Park

A park for camping only.

Giving opinions

Look at the ways in which we can give our opinion:

- I think most of big the hotels are so impersonal.
- For me, the ideal hotel has big rooms with comfortable beds.
- If you ask me, a hotel that doesn't make you feel really special ...
- It should also be as close to the centre of town as possible ...

Your task: Now make similar sentences to express your opinion on the hotel industry in Slovenia.

3.2.1 Checking into a hotel

Read the dialogue between the receptionist (R) and Mr Brown (B).

R Good evening.

B Good evening. My name is Jonathan Brown.

R Welcome to Ljubljana, Mr Brown. Do you have a reservation?

B Yes, I do.

R Let me see... a double room for two nights?

B That's right.

R Can I see your passport, please?

B Yes, of course.

R Thank youCan you sign here, please?

B Sure.

R Here's your key. You're in room 321 on the third floor. Breakfast is from 6.30 a.m.

B Thanks. Oh, where is the sauna, please? I might use it later.

R Our wellness centre is in the basement. Can we help you with your luggage?

B Yes, thank you.

R I'll call the bellboy for you. Enjoy your stay.

- a) Look at these stages in the process of checking in a new guest. Number them in the order they appear in the dialogue above.**

a	Ask to see their passport.	
b	Welcome the guest.	
c	Give them their key.	
d	Ask them to sign the check-in form.	
e	Wish them a nice stay.	
f	Ask if they have a reservation.	

b) Key Vocabulary

Can I help you

I'd like a room

single, double room

Can I pay by credit card?

fill in this form

passport number

- c) You work at the reception desk of a small family hotel. Mr Novak is coming to stay with you for five days. He has a reservation. Welcome him at the reception and carry out the check-in process. Work in pairs and role play a dialogue.**

- d) Navigate the following web site and find which personal information you should give in order to book online.**

@ [Online bookings](#)

e) Discussion

- What are the advantages and disadvantages of online bookings?

3.3 INTERNET ADVERTISEMENT

3.3.1 Reading

Read the following advertisement and answer the questions.

Park Hotel

Park Hotel has 33 rooms, all with en-suite shower, WC and cable TV. We offer a penthouse with separate bedroom, kitchen and bathroom for guests wishing to stay for shorter or extended periods. Breakfast is served in the dining room. In the main building we serve sandwiches, refreshments, hot snacks, beer and wine.

The proprietor's collection of rare antiques gives the hotel a truly personal touch which distinguishes it from the uniformity of large hotel chains.

The hotel's buildings date back to the 1890's, and are situated on either side of what at the time was one of Bergen's decidedly most fashionable streets. This part of the town has recently experienced a renaissance. Hotel Park Pension is a family-run hotel renowned for its unique style and atmosphere. The hotel is situated within easy walking distance of the city centre, railway and bus stations. Close by you will find the Grieg Concert Hall, Bergen University, a bank, post office and travel agency.

- What kind of accommodation does Park Hotel offer?
- What kind of food is served in Park Hotel?
- What's the hotel interior like?
- How old is Park Hotel?
- Where is Park Hotel situated?



Picture 7: Park hotel

Source: <http://www.bergen-guide.com/292.htm> (5.6. 2011)

3.3.2 Work in groups

What kind of hotel would you prefer to stay in if you were on a business trip?

Design a new mid-budget business hotel.

Decide on the basic concept of your “product”.

- **Atmosphere:** large, streamlined and modern or small, traditional and intimate, or a new concept
- **Location:** city centre, out of town or in a quiet side street?
- **What kind of people do you want to come to your hotel?**
- **The staff:** will there be a high ratio of staff to guests or will there be an emphasis on self-service?
- **What facilities will you offer?**

a) Make a list. The following ideas may help you:

✓ *Buffet –style breakfast* ✓ *cocktail lounge* ✓ *24-hour coffee shop* ✓ *fitness/gym*
 ✓ *free car parking* ✓ *towels* ✓ *Jacuzzi* ✓ *sauna* ✓ *photocopying*
 ✓ *24-hour room service* ✓ *fax phones in every room* ✓ *hotel secretary*
 ✓ *self-service cafeteria*
 ✓ *restaurant serving local specialities*

b) When your group has designed “the perfect business hotel”, describe your product to another group or to the whole class.

c) You may find additional ideas on the following web page:

@ [Best hotels](#)

3.3.3. Car hire

Car hire is another service which many hotels provide. Car are usually new, checked, cleaned and come with a full tank of petrol. Insurance cover is provided for: third party, fire and theft.



Picture 8: Car hire

Source: <http://www.carhireslovenia.si/en/p/car-hire-slovenia-rent-a-car> (5.5.2011)

- a) **Your task: Divide into pairs, A and B. A is the representative of a car hire company working at a hotel desk. B is a hotel guest. When you have prepared your roles, act out the conversation.**

A

*Ask your guest the following things: How long for? When?
Licence? Type of car? Method of payment?*

B

*Think about the following things: How long for? When
from? How many people? Type of car? Find out what is
included in the price.*

- b) **Another possibility is to hire a car online.**

Check the following web page and find out how you can book your car online.

@ [Car hire](#)

3.3.4 Means of transport and accommodation types

a) Pre-reading

- **How can people travel? Which means of transport can we use?**
- **Describe your personal experience when using different means of transport.**

b) Read the texts and answer the questions which follow.

Holiday planner

- *Self-drive with ferry and holiday accommodation*
- *Fly-drive with accommodation only*
- *Car hire available at destination*
- *Unbelievably low prices.*
- *No commitment or payment requested until we confirm availability.*
- *Pay online through our secure payment facility or pay by cheque or phone.*
- *Submit your itinerary to us, and we'll take over, make all the bookings, give you a contact phone number and send your travel documents by email.*



Picture 9: Ferry crossing

Source: own

Choose your hotels

Over 2700 Hotels in France, Austria, Belgium, Germany, Great Britain, Italy, Ireland, Netherlands, Denmark, Norway, Spain and Switzerland. Maps and driving directions to all hotels sent to you by email. Just hand over your voucher to reception on arrival.

Choose your self-catering

European holiday homes and self-catering accommodation. Around 16,000 properties throughout Europe with instant availability. Full instructions, maps and driving directions sent to you by email.



Slika 10: Self-catering

Source: own

Choose your camping&mobile homes

Camping & mobile homes in France, Italy, Spain, Switzerland, the Netherlands and Luxembourg. Modern mobile homes and pre-erected tents on carefully chosen sites. Fantastic value for all the family. Maps and driving instructions sent to you by email together with your voucher. It's so simple!



Picture 11: Camping

Source: <http://amyahoy.blogspot.com/2010/10/camping-vs-cruising.html> (30.5. 2011)

Buy maps for your holiday

Road maps of Europe, UK and Ireland online. Buy your maps from Drive-Alive. You do not need to book a holiday to buy our range of Michelin Road maps for delivery to your door

c) Answer the questions:

1. Where are these texts taken from?
2. What are the possibilities to travel?
3. What are the terms of payment?
4. How can you spend your holidays in terms of accommodation?
5. Which option would you choose and why?
6. Describe your itinerary in detail.

USEFUL EXPRESSIONS

self –drive	mobile home
fly – drive	camping
car hire	self-catering
pay online	holiday home
accommodation	ferry crossing
hotels	insurance

3.4 JOBS IN TOURISM

3.4.1. Jobs in the hotel industry

Look at the simplified staff list of a medium-sized hotel:

- The general manager – has control over the whole operation of the hotel.
- The house manager – reports directly to the general manager (he/she enables good information flow between various departments).
- The resident manager – has control over the customer-contact side of the business. His/her job is to ensure efficient connection between Front-of-House Operations and Housekeeping.
- The Front Office Manager - reports to the Resident Manager. He/she supervises Front-of-House operations.
- The head receptionist - looks after the reception area and assists the Front Office Manager. He/she has contact with both the staff (receptionists, front office porters, bell persons, door persons, porters) and the guests.
- The Head Housekeeper - gives orders to the chambermaids and cleaners.

3.4.2 Event manager/conference coordinator

One of the most important jobs in the hotel industry is the position of event manager or conference coordinator. Specific responsibilities include:

- Contracting for all meeting and lodging arrangements.
- Coordination with the graphics department with regard to the designing, building and hosting of secure, online, web-based conference home pages and registration sites.
- Collecting conference fees.
- Finding, designing and purchasing promotional items.
- Producing conference proceedings and interactive or multimedia CD-ROMs.
- Arranging for audio-visual and other equipment for meetings and computer demonstrations.

An event manager organises different types of meetings and events: lectures, wedding banquets, meetings, seminars, workshops, press conferences, formal dinners etc.

Discussion

Business nowadays is very much an international and multinational activity. Think about social customs/behaviour, meeting and greeting people in general, language difficulties, food and eating habits. As a hotel event manager, how would you find out about the details of these different cultural practices and customs?

Reading

Read about the conference package facilities of the Kempinski Hotel. Make notes about:

- The conference package arrival details
- The Kempinski Hotel conference facilities
- The conference package additional offer
- Overnight stay details

The Kempinski Hotel Gravenbruch Frankfurt has created a special offer for companies: The “Premium” conference package offers companies the possibility to stage meetings in the exclusive ambience of a five-star hotel.

For 99 Euro per person companies and organizations get an all-round, care-free package with lots of comfort for their meetings – for a price which is unique in the area of Frankfurt. In combination with an overnight stay and breakfast the offer is charged at just 249 Euro per person.

The “Premium” conference package contains everything that makes holding a meeting more pleasant and comfortable. It starts with the arrival: the shuttle service from the International Rhine/Main Airport to the hotel free of charge avoids stress. For those who arrive by car the hotel offers a large parking area free of charge.

The package also includes the following: On-site there is a contact person for the whole event - available for planning, realization and post-processing.

An LCD-projector neither needs to be brought by the company nor rented from the hotel. The five-star superior hotel will provide all the equipment for the meeting: Screen, flipchart, LCD projector, moderator’s case, desk pad, DIN A4-pads and pencils – available free of charge in the main conference room.

In addition the new offer includes the use of W-LAN throughout the whole hotel as well as unlimited soft drinks during the meeting. The meal is also included: The participants expect a business lunch chef’s choice inclusive of two non-alcoholic drinks or coffee as well as coffee breaks with small sweet delicacies in the morning and in the afternoon.

Companies can set individual accents: Matching the current corporate philosophy the coffee breaks will be arranged in red, green, yellow or violet. To give an added point to the Corporate Identity the company logo can be fixed on cakes on request.

Participants who like to stay overnight after the meeting or companies which have meetings over a few days may profit from the advantages of the “Premium” conference offer. For the price of 249 Euro per person an overnight stay in a single room with a park view and an extensive breakfast buffet is available – besides the aforementioned services of the conference package. After the meeting the participants can make use of the region’s largest spa area with heated indoor and outdoor pools, a Finnish sauna, infrared cabin and fitness equipment. The reading of a newspaper in the morning and a bottle of water in the guest room are naturally part of the package.

The conference package as well as the »Premium« conference offer require a minimum of ten participants.

3.4.3 Vocabulary

Read the following room description and find the explanation for the words you do not understand in the online dictionary. One example has been done for you.

Link : [Online dictionary](#)

In-room facilities

- Fully equipped kitchen with washer/dryer
- Hypnos deluxe beds
- Sofa beds
- 32" or 42" plasma screen televisions in both the living room and bedroom
- High Speed Broadband internet access
- Satellite and Digital TV and radio, pay per view movies, CD and DVD players, web based games
- Direct dial telephone with two phone lines and voicemail
- Video entry phone and security system
- Power shower
- Minibar
- 24 hour room service
- Daily maid service and evening turndown
- In-room safe
- Individually controlled air conditioning
- Dry cleaning – laundry service – pressing service

To make your apartment stay more enjoyable, special requests including grocery packs, fresh fruit and flowers can be arranged.

- **Dryer - An appliance that removes moisture by heating or another process: a clothes dryer; a hair dryer.**

3.4.4 Pair work

Work with a partner and make a dialogue.

STUDENT A

Call the Postojna Hotel and make a booking for a business conference. Use the following prompts.

Organisation: International Gastro Association
Delegates: 85
Rooms needed: boardroom/conference room, five classroom style rooms, ballroom
Equipment: digital projector, flip charts
Accommodation: full board
Time: three days (24 – 27 September)

STUDENT B

You work at the Postojna Hotel. Take a conference booking. The hotel facilities include:

- Banqueting room, ballroom
- Theatre-style conference rooms
- Board-style rooms
- Classroom-style rooms
- Audio-visual equipment
- Video conferencing facilities



Picture 12: Conference hotel
Source: own

3.5 TOURIST INFORMATION

Presenting Slovenia to foreign visitors is essential for the development of tourism in our country. People working in tourism should be able to promote Slovenia as a holiday destination. First you have to decide what exactly your region offers to visitors – the weather, the natural features (beaches, mountains, scenery), the culture, historical buildings, etc. Next, you need to identify your target market. This means knowing who your customers are. What are they interested in? How much money will they spend?

3.5.1 Travel Itinerary

a) Pre-reading

- **Describe the natural features of Slovenia**
- **What are, according to you, the highlights of Slovenia (natural and cultural sights)?**
- **Describe the region you come from**

b) Read the following travel itinerary.

Highlights of Slovenia

Our Highlights of Slovenia holiday tour programme is designed for discerning travellers visiting Slovenia for the first time who want to experience a nice blend of iconic sites and hidden treasures. Our Slovenia tour programme is hand-crafted to offer a good balance of guided sightseeing and free time to make your own personal discoveries.

Day 1: ARRIVAL and SKOFJA LOKA

Arrival at Ljubljana Airport in the afternoon. Pick-up by our driver and transfer to a gorgeous traditional guest house where you will be based for four nights. Partake of a welcome drink on arrival. Late afternoon transfer by car to the medieval town of Škoja Loka, one of the oldest and most picturesque towns in Slovenia with a perfectly preserved medieval centre, a former estate of the bishops of Freising. The guests will discover the town on their own with the help of a map and an informative brochure.

Day 2: LJUBLJANA

After breakfast transfer by car to the capital of Slovenia, Ljubljana, to spend the whole day there. Ljubljana is located on the banks of the river Ljubljanica, at the foot of a medieval castle on a hill. The city boasts predominantly baroque architecture, but also an exquisite fin-de-siècle quarter. Numerous masterpieces of the famous Slovene architect Jožef Plečnik can be admired at every step. The banks of the Ljubljanica, numerous squares and medieval streets are certainly worth a visit. The city is also a modern and lively one due the important and large student population.

Day 3: OLIMIA MONASTERY and OLIMIA SPA RESORT, STIČNA

Štajerska – today the eastern region of Slovenia will be visited. Take a 90 minute ride by car through the agricultural landscape of hop gardens, orchards and vineyards past the town of Celje; arriving at one of the most popular Slovenian thermal spa resorts 'Olimia'. After a coffee break enjoy a two hour swim in the hi-tech indoor and open air swimming pools with thermal water, followed by a visit to the nearby Olimia Monastery which is also one of the oldest pharmacies in Europe. Right next door to the monastery a small chocolate factory and its factory shop can be visited. After a ten minute walk you can reach a deer farm and come into direct contact with the animals there. Our suggestion: have lunch at this farm and enjoy some genuine venison or mushroom dishes. In the afternoon take a ride through the hilly landscape of the Dolenjska region. Stop at Stična to admire the best preserved monastery in Slovenia, the cistercian monastery of Stična. Towards the evening, arrive back at the farm house near Ljubljana. Dinner and overnight there.

Day 4: PORTOROŽ, PIRAN and POSTOJNA

After breakfast departure by car towards the Karstic region of Slovenia and the Adriatic coast. This part of the tour will be discovered by the guests themselves, with the help of our brochures and maps. On the way to the coast take a short detour to visit the fortified small medieval church of Hrastovlje with its precious frescoes representing a most rare motive of the "Dance of Death". Upon arrival at the coast pay a visit to the fascinating salt-pans (ancient salt works). Stop for a coffee in the modern holiday resort of Portorož. Half an hour's walk along the coast will bring you to the beautiful coastal town of Piran, lying on a peninsula, protected by walls and boasting the most interesting architecture from the Venetian period.

Day 5: BLEED, BOHINJ and DEPARTURE

Leave the farm house after breakfast for the last trip by car to the Gorenjska region. Stop at Bled, undoubtedly the most visited Slovenian tourist site. Its crystalline blue lake with an island in the middle and a Romanesque church on it, as well as its castle on a steep rock above the lake, make Bled the most romantic and famous attraction in Slovenia.



Picture 13: Slovenia

Source: http://www.exploreslovenia.si/slovenia_map.html (5.5. 2011)

- c) Which other natural and cultural attractions of Slovenia would you present to foreign visitors?
- d) Gather as much information as possible and prepare a short travel itinerary (two days) for one of the Slovenian geographical regions. As a source of information use guidebooks, hotel information, or the internet. You may find additional information at:

@ [Slovenia](#)



Picture 14: Piran
Source: own



Picture 15: Postojnska jama cave
Source: own

3.5.2 Giving tourist information

Tour operators are an important part of the tourism industry and, for many hotels are a vital source of business, as they bring large groups. Therefore it is essential to present tourist offers to a potential guest in a proper way.

a) SeaEscape Cruises

Look at the following advertisement. Imagine you work for a tourist agency which organises these wonderful cruises. Explain to your customer what they can do and see during the cruises.

Great Food, Fun & Action ...
Only On SeaEscape Party Cruises!

34.95 EUR day cruise
39.95 EUR evening cruise

SeaEscape offers 5 and 6 hour getaway cruises sailing twice daily. Enjoy our All-You-Can-Eat Brunch or Dinner Buffets and experience our Las Vegas-Style Casino, with complementary drinks served while actively gambling. Spectacular ocean views, outdoor decks of fun and live entertainment, plus so much more! So come and SeaEscape ...to a Ship full of fun!

For more information and reservations see our concierge or call 954 523 3200
Service charge not included.
5 EUR additional charge for Friday and Saturday nights.

Ship Activities

- Las Vegas Style Casino
- Poolside Activities
- Live Entertainment
- Onboard Masseuse
- Souvenir Shop
- Theatre
- Gourmet Dining Upgrades

- b) Read the advertisement once again and fill in the missing parts of the dialogue between the travel agent (T) and the customer (C). The parts of the dialogue have been removed and are jumbled below the text.**

T Hello. _____

C I'm interested in the SeaEscape Cruises.

T Yes, of course. We have a wonderful offer. _____

C Thank you ... So what does "All-You-Can-Eat" brunch mean?

T You pay one price for everything.

C Everything? Really?

T The price _____.

C What about activities on board the ship?

T Oh, there are a lot of things to do. You can visit the Casino,
_____, have a massage, visit different shows, go shopping... It
really depends on what are you interested in.

C I see. Are there any additional charges?

T Yes. _____ for Friday and Saturday nights.

C Thank you. I'll think about it.

T Thank you. Have a nice day.

A.or swim in one of their swimming pools.

B. Have a look at their advertisement.

C. How can I help you?

D. They charge 5 EUR extra ...

E. ...includes food and beverages.

- c) Read the text (Highlights of Slovenia p. 30, 31) again and present it as a tourist offer to foreign guests. Prepare a similar dialogue between a travel agent and a guest as in the exercise above.**

3.6 TELEPHONING

3.6.1 Polite questions

Making a business telephone call in English is not easy. We often use the word “would” when we are making arrangements. Match the two halves of these sentences from the conversations. (Geddes, 1986).

1. Would you mind if I	a) put it on the schedule then?
2. She'd like to	b) arrange a demonstration?
3. Would you like me to	c) very kind
4. That would be	d) have a look at your rolling mill?
5. Would you	e) brought a colleague with me?
6. Would you mind	f) showing her the rolling mill?
7. Would you prefer	g) the morning or the afternoon?

a) Work with a partner to ask and answer questions. Use the correct question form from the list below.

- | | |
|----------------------------|-----------------------------|
| a) Would you...? | d) Would you like to...? |
| b) Would you mind...? | e) Would you like me to...? |
| c) Would you mind if I...? | f) Would you prefer...? |

1. Ask for permission to use your client's phone.
2. Find out whether your guest wants tea or coffee.
3. Offer to call a taxi for your visitor.
4. Invite your partner to play golf with you next week.
5. Ask your supplier to make you a copy of their latest price list.
6. Ask your colleague to give you a lift to the airport.

3.6.2 Starting and finishing calls

We use a lot of standard phrases to start and finish telephone calls. Study the examples below.

Welcoming the call:

- Good morning
- Nice to hear from you.

Polite enquiries:

- How are you?
- How are things?

Saying why you are phoning:

- The reason I am phoning is ...
- I'm phoning about...
- I'm phoning to ask...

Indicating you are ready to finish:

- Right then...
- Anyway...

Offering help:

- Give me a ring if you have any problems.
- Let me know if there is anything I can do.

Confirming future plans:

- See you on the 26th, then.
- Until Friday, then.
- I'm looking forward to seeing you on Tuesday then.

Ending on a friendly note:

- Thanks for your help.
- Have a nice day.
- Thank you for calling.

Tips & Warnings

- Set a specific time to make business calls.
- If you have an office, shut your door when making detailed business calls. This will keep the conversation more private and will not bother those sitting in areas outside your office.
- Limiting distractions on your end will help the telephone call to go smoothly.
- Be sensitive to the silence needs of your co-workers. Their work is as important as yours.

Now complete the beginning and ending of the conversation below. Use the words and phrases from the previous page.

The start

A Sandra Parker

B Hello, Sandra, Hans Grass here.

A Hans, ?

B I'm fine, thanks. with you?

A Not bad at all, thanks.

B Sandra, if you have the details for the multimedia meeting?

The finish

A

B Yes, I'll do that. Thanks.

A Friday, then.

B Yes,

A You're welcome.

Fill in the following telephone message

TELEPHONE MESSAGE

In your absence

MR/MRS/MISS

Of

Telephone No.

And left the following message

Signed: _____

Date: _____

Time: _____

3.6.3 Work in pairs

Imagine that your company is going to send you on a business trip to South America. A colleague has recommended the Rio Othon Palace Hotel.

STUDENT A

You are calling to book three rooms at the Rio Othon Palace Hotel from 9 to 15 May.

Before you start, look at the points below – make sure you cover all of them. Make notes during the call.

1. Introduce yourself
2. Find out if any rooms are available from 9 May to 15 May.
3. Find out the cost of a single room and a double room.
4. Find out whether the rates include breakfast
5. Ask for a quiet room - preferably with a view of the sea.
6. Ask them to send you a copy of a hotel brochure.

STUDENT B

You are the Reservation Manager at the Rio Othon Palace Hotel

Before you start, look at the points below – make sure you cover all of them. Make notes during the call.

1. Answer the phone, say hello and introduce yourself.
2. Find out what rooms the caller requires.
3. Quote your rates per night: \$165 single, \$200 double
4. Confirm that the rooms requested are available, the room rate includes buffet breakfast
5. Explain that all rooms are quiet.
6. Read out your notes to make sure you have understood the details correctly.

3.7 BUSINESS CORRESPONDENCE

3.7.1 Reading

There are a lot of possibilities for students to get a job in tourism worldwide. Read the text about Jobs in Tourism.

Jobs in Tourism

Finding a job in the world's largest industry isn't too difficult if you are resourceful and determined. Social skills are a must and language ability is always welcomed.

When

Usually in the summer of the country you intend to work in. Jobs will also be available in spring through to autumn. And don't forget about the thriving winter tourism industry which we cover in Ski Jobs.

Where

Wherever tourists are in abundance: beaches, bars, hotels, theme parks, cruise ships, monuments, festivals, and other attractions.

Work

The tourist industry is the world's largest employer. A variety of operations exist to service the needs of holidaymakers, from small kiosks on the beach to large hotels and tour operators.

Small enterprises will require sales staff to sell sunglasses, ice cream, beer, inflatable airbeds, etc. and jobs can be picked up on the spot at the resort.

Tour operators will want to ensure their clients' holiday goes smoothly and that they have a good time. Tour operators employ thousands of staff to make this happen, from reps to warehouse staff.

Qualifications

It depends on the job and the employer. Tour operators generally ask for a minimum age of 18, though 21 or older is preferred for some positions. Dealing with customers requires good interpersonal skills, maturity and grooming. A second language looks good on a CV/resume and is often required.

Pay

Tours operators don't pay great wages, but, as with most opportunities on this site, money should not be the main priority. Along with your wage, likely to be in the region of £50 to £150 per week, you may also be able to look forward to free accommodation, meals and insurance.

Add free sun, a great social life and travel to your

destination and it is not hard to see why demand for these jobs outstrips supply.

Finding Work

Either arrange a job with a tour operator or theme park in advance or head to your favoured destination and ask around. Competition is heavy for jobs with the tour operators; many positions have hundreds, sometimes thousands of applicants. But take heart, most will apply to more than one company and there are a lot of vacancies each year.

Tips

Get used to smiling a lot.

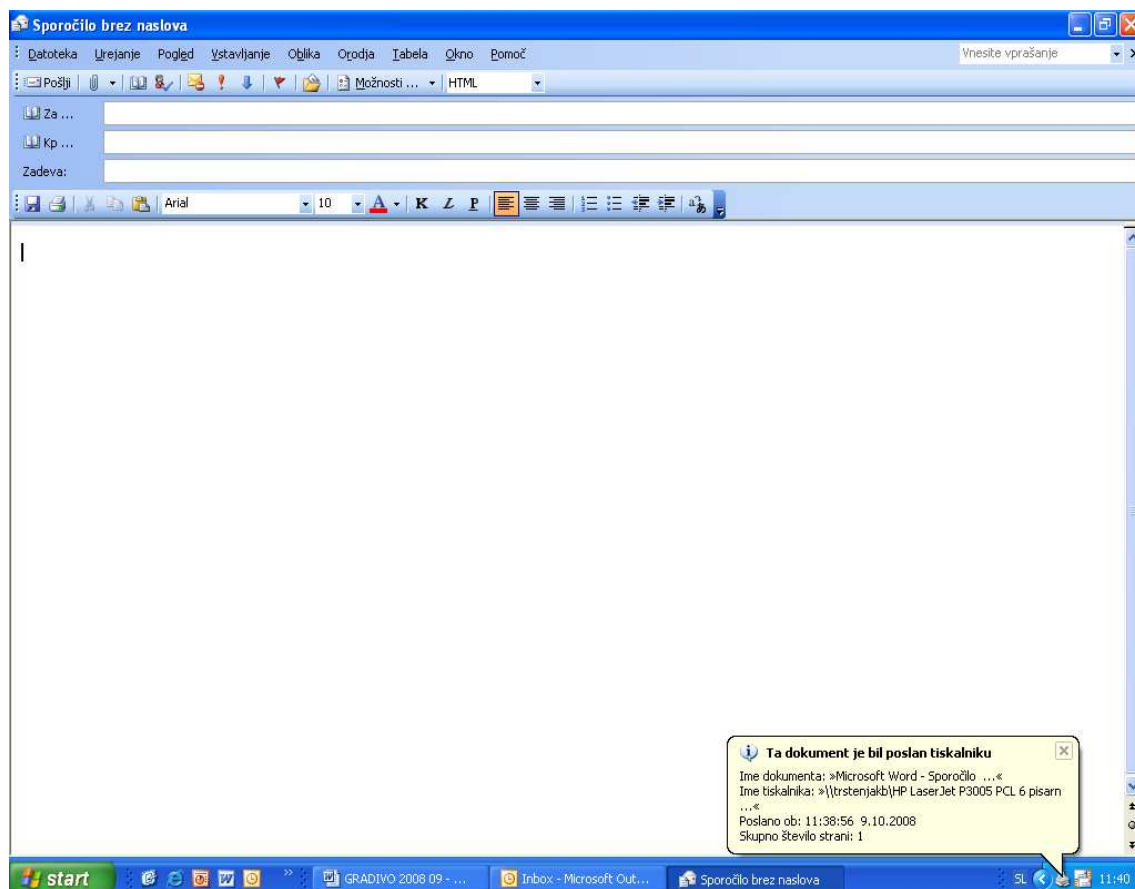
Further Information

Working in Tourism and Working on Cruise Ships by Vacation Work. Both books are full of invaluable information, personal experiences and contact details. The latest editions are available in the [Bookstore](#).

3.7.2 Write an e-mail to your future employer

You would like to work during the following winter/summer. Find the post you would be most interested in and apply for the job. Find the information you need on the following website and then write an e-mail to your future employer applying for the job.

Link: @ [Job centre](#)



3.7.3 Writing

Read the advertisement below and write a letter applying for the job, inventing the necessary work experience for a strong candidate.



Picture 16: Hotels
Source: own

Ellerton House Hotel

Toronto

A 290-roomed 4* hotel situated in the heart of Toronto requires:

Assistant Front-of-House-Manager

The suitable candidate should have a complete knowledge of computer Front Office systems, be a good team leader possessing training and room management skills, have high standards in customer care, sales awareness, and experience in duty management. Please contact: K. Holcroft, Personnel Director, 53 St. Ermin's Street, Toronto, Canada.

3.8 THE PRESENT TENSES

The Present Continuous is used:

- For what is happening now, at this moment.
- For two or more actions going on at the same time.
- To describe arrangements in the future.
- For what is happening now, but perhaps not at this exact moment.

The Present Simple is used:

- For what happens regularly.
- With adverbs and phrases of frequency.
- With verbs that express a state or feeling, not an action.
- With verbs of possession.
- When you are talking about things that always happen or are always true.

a) Present simple or continuous? Put the verbs in brackets into the right tense.

1. You (see) that building over there? That's where we (work).
2. You (understand) him? - No, I (think) he (say) that we shouldn't park the car here but I (not understand) much Spanish.
3. Where she (live)? - Her family (live) in Birmingham but she (stay) with friends in Manchester at the moment.
4. You (need) any American money? - No thanks, I (expect) I can change some more when I (arrive).
5. Mr Jones (be) in the office? - He (be) busy at the moment. He (expect) you?
6. She (go) to London on Thursday? - I (not think) so. - That (be) strange! She usually (go) to London every Thursday.
7. I (wish) you wouldn't do that! It (make) me nervous when people (walk) up behind me and suddenly (tap) me on the shoulder!
8. I (bet) she'll refuse to help you. - I (hope) not. She always (say) how helpful she (be)!
9. What you (talk) about? - We (discuss) the government's new economic policies. - You (think) they will work?
10. I (not like) people who (not say) what they (mean).
11. Where he (go) for his holidays this year? Bournemouth again? - No. He (say) he (get) a bit fed up with going to the same place every year. He (want) to go to Italy.
12. You (listen) to what I (say)? - I (be) sorry. I was thinking about something else.
13. He (come) this week? - I (forget) whether he (want) to come this week or next. It (not matter). Whenever he (come) he never (remember) to ask his secretary to telephone us.
14. It (rain). - I (know)! It always (rain) when I (come) to this damned place!
15. Can't you be a bit quieter? I (try) to think.
16. She (hope) to get in touch with him while she (visit) Australia.
17. Many birds (fly) south for the winter.
18. How you (get on)? - Very well, thank you.

- b) Read a description of the Arthur Hotel and fill in the gaps with the words from the chart.

Arthur Hotel

access	exchange	equipped	guests	rooms	service	treatment
--------	----------	----------	--------	-------	---------	-----------

It's a modern small hotel, which is situated in the centre of Maribor. It has 50

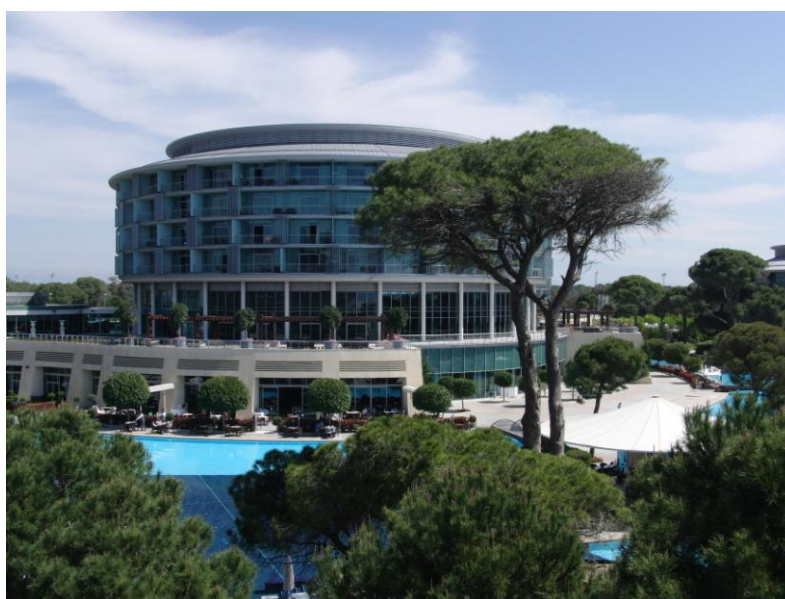
(1) _____ all with en-suite shower, cable TV and a separate working room with modern computers and wireless internet (2) _____.

In our hotel we try to meet the needs of business (3) _____. We specialize in organising different events from small regional meetings to big international conferences. We offer several fully (4) _____ meeting rooms and a conference hall.

At the Wellness - Spa Centre you can treat yourself to a massage, body and facial (5) _____, various body wraps or a new hair style.

Services: Room (6) _____, Meeting/Banquet Facilities, Airport Shuttle, Laundry, Dry Cleaning, Room Service, Ironing Service, Currency

(7) _____, Shoe Shine, Car Rental, Fax/Photocopying.



Picture 17: My dream hotel

Source: own

3.9 SUMMARY

1. As a student you should:

- ❖ enumerate different types of accommodation, describe hotel and room facilities,
- ❖ welcome the guests at the reception desk in the hotel and understand their needs,
- ❖ design/create your own tourist offer,
- ❖ present the natural and cultural attractions of Slovenia and its regions,
- ❖ express and evaluate your views on the tourist industry in Slovenia,
- ❖ present and evaluate tourist agency offers,
- ❖ make a business telephone call,
- ❖ write a job application letter,
- ❖ use the present tenses in everyday situations.

2. Your project

Imagine you work in a tourist agency. You would like to prepare a sightseeing tour of the place where you live. Create an offer in which you include the things you can do and see in your village/town/region. Offer a possibility of different types of accommodation.

3. Summary

In this unit you learnt about the hospitality industry and accommodation types. You simulated real life situation in hotels, learnt to check in the guest, design your own hotel, organise a conference, present a travel agency offer, prepare a tourist itinerary, hire a car, make a business telephone call and write a cover letter to your CV. In the last part of the unit you revised the structure and the usage of the present tenses in English.

4 THE CATERING TRADE

The guest is always the focus of our considerations, actions, plans and improvements. More than ever, the success of any establishment relies on the best service. Therefore being a good host means not only providing excellent cuisine, but also outstanding service and an atmosphere where guests feel comfortable. That is why in this unit we are going to look at formal and informal invitations, study how to welcome and serve guests in the restaurant, explain and translate the menus, pay attention to the quality of service and write a letter of enquiry.

4.1 INVITATIONS

- a) **Look at the invitations. Which party would you prefer to go? Why? Think of three or four reasons.**
- In pairs, find out which party your partner would prefer to go to and why?

On the occasion of the 13th International IATEFL Conference The Mayor of the City of Ljubljana requests the pleasure of your company at a Reception at the City Hall, 1, Mestni trg, on Thursday, 22 September 2008, from 19.30 to 21.00.

An invitation to a Party -
Say CHEESE ...
And come and join the fun!

TO:

Date: 1st December

Time: 10.30 pm till ...!

Place: our house

Given by: Tina&Tom

Given by: Tina&Tom

To:.....

You are invited to

A BUFFET SUPPER at 8

o'clock – a surprise party to

Mary's birthday –

On Friday 15th November.

DO NOT TELL MARY
ABOUT IT!

RSPV to Caroline

There are different ways to start a formal invitation. Look at some hints.

- Please join us at the international buffet dinner ...
- You are kindly invited to an international buffet dinner ...
- We would be honoured by your presence at the international buffet dinner ...

It is essential to mention the date and location of the event in the invitation.

On Saturday, 24th November at 8 p.m. at the hotel dining room.

There are different ways of asking the guests to confirm their presence at the event.

- Reply to ...
- RSPV ...

b) Look at the invitation of Smogavc Guesthouse at their 20th anniversary.



Picture 18: Smogavc Guesthouse

Source: <http://www.smogavc.com/> (10.4.2011)

Imagine you are the owner of the small family-owned Pohorje Hotel. On the occasion of the 10th anniversary of your hotel you are organizing a formal dinner for your business partners. Prepare the invitation card for your guests.

4.2 EATING AND DRINKING HABITS AROUND THE WORLD

People around the world have different eating and drinking habits. Therefore it is a good thing to be aware of some basic needs of guests from around the world.

The English guest

They prefer an extensive breakfast selection, strong tea, served with cold milk, bottled sauces, a large selection of sandwiches, a good selection of cheeses, vegetables prepared as they would be in England and all kinds of potatoes.

The American guest

The American guest particularly appreciates ice water with every meal, free coffee refills, a large selection of beverages, bread and butter with lunch and dinner.

The German speaking guest

The Austrian, German and Swiss guest prefers an extended breakfast. Besides lunch and dinner, there is a mid-morning break and an afternoon break (with coffee, cakes and pastries).

The Italian guest

He or she particularly likes plenty of white bread and grissini, parmesan, water, wine vinegar and olive oil, lemon wedges with all fish and meat dishes.

The Spanish guest

The Spanish guest particularly appreciates white bread with all dishes, a pitcher of tap water, friendliness towards children, employees' knowledge of Spanish, consideration of later dining times.

The Swedish guest

Swedish guest is used to three meals a day. They prefer flexible mealtimes, fish dishes, water and bread included in the price, a choice of dressings.

The Japanese guest

He or she particularly appreciates a greeting by the host or the service employee. Because Japanese people greet each other by bowing, handshakes should be offered with discretion. They are used to fast service and full dedication from service employees. One should avoid eye contact and be aware of the fact that a Japanese guest is not familiar with food from other countries.

The Chinese guest

The Chinese guest particularly appreciates Chinese cuisine. They usually travel on business and in groups. Therefore the menus are often ignored and the restaurant manager should recommend a variety of courses. Hot towels to clean the hands before the meal and continuous tea service with free refills are expected.

The Jewish guest

Jewish cuisine is originally based on strong religious beliefs. Since Jewish people have dispersed all over the world, their cuisine is heavily influenced by many other cuisines. Nevertheless general rules are detailed in the Talmud, a collection of religious rules written in the 6th century. Their rules divide foods into Kosher (permitted, clean), Treife (not allowed), and Parve (neutral foods, always pure). Since Judaism forbids any kind of work on the Sabbath, meals are prepared in advance and kept warm.

The Middle Eastern/North African guest

In these countries breakfast consists of black tea, fresh pita, white bread, sheep and goat's cheese, black and green olives, hard-boiled eggs, all kinds of nuts and fresh fruit. Lunch usually consists of a light meal, but dinner is extensive. Mohammed's teaching prohibits alcohol consumption. Common beverages are spring and mineral water, fruit juices, milk and ayran, a Turkish yoghurt beverage. Fasting during Ramadan lasts for forty days. It is forbidden to eat during the day. The faithful are allowed to eat from sunset to sunrise.

Pair work

- How do eating and drinking habits of Slovene people differ from eating and drinking habits of people from Slovenia's neighbouring countries?
- Describe eating and drinking habits in Slovenia and in the region you come from.



Picture 19: Different customs

Source: own

4.2.1 Making requests

Look at the way the people in the restaurants ask for things:

- Can you bring us a bottle of water please?
- Could you change mine?
- Could we possibly order, please?
- Do you think you could bring us the wine list, ...?

Now ask similar questions using the verbs in brackets.

- a) You don't know the telephone number of a caller. (give)
- b) You didn't hear the customer's surname. (repeat)
- c) You don't know how to spell the name of a town. (spell)
- d) You want to know if there are any vegetarians in the group. (tell)
- e) You are not sure what time a guest is arriving. (confirm)
- f) You want to check how many people there are in a group. (tell)

4.2.2 At the restaurant

Complete the waiter's half of the dialogue, using the prompts in brackets. Then act out the dialogue in pairs.

WAITER: (Evening)

CUSTOMER: Good evening.

WAITER: (Four?)

CUSTOMER: Yes, please.

WAITER: (Aperitif?)

CUSTOMER: No, thanks.

WAITER: (Menu?)

CUSTOMER: Thanks.

WAITER: (Order?)

CUSTOMER: Well, I'm not quite sure what to have.

WAITER: (The pork?)

CUSTOMER: All right. I'll have that.

WAITER: (To start?)

CUSTOMER: Carrot soup, please.

WAITER: (Wine?)

CUSTOMER: Yes. A bottle of house white, please.

WAITER: (All right?)

CUSTOMER: Yes, thanks. It's delicious.

WAITER: (Dessert?)

CUSTOMER: Chestnut gâteau for me, I think.

WAITER: (Coffee?)

CUSTOMER: Yes, thanks. That would be nice.

4.2.3 Menu

a) Imagine that you and your friend are at a restaurant. Look at the menu and choose your food and drink. Make a dialogue with the waiter.

APPETIZERS

Grilled Shrimp

A half dozen jumbo shrimp sauteed with butter, garlic and lemon. Comes with our great tasting garlic bread. \$4.95

Hot Wings

Eight delicious chicken wings prepared any way you like. Get 'em mild or hot. Don't say we didn't warn you! Served with our amazing Blue cheese dressing \$4.95

Chicken Strips

Five chicken tenders battered, breaded and fried to a light, crispy golden brown. Served with our great tasting honey mustard sauce. \$4.95

Mozzarella Cheese Sticks

Seven breaded sticks of mozzarella served with fresh homemade marinara sauce. \$4.95

Stuffed Jalepeno Peppers

A half dozen delicious jalepenos stuffed with cream cheese and served with our fabulous ranch dressing. These guys are hot! \$4.95

Fried Mushrooms

A generous portion of batter and fried mushrooms. Served with our homemade ranch dressing. \$4.95

HOMEMADE SOUPS

Ask your server for our delicious homemade soups, prepared fresh daily. Cup \$1.95 Bowl \$2.95

SALADS

Choice of dressing: ranch, thousand, blue cheese, orange French, Italian, honey mustard, oil and vinegar, fat free raspberry vinaigrette and our spectacular homemade Greek dressing.

Tossed or Greek Salad

Small \$3.25 Med. \$4.95 Large \$6.95

Caesar Salad \$6.95

Add grilled or blackened chicken \$2.95

Add grilled shrimp to the salad for \$3.95

Grilled, Blackened or Fried Chicken Salad

Five grilled, blackened or fried chicken strips on top of a hearty portion of romaine, leaf and iceberg lettuce. \$6.95
Make it Greek for only \$1.00 extra

Caesar Grilled or Blackened Salmon Salad

Fresh, crisp romaine lettuce tossed in Caesar dressing and topped with parmesan cheese croutons, cucumbers, red onion and olives...your choice of either grilled or blackened salmon filet. You'll love it! \$10.95

ENTREES

All entrees are served with your choice of two sides or one side and one salad. Choose from a baked potato, French fries, mashed potatoes, coleslaw, potato salad, apple sauce, cottage cheese, and a Greek or tossed salad.

Want a load baked potato? Add cheddar, chives and bacon for only \$1.00 extra!

BBQ Ribs

Our famous, slow roasted BBQ Pork Ribs. So tender and juicy they'll slide right off the bone and melt in your mouth. Smothered with our savory homemade BBQ sauce. Half Rack \$8.95 Full Rack \$13.95

Chicken Vasso

A grilled chicken breast topped with sauteed mushrooms, crisp bacon, aged cheddar and a side of our honey mustard for dipping.

Calabash Chicken Strips

One of our most popular items for a very good reason...because they are absolutely delicious! These breaded deep fried chicken tenders are sure to please. You will not be disappointed. \$7.95

Chopped Sirloin

A very generous portion of our delicious hamburger steak cooked and smothered with grilled onions and then topped with our

Guaranteed to satisfy! \$9.95

savory beef gravy. \$7.95

with grilled mushrooms \$8.95

Cornerstone Ultimate Platter

(Half Rack of Ribs, BBQ Chicken Breast and Seared Jumbo Shrimp)

What else can we do to tempt you? For the most discriminating appetite! \$16.95

CHARBROILED STEAKS

Daily Cut USDA Choice 12 oz. Sirloin

A lean, center-cut choice sirloin, seasoned and grilled to perfection. \$10.95

Daily Cut USDA Choice 12 oz. Ribeye

A delicious, tender aged Ribeye steak. Succulent and full of flavor. \$12.95

Daily Cut USDA Choice 12 oz. New York Strip.

A lean, aged New York Strip. No Complaints here! \$12.95

Daily Cut USDA Choice Wrapped 9 oz. Filet Mignon

Cuts like butter! The most tender steak you can get. Guaranteed to melt in your mouth! (Medium well or well done filets will be butterfly cut and will not have bacon unless otherwise stated) \$14.95

add 1/2 dozen jumbo shrimp to any steak for \$3.95 (with entree only)

RARE: cool, red center MED RARE: warm, red center MED: warm, pink center MED

WELL: hot, slightly pink center WELL DONE: hot, fully cooked no pink

SEAFOOD

The finest seafood, delivered and prepared daily. All seafood served with hushpuppies as well as your choice of either one side and a salad or two sides.

Fresh Atlantic Salmon

Grilled or blackened with a delicate blend of fresh herbs and spices. Cooked medium well unless otherwise specified. \$11.95

Fried Jumbo Shrimp

eight jumbo shrimp, battered and fried to a deep golden brown. Served with tartar and cocktail sauces. Delicious! \$9.95

Flounder and Shrimp Combo

A generous portion of our incredible fried flounder and jumbo shrimp. Served with tartar and cocktail sauces. \$12.95

Scallops

Our fresh battered and fried scallops. These will knock your socks off. Served with tartar and cocktail sauces. Can be grilled or blackened upon request. \$10.95

Fried Filet of Flounder

A generous portion of fried flounder served with tartar and cocktail sauces. You'll enjoy this catch! \$9.95

Catfish

Grilled, blackened or fried catfish served with tartar and cocktail sauces. \$9.95

Oysters

A hearty helping of fried oysters...Served with tartar and cocktail sauces. Enough to calm that craving. \$10.95

Seafood Platter

Want to satisfy your appetite? Your choice of any three kinds of fried seafood. Choose from flounder, jumbo shrimp, oysters, scallops or catfish. Served with tartar and cocktail sauces. Try this! \$14.95

Want any seafood item broiled? add just \$1.00
ask your server about our fresh catches of the day!

PASTA

All pastas are served with salad and garlic bread

Spaghetti with Homemade Meat Sauce or Marinara

Spaghetti with Homemade meatballs
Comes with three delicious homemade

Your choice of either our wholesome homemade meat sauce or our spicy/sweet vegetable marinara. A generous portion at a generous price. \$6.95

Spaghetti with Mushrooms

A generous portion of pasta, topped with sauteed mushrooms, and your choice of either our wholesome meat sauce or our spicy/sweet vegetable marinara. \$7.95

Homemade Lasagna

Layers of lasagna noodles, topped with ricotta, mozzarella, provolone, and parmesan cheeses. Your choice of either our hearty meat or delicious vegetable lasagna. \$7.95

Fettuccine Alfredo

A generous portion of pasta, topped with our delicious creamy Alfredo sauce. \$7.95

meatballs just like Mom used to make. Your choice of either our wholesome meat sauce or our spicy/sweet vegetable marinara. \$7.95

Chicken Parmigiana

A delicious chicken breast fried and then topped with fresh provolone and marinara sauce. Served with a side of pasta and our spicy/sweet marinara sauce. Very filling. \$9.95

Cheese Manicotti

Two manicottis filled with a blend of ricotta, parmesan, and mozzarella cheeses. Topped with our zesty marinara sauce and provolone cheese. \$7.25

Salmon Alfredo

Our signature grilled or blackened salmon filet with fettuccine pasta and creamy Alfredo sauce. Delightful! \$11.95

Add sauteed garlic mushrooms for \$1.00 (with entree only)

Add grilled or blackened chicken for \$2.95 (with entree only)

Add 1/2 dozen sauteed garlic/lemon jumbo shrimp for \$3.95 (with entree only)

Add 1/2 dozen garlic/lemon scallops for \$4.95 (with entree only)

**CHARBROILED BURGERS,
SANDWICHES AND SUBS**

Served with a pickle spear and your choice of French fries, coleslaw, potato salad or chips. except with the gyro platter (see below)

Hamburger

With lettuce, tomato, onion and mayonnaise. The most basic burger you can get. \$4.95

Swiss Cheese and Mushroom Burger

Want to tempt your taste buds? Sauteed mushrooms and Swiss cheese makes for a delicious burger. Topped with lettuce, tomato, onion and mayonnaise. \$5.95

Open Face Ribeye Sandwich

A delicious 7 oz. Ribeye cooked to your taste on top of a lightly toasted bun. Topped with lettuce, tomato, onion and mayonnaise. Not your regular steak sandwich! A Corner Stone original. \$7.95

Gyro Sandwich

Toasted pita rolled with your choice of grilled lamb, chicken or vegetarian style. Comes with lettuce, tomato, onion, and a side of tzatziki sauce. \$5.75

Cheddar Burger

A thick juicy burger topped with American cheese, lettuce, tomato, onion and mayonnaise. \$5.25
add bacon for only \$1.00

Club Sandwich

A triple-decker sandwich stacked three tiers high with turkey, ham, bacon, cheddar cheese, lettuce, tomato and mayonnaise. It's a whopper! \$6.95

Philly Steak and Cheese or Chicken Philly

Grilled onions, green peppers, mushrooms, melted provolone and mayo with your choice of steak or chicken on a hot hoggie bun. Great for Northerners who miss home. Don't believe us? \$6.95

Gyro Platter

Your choice of either grilled lamb OR chicken on top of a toasted pita cut into four pieces. Served with a Greek salad on the side. \$5.95

KIDDY CORNER

12 years old and under PLEASE

Kiddy Chicken Strips

Three of our delicious chicken strips. Served with a side of honey mustard. Comes with French fries as well. \$3.95

Spaghetti with Meat Sauce

Served with garlic bread. \$3.25

Hamburger

Served with French fries and a pickle. \$3.25

add cheese for .50 cents

Grilled Cheese

Served with French fries and a pickle \$2.50

BEVERAGES

Coffee or Tea

\$1.20

Hot Tea

\$1.35

Hot Chocolate

Topped with whipped cream. \$1.35

Soft Drinks

Pepsi, Diet Pepsi, Dr. Pepper, 7-UP, Mountain Dew, Hawaiian Punch, Root Beer and Country Time Lemonade \$1.35

Juice

(apple, grapefruit and orange)

Small \$1.35 Large \$1.95

ask your server to see our beer and wine lists

Good service is acknowledged by leaving a MINIMUM of 15% of your total bill. Parties of 7 or more will have a gratuity of 15% added to their check...remember, you can always leave more if your service was excellent or request to have a higher % added to your bill.

- What kind of restaurant would serve such food?
- What kind of restaurants are there in the area where you live?
- If you owned a restaurant, what would you offer?

b) Use the internet and find three different restaurants.

Report about:

- the kind of the restaurants (international, Chinese, ...),
- the restaurants' locations,
- their menus.

c) Choose one of the menus and present it to other students.

Useful link:

@ [Restaurant menus](#)

4.2.4 Designing and planning menus

Menus represent an establishment. Well designed and attractive menus are valuable promotional tools, support the employee's sales efforts and are responsible for revenue growth. The decisive factor is not how extensive a menu is, but rather the appropriate content, design and presentation. It is essential that service employees are familiar with its contents and are able to describe the dishes and their preparation, and suggest the beverages to complement them.

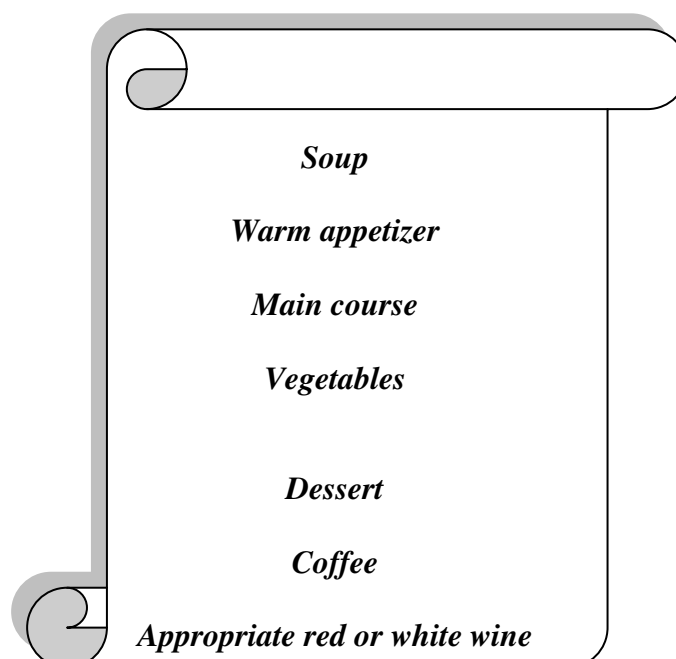
The structure of a menu

- Cold appetizers.
- Soups.
- Warm appetizers.
- Fish.
- Seafood.
- Daily dishes, subdivided into beef, veal, pork, lamb, poultry, game meat and wildfowl.
- Side dishes, if not already included in the dishes.
- Vegetables.
- Salads.
- Desserts, grouped into warm or cold desserts, ice cream, fresh fruit and compotes, and cheese.

a) Menu design guidelines

You should use clear language, list the dishes but describe them in an appetizing way (juicy fillet steak), highlight promotional information (homemade). You should consider having menus in different languages to assist a foreign guest.

The design and presentation should reflect the quality and style of your restaurant. You should include prices, tax and service charge information. The menus should not be too extensive.



Beverage menus

A good beverage menu should be well structured, with its items grouped by category, and include prices and serving amounts.

Structure of a beverage list

- **Apéritifs:** dessert wines (sherry, port wine), vermouth, bitters, anise-based liquors, dry cocktails.
- **Wines.**
- **Beers.**
- **Non-alcoholic beverages.**
- **Hot beverages:** coffee, tea, chocolate and mixed milk drinks.
- **Digestifs:** brandies, liqueurs.

The wine list/menu

Like any other menu, a wine list must be easy to read and clearly arranged.

Sample structure of a wine list

Open wines

Domestic white wines

Domestic rosé wines

Domestic red wines

(grouped by wine-growing regions)

Foreign white wines

Foreign rosé wines

(grouped by country of origin)

Wines by the bottle

White wine by the bottle

Rosé wine by the bottle

Red wine by the bottle

(grouped by wine-growing regions)

Domestic sparkling wine

Champagne and other foreign sparkling wines

- b) **Your task:** look at the following web page and prepare a report about a wine-growing tradition in Slovenia and design a list of Slovene wines.

@ [Viticulture](#)

4.2.5 Official dinner menu

- a) You are preparing an official dinner for a special anniversary of your restaurant. As you expect business partners from abroad, translate the menu below into English.

Meni

Pašteta dimljene postrvi s čipsom in penečo omako

...

Telečja pena s pistacijami in pršutom v družbi francoske solate

...

Medaljončki svinjskega fileja z zelenim poprom, zelenjavna tortica, pečen krompir

...

Čokoladna torta

Želimo vam prijeten večer!

- b) Read the St. Martin's Menu and translate it into Slovene.

St. Martin's Menu

Beetroot aspic with smoked trout fillet and caviar

...

Jacob's scallops au gratin

...

Chicken soup with sauteed goose liver on grapes

...

Pear sorbet

Goose breast slices on champagne cabbage with potato dumpling stuffed with chestnuts

...

Baked apple with cottage cheese souffle and wine sauce

Imagine that you and your colleague are working in a small family restaurant. You are expecting a group of tourists for dinner. Design a menu which should include:

- Cold appetizers
- Soups
- Warm appetizers
- Two main courses
- Desserts

Offer beverages.

4.2.6 Taking restaurant bookings

Read a phone conversation between a waiter at the Drava Bistro and a customer who would like to book a table.

A Good evening, the Drava Bistro. How may I help you?

B Good evening. I'd like to book a table for Friday evening.

A Yes, certainly. How many is it for?

B I'd like a table for six, please.

A Yes, I have a table six four at 9.00.

B Thank you, 9.00 is fine.

Practice taking table reservations with your partner. Use the notes to help you or invent your own responses.

Good afternoon/evening

The Poolside Restaurant

The Seaside Inn

The Rožmarin Restaurant

I have a table for ...

Four at 6.30

Two at 9.00

We/We're

Open from 7.30

Closed on Sundays

I'm sorry, we're

Closed on Mondays

Fully booked on Friday evening

4.2.7 The food and beverage service employees

The reputation of the restaurant is determined to a large degree by the performance of its service employees. They are in direct contact with guests and responsible for their satisfaction or dissatisfaction. The professional requirements are very high: good manners, a neat appearance, friendliness, a strong constitution and manual skills. In addition it is necessary to have a good memory, organisational and communication skills, and the ability to react quickly.

Look at the simplified staff list of a restaurant:

- The food and beverage manager is responsible for the restaurant and the kitchen.
- The head waiter reports to the food and beverage manager and is responsible for other waiters and waitresses as well as for the specialist wine waiter.
- The bar manager reports to the food and beverage manager and is responsible for the bar staff.
- The head chef reports to the food and beverage manager, manages the kitchen and is responsible for assistants (sous chefs) and kitchen porters.
- Specialist wine waiter.
- Waiters and waitresses.

4.3 WHAT TIME IS IT?

Match the times with the clocks.



- quarter to ten
- half past three
- ten to two
- quarter past three
- twelve o'clock



4.4 QUALITY OF SERVICE

The owners of the restaurants should think of different strategies to attract the customers. Robert and Alex, the owners of the Los Molinos restaurant, have created a special Thursday night offer. Read it and answer the questions below.

Los Molinos – Restaurant

If you are aged between 1 and 199 then you will enjoy Thursday nights at **THE WINDMILL**. For entertainment we have live music, a mini disco and competitions.

- **ADULTS MENU:** Buffet salad, main course, dessert and half a bottle of wine.
Price: 30 EUR
- **CHILDREN'S MENU:** Chicken sticks. French fries and a glass of apple juice.
Price: 16 EUR

We start at 7.30 pm and finish around midnight. Come along, we'd love to see you.

Robert & Alex

Please reserve in advance, thank you.

Tel.: 967 12 50 00


OPEN EVERY DAY FOR LUNCH.

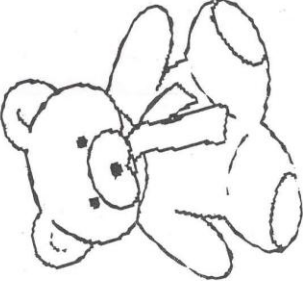
- Who are the target customers?
- What do the owners of the restaurant offer on Thursday nights?
- Why is the informal language used in the final greeting?
- Why in your opinion is the restaurant's opening time listed on the leaflet?





You own your restaurant as well. List some ideas which would attract customers into your restaurant.

Your ideas

- happy hour,
- all you can eat buffet,
- karaoke
- ...





KIDS MENU (Children 12 & under)

\$6.95 (Includes fountain soda)

- CHEESE RAVIOLI
- HAND TOSSED PIZZA (Add \$1 per topping)
- CHICKEN TENDERS & FRIES
- FRIED MOZZARELLA STICKS & FRIES
- PENNE with MEATBALL, MEAT SAUCE OR BUTTER

Tic-tac-toe

FIND THE HIDDEN WORDS !!

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

LUNA ROSSA

LUNA ROSSA
 MOON
 STARS
 SPAGHETTI
 MEATBALL
 PASTA
 PIZZA
 SAUSAGE
 SOUP
 PEPPERONI
 TEA
 SPUMONI

Picture 20: Kids Menu
Source: own

Some restaurants are aware of the fact that families with small children are frequent and important guests. Children are very active and need special entertainment. This is how the owners of the Luna Rossa restaurant have solved the problem. How do you plan to keep children busy in your restaurant? Discuss your ideas in the group and present them to the class.

4.4.1 The quality of service

The quality of service is essential in restaurants. Read the leaflets bellow and answer the questions which follow.

M Allresto
Allresto Flughafen München
Hotel und Gaststätten GmbH

Bitte beurteilen Sie uns!
Please give us your opinion!

Frische Freshness	☺ ☹ ☹	Freundlich Friendly	☺ ☹ ☹
Angebotspalette Selection	☺ ☹ ☹	Schnell Prompt	☺ ☹ ☹
Qualität Quality	☺ ☹ ☹	Aufmerksam Attentive	☺ ☹ ☹
Präsentation Presentation	☺ ☹ ☹	Sauberkeit Cleanliness	☺ ☹ ☹

Bitte werfen Sie Ihre ausgefüllte Karte
in den Beurteilungskasten. Danke

Für detaillierte Beurteilungen steht Ihnen die Rückseite
dieser Karte zur Verfügung!
Use the reverse of this card for your individual feedback!

Wir danken für Ihre Qualitätsbeurteilung:
Thank you for your feedback:

**In welchem Restaurant, welcher Snackbar
waren Sie zu Gast?** _____
In which bar/restaurant have you been?

Name des Mitarbeiters? _____
Name of the employee?

Ihre Adresse:
Your address:

Name: _____
Straße: _____
PLZ/Ort: _____
Telefon: _____
E-Mail: _____

Allresto
Flughafen München
Hotel und Gaststätten GmbH
München Airport Center
Terminalstraße Mitte 18
85356 München-Flughafen

Datum: _____
Date: _____
Uhrzeit: _____
Time: _____

Bitte werfen Sie Ihre ausgefüllte Karte in den Beurteilungskasten. Danke
Please put your filled in card in our questionnaire box. Thank you.

Picture 21: Quality control

Source: restaurant Il Mondo, Terminal B, Ebene 6/7

Where can you find such a leaflet?

What kind of information do they ask about?

With the help of the dictionary explain the meaning of the following words:

- Freshness
- Selection
- Quality
- Presentation
- Friendly
- Prompt
- Attentive
- Cleanliness

Why do you think the leaflet is bilingual?

4.5 AT THE AIRPORT

Read the dialogues which take place at the airport and try to remember some useful vocabulary.

Checking In

1. Good morning. Can I have your ticket, please?
2. Here you are.

1. Would you like a window or an aisle seat?
2. An aisle seat, please.

1. Do you have any baggage?
2. Yes, this suitcase and this carry-on bag.

1. Here's your boarding pass. Have a nice flight.
2. Thank you.

Passport Control

1. Good morning. Can I see your passport?
2. Here you are.

1. Thank you very much. Are you a tourist or on business?
2. I'm a tourist.

1. That's fine. Have a pleasant stay.
2. Thank you.

Key Vocabulary

- Can I have your ticket?
- smoking, non-smoking
- window, aisle seat
- baggage, suitcase, carry-on bag
- boarding pass
- flight
- Can I see your passport?
- tourist, business

4.5.1 Reading

Read the leaflet the passengers are offered on the overseas LTU flights. You are a flight attendant and one of your passengers speaks very poor English. He/she doesn't understand the contents of the leaflet. Try to explain the basic information in simple words.

Inform your passenger about:

- **Food**
- **Beverage**
- **Duty Free Products**

Service Card ¹

To ensure your comfort, we have compiled this Service Directory to inform you about the services that we provide during the flight.

Whether your journey is for pleasure or for business, we will strive to make your stay on board a pleasant experience.

Should you have any questions or particular requests, please don't hesitate to contact one of your flight attendants. They will be happy to assist you.

The captain and the entire crew wish you an enjoyable stay on board our aircraft.

On your flight today we will serve you two meals, as your main course a choice of a hot meal with appetizer and dessert. With your main course we would like to invite you to have a glass of wine or beer and nonalcoholic hot and cold beverages.

As a digestive we will offer you Baileys or Brandy free of charge.

If you should feel a little bit hungry during the flight, we offer hot snacks from the Sansibar. You will find details on the opposite side of this card.

During the flight you have the opportunity to purchase Duty Free Products here on board. Our Selection of items you will find in the Boardshop magazine.

Visit the following web pages:

@ [LTU](#)

@ [Adria Airways](#)

Compare AIRBERLIN airline and ADRIA AIRWAYS airline and fill in the chart.

	AIRBERLIN	ADRIA AIRWAYS
Bookings		
Flight information		
Special offers		
Services/information		

¹ Adapted from the leaflet of the Airberlin Group.

4.5.2 Fear of flying

- a) Read the text and decide whether the following statements are true (T), false (F) or not in the text (NT). Put a tick in the correct box. The first example has been done for you.

Fear of Flying

Most people have a fear of heights. This is a reasonable survival trait! However, when coupled with extreme media coverage of disasters, this can lead to very debilitating fear of flying. Furthermore, for many people, not having any control of the plane makes the fear worse. This is not unlike how one usually worries more as a passenger in a car than as a driver of a car.

This is not necessarily a *rational* fear, if looked at in the context of all possible hazards. There are far fewer fatalities per airline passenger-mile than there are per automobile driver-mile. This is probably due in part to the fact that someone else is doing the driving, and that someone else has been extremely well trained, is not tired, is not drunk, and has a backup in case he or she spills coffee in his or her lap.

Knowing a little bit about aerodynamics can sometimes reduce your anxiety. Despite what we all learned from watching Saturday morning cartoons, you do not hang in the air until you look down, you can not run into and become part of a painting, and, in particular, you do not go straight down the moment you run out of speed. Cartoon Laws Of Motion do **not** apply in The Real World.

Even if airplanes flew like bricks, the plane would cover quite a few horizontal miles were it to fall. But planes are not bricks, they are sideways sails. Lift is generated by the forward motion of the plane, so the plane does not even fall as fast as a brick. In the time that it takes for the airplane to get to the ground, the pilots have quite a bit of time to search around for a convenient highway to land on. Captain Tom Bunn, who is both an airline captain and a licensed therapist, tells me that a 747 at cruising altitude that lost all power to all engines would have about 132 miles to find a suitable road on which to make an emergency landing. Captain Bunn is president of the organisation, which counsels people with fear of flying.

(A friend of mine swears that the way to conquer fear of flying is to take soaring or hang-gliding lessons so you can *feel* the force of the lift. Windsurfing might also help.)

Furthermore, commercial jets always have at least two (and usually three) engines. The chances of two failing simultaneously are very very slim. So relax.

Personally, I lost all fear of flying after living close to an airport for a few years. The airplanes kept going up and they kept landing. They kept going up, and they kept landing. Over and over and over again, hundreds of times per day. And never once did a plane crash at that airport. This made me understand at a very visceral level just how safe air travel is.

If all this logic doesn't help you, join the ranks of thousands and do what they do: get drunk before you get on the plane! (Note: I got some pretty irate email from an airline steward complaining about how awful drunkards were to deal with on the plane. If you aren't a happy drunk, booze might not be the best relaxant.)

		T	F	NG
0	Most people are afraid of flying.	√		
1	Fear of flying is a rational fear.			
2	People think that driving a car is very risky.			
3	Pilots are well educated.			
4	Cartoons show what happens in real life.			
5	Aeroplanes are like bricks.			
6	In case of trouble pilots have quite some time to find a suitable place to land.			
7	Commercial planes have more than one engine.			
8	Almost everyone is afraid of flying.			
9	The vicinity of the airport helped the author to conquer his fear.			
10	Some people get drunk before flying.			

b) Learn more about the topic:

@ [Fear of flying](#)



Picture 22: At the airport
Source: own

4.6 BUSINESS CORRESPONDENCE

4.6.1 Introduction to writing letters

As Hollet (1994) claims written business communication can take the form of a letter, but, in recent years, it has often been replaced by a fax or e-mail (electronic mail). An internal letter, called a 'memo', can be used within an organisation.

The following factors are important when writing a formal letter:

Layout - the letter should be attractive for the reader with plenty of white space.

Organisation of information - include only relevant information. Deal with topics systematically and link your ideas clearly.

Organisation on paragraph / sentence level - do not write too short or too long paragraphs, sentences should not be too long or incomplete.

Language - Keep It Short and Simple - KISS. Take care of word order, verbs, prepositions, punctuation and spelling. DO NOT use short forms (e.g. 'don't') or telex abbreviations (e.g. reps).

Formal vocabulary

Read a checklist of useful phrases.

Starting	We are writing to: advise you of/confirm/enquire
Stating a reference	Thank you for your letter of February 16. With reference to: our telephone conversation/your fax of May 6 th ; Further to
Giving good news	I am delighted to tell you that ... You will be pleased to hear that ...
Giving bad news	We regret to inform you that ... Unfortunately ... I am afraid ...
Making a request	We would be grateful if you could ... I would appreciate if you could ... Could you possibly ...?
Offering help	If you wish, we would be happy to ... Please do not hesitate to ask.
Apologising	I am sorry about the delay in replying. I would like to apologise for ... We are sorry for ...
Enclosing documents	I am enclosing ... Please find enclosed ...
Closing remarks	If you have any further questions, ... If we can help in any way, please contact us/Thank you for your help.
Referring to future contacts	I look forward to meeting you next week.

4.7 ENQUIRY

An enquiry can be written in the form of a letter, but it can also be made by telephone. It is very important as it often starts the business contact between two partners. Lesničar (et al., 2000) states that the contents depend on what type of goods you are enquiring about, and if the letter is the first contact with the future partner. Letters of enquiry describe what the writer wants and why. The more unusual the request, the more convincing the reason needs to be.

Subject Heading

This should inform the reader that this is an enquiry or request; e.g.

- Enquiry about Textbooks
- Request for a Brochure
- Query about Website
- Question regarding Product Components

First Paragraph

This should tell the reader what you want; e.g.

- Please send me... (for things that the organisation offers to send)
- I would be grateful if you could tell me... (for things that are not normally offered)
- I am writing to enquire whether... (to see if something is possible)
- I would especially like to know... (+ a more detailed request)
- Could you also... (+ an additional enquiry or request)

Second Paragraph

This paragraph tells the reader why you are contacting his or her organisation, and gives further details of the enquiry.

- I saw your advert in the HK Daily on Thursday, 12 February 2009.
- Your company was recommended to me by Ms. Elsie Wong of Far Eastern Logistics.

Final Paragraph

This paragraph should contain a polite expression and/or an expression of thanks to the reader. The degree of politeness (and therefore the length), depends on how unusual or difficult your request is. Possible language includes:

- Thanks. (For a very informal and normal enquiry or request)
- I look forward to hearing from you.
- Thank you for your assistance.
- Thank you very much for your kind assistance.
- I appreciate that this is an unusual request, but I would be very grateful for any help you could provide. I look forward to hearing from you.

Model letter

**Palace Hotel
Portorož
Slovenia**

Date: 15th December, 1999

**Ms Mary Kenneth
15 Lower Lane
Manchester M3 2ER
England**

Dear Ms Kenneth,

We would like to thank you for your letter of 9th December, 1999. Unfortunately, we have to inform you that we have no more spare rooms in the Palace Hotel for the coming holidays.

Despite the above mentioned fact we are delighted to offer you

- 1 double bedroom, with bathroom, and sea view at \$65.40 per night.**

The price covers full board, swimming in our outdoor swimming pool and one treatment in our spa and wellness centre.

As we expect demand to be high, we advise early booking.

If we can be of further assistance, please do not hesitate to contact our Customer Service Department.

Yours sincerely,

**Zlatko Pučko
Managing Director**

4.7.1 Writing

You have received the following offer. Write a letter of enquiry for details of a holiday your children will never forget.



Picture 23: Pony trekking
Source: own

Give yourself a break this summer, and give your children a wonderful holiday at the same time. Sent them pony-trekking on Dartmoor!

Our pony-trekking centre will give your child a holiday that he or she will never forget. We give the children who stay with us all the help they need, no matter whether they are already experienced riders or are just beginning to enjoy a leisure-time activity that will bring them pleasure for the rest of their lives. The instructors we choose for our summer courses are all accomplished riders with years of experience. The children look after their ponies themselves. This is an important part of learning how to ride. The ponies which we use are all genuine Dartmoor ponies that we have carefully selected ourselves.

Not many riding schools in Britain offer your child as much as ours does:

- Accommodation: two children per bedroom.
- Full board.
- Five hours' riding each day.
- Free accident insurance.
- Free use of helmets and boots.
- Leisure-time programme.

Write today for details of a holiday that your children will never forget:

“Happy Days Riding School”, Campton Lacey, Ashburton EX9 7PH

Some tips for writing:

.....
We are writing to ask for more detailed information about your summer riding courses...
.....

We saw you offer about pony-trekking holidays on the internet...

We would be grateful if you could send your price list and some details about your leisure time programme...
.....

We are looking forward to receiving your answer as soon as possible.

Yours faithfully,
.....

- c) You have received the following fax from Vera Muller who would like to book three rooms. In your reply confirm the booking.**

To: Hotel Concorde, Toulouse, France +33 61 96 78 4

Could I please book three rooms with bath for the night of Monday 1st December. We shall be arriving at approximately 20.00 hrs.

Please confirm by return.

Many thanks,

Vera Muller

- d) Your hotel has received the booking from Jim Baker. In the following letter he is asking you to change his booking. In your reply accept the change.**

To: Hotel Piramida, Maribor, Slovenia +386 2 33 45 67

I booked three rooms from 8th – 12th April. Unfortunately we are not able to come. Is it possible to change our booking? We would like to come in June (12th – 20th). Please, answer as soon as possible.

Best wishes,

Jim Baker

4.7.3 Reading

Read the letter and put the text in the correct order.

Palace Hotel
Portorož
Slovenia

Date: 6th May, 2008

Ms Vera Muller
15 Lower Lane
Manchester M3 2ER
England

Dear Ms Vera Muller,

A

The rates are listed in the hotel brochure which we enclose. As we expect demand to be high, we advise early booking.

B

We are looking forward to seeing you soon.

C

Thank you for your fax of 1st May. We regret to inform you that we are fully booked. There is no double room available at the moment. If you are interested, we can offer you a suite.

D

If we can be of any further assistance do not hesitate to call us.

Yours sincerely,
Hotel receptionist

1	2	3	4

4.8 THE FUTURE TENSES

There are three common ways to talk about the future in English:

- **With the “going to” structure.**

I’m really going to stop smoking.

- **With the present continuous:**

I’m seeing John this evening.

- **With “will”.**

Ann will be in the office from 10.00 till 2.00.

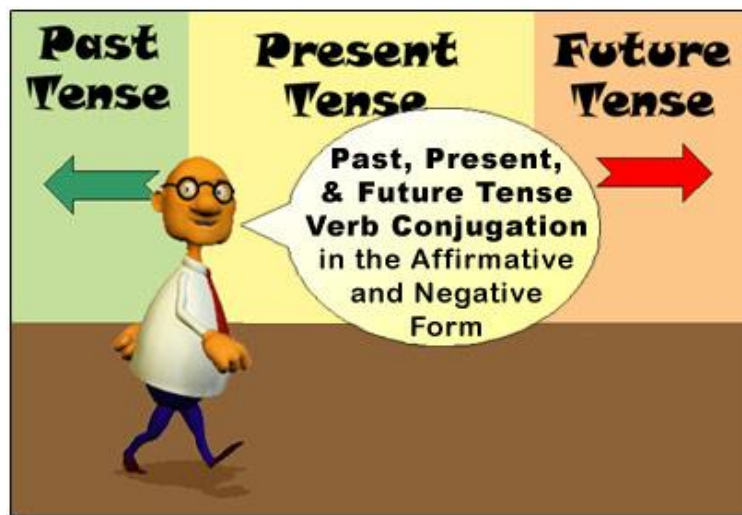
“We use going to or the present continuous especially when the future has some present reality: for example to talk about plans that we have already made” (Chiosain et al., 1995).

Correct (✓) or not (x)?

1. "There's somebody at the door." "I go." ...
2. Will Ann and John be here tomorrow?
3. I promise I write again soon.
4. Look at those clouds. It will snow.
5. The car won't start.
6. I'm working in London next week.
7. The concert starts at 8.00 this evening.
8. Mary's going to have a baby.
9. Do you play tennis with Tom this weekend?
10. Do you think it's raining tomorrow?
11. I think it won't rain.

In the following exercise, put the verb into the correct form using either will or going to.

- a) "Have you written that letter yet?" "Oh no – I forgot. I _____ (do) it now."
- b) I've decided to buy a new car." "Oh, have you? What sort _____ (you/buy)?"
- c) "Has Susan got any plans, now she's finished college?" "Oh, yes. She _____ (look) for a job in hotel management."
- d) "I can't remember how to retrieve a customer's guest history on the computer." Oh don't worry. It's quite easy. I _____ (show) you."
- e) "Have you finalized arrangements with that tour operator?" "Yes, we _____ (sign) the contract tonight."



Picture 24: Tenses

Source: <http://www.desktopclass.com/education/9th-10th/instead-of-the-simple-future-tense-page-2.html> (12.6. 2011)

4.9 SUMMARY

1. As a student you should:

- ❖ be able to write/create formal and informal invitations,
- ❖ be aware of cultural differences around the world and different eating and drinking habits around the world,
- ❖ be able to find out about the different habits of your guests,
- ❖ be able to take restaurant bookings,
- ❖ welcome the customer into the restaurant and take food orders,
- ❖ be able to use a proper register with your guests,
- ❖ be able to translate and explain the menu,
- ❖ be able to design the menu,
- ❖ be able to enumerate a few starters, main dishes and desserts,
- ❖ be able to talk about the Slovenian wine-growing tradition and list some Slovenian wines,
- ❖ be able to help passengers at the airport and in the air,
- ❖ be able to write a letter of enquiry, respond to guests' demands/writing,
- ❖ be able to use the future tenses.

2. Your project

Prepare a list of Slovenian restaurants (at least 5) from different regions. Evaluate their offer (selection of food, quality of service, presentation).

3. Summary

In this unit you learnt about formal and informal invitations and different eating and drinking habits around the world. You simulated some everyday situations in the restaurant (taking food orders, explaining menus, using proper register) and at the airport. Special attention was given to the Slovenian wine-growing tradition. In the last part of this unit you learnt how to write a letter of enquiry and how to use future tenses in English.

5 TRADITIONAL AND MODERN CUISINE

In this unit we are going to stress the importance of traditional Slovenian cuisine. Slovenian history best explains all of the influences on our cooking. Our country was a part of Italy, which explains all the pastas and pastries and also, Slovenia was part of the Austro-Hungarian Empire and that is why Slovenian cuisine has a Hungarian influence, too, especially in meat dishes. Because it is near the Balkans, the Oriental cooking style has its own representation in the Slovenian space, especially considering all the grilled foods. An important fact when discussing Slovenian cuisine is the fact that it rarely uses imported products, such as exotic fruit or cereals that don't grow in the country. Traditional Slovenian restaurants are called "Gostilna" and they serve meals with all of these influences. Regarding beverages, the Austrians and Hungarians "loaned" beer to the Slovenians, so popular and served with all kind of dishes. Because Slovenia also has a sea coast, it affords excellent seafood, including shellfish and the Adriatic bluefish. Slovenians seem to be very hospitable people and don't take "no" for an answer when offering a visitor some food.

5.1 TRADITIONAL FAVOURITES IN GREAT BRITAIN

a) Pre-reading

- What do you know about traditional British cuisine?
- What are the differences between Slovene and British cuisine?

b) Read the text and answer the questions which follow.

English food has traditionally been based on beef, lamb, pork, chicken and fish and generally served with potatoes and one other vegetable. The most common and typical food eaten in England include sandwiches, fish and chips, pies, trifle and roast dinners.

What food was "invented" or discovered in England?

1762: The sandwich was invented in England.

We have a town named Sandwich in the south of England. John Montagu, the Earl of Sandwich invented a small meal that could be eaten with one hand while he continued his non-stop gambling.

1902: Marmite was invented in England. Marmite is a dark brown-coloured savoury spread made from the yeast that is a by-product of the brewing industry. It has a very strong, slightly salty flavour. It is definitely a love-it-or-hate-it type of food. At the end of the 19th century, HP Sauce was invented in England by Mr FG Garton, a Nottingham grocer.

The HP stood for Houses of Parliament, as it was rumoured that the sauce had been seen gracing the tables of one of the dining rooms there.

Pies

Pies are very popular in England. Pies are a baked dish consisting of a filling such as chopped meat or fruit enclosed in or covered with pastry (a mixture of flour and butter).

Favourite meat (savoury) pies include: beef, kidney, onion, mushroom and beef stock or pork. This mixture is placed in a pie or casserole dish, covered with a pastry crust and baked until crisp and brown. Favourite fruit (sweet) pies include: apple, rhubarb, and blackberry.

Trifle

Trifle is an English dessert dish made from custard, fruit, sponge cake, fruit juice or, more recently, gelatine dessert and whipped cream, usually arranged in layers with fruit and sponge on the bottom, custard and cream on top.

Cheese

English people have a great love for cheese and over 400 varieties of cheese are produced in England. They all have unique flavours and textures. The most common are the harder varieties such as Cheddar, Stilton, Red Leicester, Cheshire and Double Gloucester.

Take away food (take out food)

Take away meals are very popular in England and most towns have a selection of Indian, Greek, Italian and Chinese restaurants. *Fish and chips* is the classic English take-away food and is the traditional national dish of England. It became popular in the 1860s when railways began to bring fresh fish straight from the East coast. The fish (haddock, cod, huss, plaice) is deep fried in flour batter and is eaten with chips. Traditionally, fish and chips is sprinkled with salt and, using your fingers, eaten straight out of the newspaper which they were wrapped in. Nowadays, small wooden forks are provided and the fish and chips are wrapped in more hygienic paper.

Typical breakfast in England

It consists of eggs, bacon, sausages, fried bread and mushrooms. Even though not many people will eat this for breakfast today, it is always served in hotels and guest houses around Britain.

- What is a sandwich and where does it come from?
- What is trifle?
- Cream tea is another speciality from Great Britain. Check different sources and find out what it is, where it comes from and what the ingredients are.
- You may find the information you need at <http://broadwayhouse.com/creamtea.html>

c) Work in groups. Write about the food and drink in your country. Write about:

- Traditional favourites in Slovenia.
- Regional specialities.
- Popular food from other countries.

You may find additional information at:

@ [Slovenian cuisine](#)

5.2 TRADITIONAL SLOVENIAN CUISINE

a) Read about food in different Slovenian regions and answer the questions which follow.

It is very hard to say that Slovenia has a uniform, distinct cuisine. Due to its historical and regional diversity, the culinary dishes vary from region to region. There are seven regions in Slovenia; Koroška (south-eastern Carinthia), Primorska (coastal province), Dolenjska (Lower Carniola), Notranjska (Inner Carniola), Gorenjska (Upper Carniola), Prekmurje (The Pannonian region east of the Mura river) and Štajerska (Lower Styria).

Slovenian cuisine is simple and plain but at the same time it can be "heavy" and high in calories. Some dishes could be hard to digest, since they are based on pork, animal fat (zaseka, ocvirki, and bacon), beans, butter, potatoes, eggs and cream. It is important to know that traditional Slovenian cuisine exclusively used products produced in the country and the use of imported products was very rare.

Koroška

Some famous dishes from this region are Mavžlji (meatballs) served with sauerkraut and pickled grated turnip, Žganci with honey and Fruit Žlinkrofi (adapted from Italian ravioli - stuffed pasta) served with fruit compote.

Primorska and Notranjska

Meat based soups used to be served only on Sundays or holidays. Jota is a popular soup, made of sauerkraut (kislo zelje), cooked beans, potatoes, smoked pork, ribs or sausage. It is usually served with homemade bread. Pašta Fižol, pasta with beans, Primorska Mineštrone and Bakalca, which is served with Idrija Žlinkrofi are also much loved dishes. The most famous dish, even nowadays is Pršut, Primorski Prosciutto, which is served with olives, bread and red wine called Teran. Since Primorska is a seaside region, there are also traditional seafood dishes, like Brodet (fish soup) served with polenta and Black Cuttlefish Risotto. Pinca, Gubanica Cake and Kobarid Štruklji are all deliciously baked desserts.

Dolenjska and Bela Krajina

This region of Slovenia is famous for its Potato Polenta, which is served with gravies, grilled or roasted meat and vegetables (this sometimes took the place of bread), Bela Krajina Špehovka (Savoury Rolled Cake with Bacon Filling), Matevž (Cured Pork with Mashed Beans), Fižolov Štrukelj (Dolenjska Bean Roll) and Dumplings in Cabbage Leaves.

Gorenjska

Prežganka (Browned Soup with Eggs and Chervill) and Šara (Vegetable Hot-Pot), which is served with Cviček, a light rose or new red wine, are both popular soups of the region. Kranjske Klobase (Carniolan Sausages), Zaseka (minced Bacon), Krvavice (Blood Sausages) and Baked Sauerkraut can all be served with Žganci (Corn Mush), Cmoki (Steamed Leavened Dumplings), Gorenjska Dumplings with Cottage Cheese. Vodnik Flat Cake, Shrovetide Doughnuts and Brittle Flancati or Drobjanci are traditional pastries that are sprinkled with icing sugar whilst still hot.

Bled, which is part of the Gorenjska region, is known for its "krem šnite", also called Blejske krem rezine and for its Blejske Grmade, which can be found in almost every restaurant, hotel or pastry shop in town.

Štajerska and Prekmurje

Traditional meals "na žlico" ("on the spoon") are Štajerska Sour Soup, Potato Soup with Milk, Bograč, Štajerska Bržole (Styrian Prime Rib), Štajerska Bean Goulash, Bujta Repa (Pork with Pickled Grated Turnips) and Kulinji. On Sundays, a traditional family meal is Turkey with Mlinci or Baked Smoked Ham in Pastry with Horseradish Jelly, which are served with both red and white wines from this region, e.g. Modri Pinot and Laski rizling, Šipon, Chardonnay. This region has many popular deserts, Štajerski Baked Štruklji, Prekmurska Gibanica Pie, Prekmurski Krapci and Potica, Walnut Potica, Bizeljsko Buckwheat Potica, Poppy Seed Potica and Farmer's Bread Potica.

Some foods just cannot be classified into one region, like Ričet, Ješpren (barley soup), Obara and Ajmoht, which are all "na žlico" meals. Jabolčni Zavitek (Apple strudel), Sirov Zavitek (strudel with cottage cheese filling and raisins), Palačinke (pancakes) and Carski praženec, which is served with Cezana (mashed apples), are desserts that can be found all over the country.

- How many regions are there in Slovenia?
- How can you describe Slovenian cuisine?
- Describe traditional dishes from different regions of Slovenia.
- What is the speciality of your region?
- Which Slovene dishes are not regional?

b) Look back at the text and choose some traditional dishes from different Slovenian regions. You may use the internet, cooking guides, magazines or books to help you. Describe the dishes you have chosen to the foreigner in terms of ingredients and cooking methods.

Example: Prekmurska gibanica

It's a kind of pie made of cottage cheese, apples, poppy seeds and nuts.

You may find additional information at:

@ [Slovenian cuisine](#)

5.2.1 Traditional Slovenian recipes

Potato Soup

Ingredients:

4 large potatoes
2 quarts water
1 large carrot, peeled and shredded
2 tlbs. snipped parsley
1 medium tomato, chopped
1 tsp. caraway seeds
1/4 tsp. garlic salt
2 tsp. salt
1 bay leaf
1 medium onion, finely chopped
2 tlbs. butter or margarine
2 tlbs. flour
1/2 cup sour cream, optional

Cut the potatoes into strips, then crosswise into slices. Heat the water in a large kettle and add the potatoes, carrot, parsley, tomato, caraway seeds, garlic salt, salt and bay leaf. Bring to the boil, then simmer for about 30 minutes or until the potatoes are tender (do not mash).

Saute the onion in butter until limp. Add flour and cook, stirring until light brown. Add a ladle of potato water and cook, stirring until smooth and bubbly. Stir the mixture into the potato soup, and cook for a couple more minutes. If desired, mix some of the soup with sour cream. Blend then add to the soup. Remove bay leaf and ENJOY!



Picture 25: Potato soup

Source: <http://www.prlekija-on.net/galerija/554/zlata-lisica-2011-veleslalom/19178/krompirjeva-juha.html#slike> (7.6. 2011)

Vipava Stew (Jota)

serves 4 to 6

Ingredients:

- 400 g sauerkraut
- 200g beans
- 300 g potato
- 300 g smoked meat
- 2 cloves of garlic
- 3 peppercorns
- 1 bay leaf
- salt
- 1 onion
- 60 g lard
- 10 g flour
- 200 ml sour cream

Boil the sauerkraut, beans, potato and smoked meat separately in water until soft. Combine these ingredients in a pot (mash the beans) and cover with water. Add the garlic, pepper and bay leaf, and salt to taste. Sauté the onions in the lard, add the flour and cook briefly, then add this roux to the stew. Simmer and then add the sour cream just before serving.



Picture 26: Vipava stew

Source: <http://www.mojirecepti.com/recept/jota-s-kislo-repo.html> (6.6. 2011)

Idrija Žlikrofi Filled Pasta

serves 4 to 6
for the pasta:

- 500 g flour
- salt
- 3 eggs
- for the filling:
- 400 g potato
- 2 eggs
- 1 onion
- 70 g lard
- sprig of parsley, salt and pepper
- 2 Carniolan sausages

Sift the flour into a pastry dish, add salt and the beaten eggs, and knead. Poach the Carniolan sausages and chop them finely, then add them to the potato, boiled and mashed, one egg, the onion and the parsley. Season the filling and mix. Divide the pasta dough into two portions and roll into two sheets. Brush one sheet with egg wash and place mounds of filling on it before covering with the other sheet. Cut out circles with the filling in the centre, and press the edges of the pasta dough together with the fingers. Cook in boiling water for about 20 minutes. Serve with breadcrumbs sautéed in butter.



Picture: 27: Filled pasta

Source:

http://www.radiosi.eu/index.php?id=76&tx_ttnews%5Btt_news%5D=1039&tx_ttnews%5BbackPid%5D=76&cHash=9af3aa290b (6.5. 2011)

Potica Cake

serves 12 to 14
for the dough:

- 30 g yeast
 - 300 ml milk
 - 750 g flour
 - 120 g sugar
 - 120 g butter
 - 3 egg yolks
 - lemon zest
 - 1 tablespoon salt
- for the filling:
- 100 g butter
 - 250 g sugar
 - 4 egg yolks
 - 1 tablespoon cinnamon
 - lemon zest
 - 4 tablespoons cream
 - 600 g ground walnuts
 - 4 egg whites

Mix the yeast with the lukewarm milk and flour and leave to prove, then knead the dough. Prepare the filling by creaming the butter, sugar and egg yolks and adding the cinnamon, lemon zest, cream and walnuts.

Roll out the dough, cover with the filling and roll up. Place in a baking tin, add egg wash and bake at 225°C for an hour and a half



Picture 28: Potica cake

Source: <http://kranjskijanez.wordpress.com/2011/04/21/orehova-potica-in-prazniki/>
(6.6. 2011)

Your task: add some more recipes for traditional Slovenian food.

You may use the link:

@ [Recipes](#)

5.2.2 Your personal dictionary

Look through recipe pages again and try to find out as many words as possible related to food. Then fill in the chart.

Vegetables	Meat	Fish	Shellfish	Fruit	Drinks	Herbs and spices	Cooking methods
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							
13.							
14.							
15.							
...							

Visit the following web pages and use the vocabulary you find there in the chart above.

@ [Food vocabulary](#)

@ [Food](#)

5.3 READING

Jamie Oliver

Read a short biography of Jamie Oliver and decide whether the statement in the table are true (T), false (F) or not in the text (NT).

I was born in May 1975 and straight into the business, really. My dad runs a lovely pub-restaurant, The Cricketer, in Clavering, Essex, where I grew up. I remember being fascinated by what went on in the kitchen. It just seemed such a cool place, everyone working together to make this lovely stuff and having a laugh doing it.

When I was about seven or eight, they let me peel the potatoes and pod peas, that kind of thing. By the time I was 11, I wasn't half bad at veg prep and I could chop like a demon! A lot of the boys at school thought that cooking was a girlie thing. I didn't really care, especially as I could buy the coolest trainers with what I'd earned from working at the weekend. When I was 16, I didn't really have the results to stay on at school - besides, I knew by then that I wanted to be a chef. So I went to Westminster Catering College and then did some time in France, learning as much as I could, before coming back to London to work as head pastry chef for Antonio Carluccio at The Neal Street Restaurant. I was really fortunate to have the chance to work at such a renowned restaurant so early on in my career and I made the most of it.

After The Neal Street Restaurant, I worked for Rose Gray and Ruth Rogers at the River Café for three and a half years - what an amazing experience that was. Those two ladies taught me all about the time and effort that goes into creating the freshest, most honest, totally delicious food. It was there that I first got in front of a TV camera. A documentary about the restaurant was being filmed and the editors decided to show a lot of this cheeky kid who was so into the cooking that he'd answer back to the crew. The day after the programme was shown, I got calls from five production companies all wanting to talk about a possible show. I couldn't believe it and thought it was my mates winding me up!

The result was The Naked Chef and that's where it all kicked off I guess. Have a look around my website and you can find out a bit more about the books and TV shows I've done and you keep up with the latest stuff by checking out my diary. Right now I've never been busier in my life! It's a complete whirlwind - and the only thing I wish I had more time for is my family - my lovely girls Jools, Poppy and Daisy. Although we now have a place in the country to spend our weekends at, so I really look forward to Friday nights when we can pack up and spend the weekends together. That's what it's all about!

	T	F	NT
1. As a child Jamie Oliver liked the kitchen a lot.			
2. At the age of 11, Jamie was good at chopping vegetables.			
3. As a teenager, he did well at school.			
4. Oliver's first job was at The Neal Street Restaurant.			
5. Oliver first appeared on TV when he was working at the River Café.			
6. At the moment Oliver has a lot of time for his family.			

5.4 BUSINESS CORRESPONDENCE

5.4.1 Offer

A reply to an enquiry is a very important business letter as it may lead to future business; therefore the writer should answer it **PROMPTLY** and **POLITELY**, providing his prospective partner with all of the necessary information in order to stimulate his interest in his products or services.

General guidelines

- You express thanks for the enquiry.
- You give information about the goods the customer asked for.
- Include your terms and conditions.
- Enclose all the printed materials that might help your customer.
- Express your wish to receive their order soon.
- After finishing, check if you have answered all of the customer's questions.

Some useful phrases/sentences

OPENING

We have received your enquiry . . .
Thank you for your enquiry
In reply to your enquiry . . .
We were happy to know you were interested in . . .

POSITIVE REPLY, SELLING THE PRODUCT

We can supply from stock . . .
I am pleased to say that we will be able to deliver . . .
We think you have made an excellent choice in selecting . . .
We can supply you with any quantity / quality you desire . . .
We can forward goods of first-class quality.
We guarantee the best quality . . .

NEGATIVE REPLY

I regret to say that we no longer produce . . .
I am sorry we cannot be of help to you.
We regret to inform you that due to . . .
We are very sorry not to be able to forward you our offer.

CATALOGUES, PRICE-LISTS, SAMPLES, DEMONSTRATIONS . . .

We have pleasure in sending you our catalogues.
Please find enclosed our current catalogue and price-list.
We have enclosed our brochure / leaflet/price-list. . .
We would like to invite you to our demonstration / to send our representative . . .
We would like to invite you to our showroom . . . where you can see a wide range of

our items.

PRICES, DISCOUNTS

Our terms and conditions are as follows: . . .

The net / gross price of this article is . . .

For a quantity of more than we can allow you a special discount of 20% on the prices quoted.

We are sorry we cannot lower our price for . . .

We grant you 3% discount on orders exceeding X 100 in value / for payment made within one month.

We have quoted special prices and, therefore, the offer is not subject to the special discount.

TRANSPORT AND INSURANCE COSTS

Prices for exports are quoted by means of INCOTERMS. The most common are:

c.& f: / CF (cost and freight)

c.i.f. / CIF (cost, insurance, freight)

ex - works / ex - warehouse

f.a.s / FAS (free alongside ship)

f.o.b./ FOB (free on board)

f.o.r. / FOR (free on rail)

Delivery is not included in the price.

Freight and insurance are to be paid by the buyer / by you.

TERMS OF PAYMENT

Our usual terms of payment are . . .

. . . cash in advance

. . . cash with order (c.w.o.)

. . . cash on delivery (c.o.d.)

. . . payment monthly / at sight

. . . cash against documents (c.a.d.)

. . . pro-forma invoice

We can allow you three months credit for future orders.

As our prices are so favourable, our terms of payment are 30 days net.

DELIVERY

We are pleased to say that we can deliver goods promptly / beginning next month..

Goods will be delivered within two months after the receipt of your order.

As there is a heavy demand for . . . at this time . . . you will have to allow at least six weeks for delivery.

Goods can be delivered by our own lorry.

CLOSING SENTENCES

We shall always try to do our best for you.

We hope that our samples and terms will interest you.

We shall pay the best care / attention to your order.

We can assure you that your order will be dealt with promptly / carefully.

We are looking forward to receiving your order.

5.4.2 Model letter – offer

Dear Mr and Mrs Davies,

Thank you for your letter of 5th August regarding a possible reservation for three rooms for two nights for the weekend of 14th/15th October.

We can offer either our luxury double rooms at \$115 per night or our standard double room at \$85. All our rooms have private bathrooms, television, tea and coffee making facilities, and other features designed to make your stay as comfortable as possible.

I would be grateful if you could confirm your reservation as soon as possible and tell us which room you would prefer.

I look forward to hearing from you.

Yours sincerely,
Peter Barnes
Reservation Manager

5.4.3 Writing

In Unit 3 (p. 21) you designed a perfect business hotel. Now you have received a letter of inquiry from an international business conference coordinator, asking about a number of rooms and other facilities you can provide. In reply write the offer.

5.5 THE PAST TENSES

5.5.1 The Past Simple

Uses

It is used for actions completed in the past at a definite time.

It is used to tell a story and when actions happen one after another.

It is used to express habits in the past.

It is used with “for a week/three days/several years” etc. when the period of time was in the past.

5.5.2 The Past Continuous

Uses

To describe a background to shorter, more important actions which are in the past simple.

To describe a slow change or development in the past.

To describe a situation rather than a single action.

Complete these sentences using a suitable verb in the past simple or past continuous tense.

1. While I was waiting for the shop to open ...
2. When I arrived, my friends ...
3. He was reading a book ...
4. The telephone rang ...
5. Three policeman rushed into the bank ...
6. When I saw her ...
7. While my brother was watching TV ...

Paul and Ilona are ready to order. Read the dialogue (waiter=A, Paul=B, Ilona)

A Are you ready to order?

B Yes. What's butternut squash?

A It's a kind of vegetable. It's a bit like courgette. It tastes quite sweet.

C OK. And what is the tagliatelle alla cacciatore? Does it have any meat in it?

A Yes, it's pasta with a sauce made with tomatoes, white wine, and pancetta. It's delicious.

C Pancetta? What's that?

A It's a kind of meat from Italy. It's like ham.

C OK. I'll start with the Caesar salad, then the salmon steak.

B And I'll have the soup and the butternut squash risotto.

A OK, Caesar salad and soup, then one salmon and one risotto. Would you like vegetables or salad?

B I'd like green salad.

C Yes, me too.

A So two green salads. And to drink?

C Some wine?

A The house white is very good.

C Fine. Can we have a bottle of the house white, please? And some sparkling water.

Read the dialogue again and find two phrases to

A ask for something

B explain a dish

C recommend something.

Work in pairs. Think of two typical dishes from your country. Discuss how you would explain them to the customer. Use the following phrases.

It's a kind of ... It's made with ... It's a bit like ...

5.7 SUMMARY

1. As a student you should be able to:

- ❖ talk about Slovenian traditional cuisine,
- ❖ describe and present traditional dishes from different regions of Slovenia.
- ❖ write an offer.
- ❖ use the past tenses.

2. Your project

Prepare a presentation of your favourite dish. Create your own recipe for it and explain it to the foreigner.

3. Summary

In this unit you learnt about Slovenian traditional cuisine from its different regions. You were asked to describe some typical Slovenian dishes and talk about their ingredients as well as their cooking method. In the last part of the unit you wrote an offer and used English past tenses in different authentic situations.



Picture 30: Spices
Source: own

6 MONEY MATTERS

In this unit we are going to examine the items included in a hotel bill, talk about different means of payment, rates of exchange and write a reminder letter to the customer.

What items would you expect to find on a hotel bill? Continue this list:

- Room charge (per night)
- Meals
- Phone calls
- _____
- _____
- _____
- _____
- _____
- _____



Picture 31: Money

Source: <http://www.money-top10.com/make-money.aspx> (8.5. 2011)

6.1 THE HOTEL BILL

Look at this example of a bill for a guest staying at the Holiday Inn SunSpree Resort. Answer the questions which follow.

Holiday Inn SunSpree Resort			
Lake Buena Vista			
Room No. 221			
Arrival 04-27-11			
Departure 04-29-11			
Date	Description	Charges	Credits
04-27-11	Pinky's Food	6.85	
04-27-11	Room Accommodation (4x)	89.99	
04-27-11	State Tax	5.85	
04-27-11	City Tax	5.40	
04-28-11	Room Accommodation (4x)	89.99	
04-28-11	State Tax	5.85	
04-28-11	City Tax	5.40	
04-29-11	Room Accommodation	89.99	
04-29-11	State Tax	5.85	
04-29-08	City Tax	5.40	
04-29-08	Maxine's Food	28.52	
TOTAL	Master Card	?	

- How many people were staying?
- What was the room number?
- How many nights did they stay?
- What was the daily room rate?
- What extras did they buy?
- How did they pay?
- How much did they pay?

6.1.1 Vocabulary

a) Explain the meaning of the following expressions:

- receipt
- cheque
- cash (coins and notes)
- traveller's cheque
- credit card
- bill
- Euro cheque

Here is a list of precautions that reception and sales staff should take when dealing with different methods of payment. Which method of payment should they be used with? Discuss with a partner.

- Check expiry date
- Compare signatures
- Watch client sign
- Write number on back
- Take imprint of card
- Hold up to light and examine
- Ask for passport or other identification
- Phone client's bank

b) Complete the text using the following words:

check out; deposit; in advance; sales outlet; settle a bill; voucher;

Guest accounting

Hotels operate complex systems of guest accounting. Rooms are not usually paid for _____. It is normal for guests to _____ only when they _____ of the hotel – although usually a _____ or credit card number is taken as security. A guest will probably use a number of hotel services during his/her stay, for example, drinks in the bar, room service, and so on. These are either paid for at the time or added to the guest's final bill (in which case the _____ must issue a signed _____ to the accounts department).

6.1.2 Intercultural experience

Read the text about tipping in the USA and answer the questions.

Tipping Etiquette

Gratuitous Tips on Tipping

According to the United States Tipping Etiquette (2009) not knowing the proper tip or gratuity for a service can be very unsettling. The rest of your party might not know it, but inside you may feel highly stressed as you walk up to the coat check or curbside check-in. The challenge is not everyday situations, but when you are taken out of your normal environment. For example, if you travel only occasionally, hotel tipping etiquette can be a real mystery.

Remember that tipping is discretionary. If you don't think tipping is necessary in a particular circumstance, then don't tip. If you think tipping in general is stupid, then don't tip. But don't complain that the minimum wage is too low. Don't complain that the only new jobs being created are low income.

Have mercy!

Have you had a hard day travelling or at work? Do you feel a little grumpy? Were you sharp with someone?

Well, guess what! People in service industries don't always have great days either. Show them a little mercy and assume the best about them. Maybe your waiter is a little absent-minded because his mother is sick in the hospital.

Instead of skipping the tip, talk to the manager about poor service.

At the hotel

Before you arrive at a nicer hotel or resort, inquire as to whether gratuities are included in the price of the room. Some hotels are now charging a daily fee that covers all tipping for hotel services. If there is not a daily fee, these rates are appropriate:

- Valet or parking attendant - \$1-3 is appropriate for parking or returning the car. It is not necessary to tip for parking, but always for returning the car.
- Doorman - If he hails you a cab, \$1-2. If he helps you with your bags in or out of the car, \$0.50-1 a bag. Use \$1-2 per bag if he carries them all the way to the room. If he just opens the door, nothing. If he is exceptionally helpful with directions or restaurant recommendations, same as concierge.
- Bellman - When he helps you with your bags, tip \$1-2 per bag. Give him the tip when he shows you your room. If he just carries the bags to the front desk and then disappears, save it for the person who carries the bags to your room. Upon checkout, tip a bellman who helps with your bags. Tip more for additional services.
- Concierge - \$5-10 for help with hard-to-get dinner reservations or theatre tickets. Tipping is optional for just plain advice. Tipping can be done at the end of the trip or at the time of service, just keep it straight so that you are fair.
- Room Service - If gratuity is included, add nothing or \$1. Otherwise add 15-20% to the total charge.

- Delivery of special items - If you request extra pillows or an iron, tip \$1 per item received, minimum \$2.
- Maid service - \$1-5 per day typically, up to \$10 per day depending upon how much mess you make. Tip daily because there might be a different maid each day. Leave the tip on your pillow. Err on the side of being generous, and tip on the last day also.
- Swimming pool or gym attendant - Nothing, unless you require special services such as extra seating or inflatable pool toys; then it is \$2-5. If you want the same deck chairs every day, then tip \$2-3 per chair beginning the first day.
- Hotel maintenance staff - Nothing to replace a light bulb, fix the air conditioning, etc.

Tour guides

Check ahead. If the tip is not already included, give 10-15% of the tour price. No less than \$1-2 for a half-day tour, \$3-4 for a full-day tour, and \$5-10 for a week-long tour. This is a per-person rate. Tip private tour guides more. If the bus driver is particularly helpful with bags, then tip \$1-2 per bag.

- Boat trip - If the trip is over 3 hours, tip \$10-\$75 depending upon the cost of the excursion and the quality of service.
- Outdoor guides (fly fishing, horseback riding, river rafting, etc.) - 15% of the cost of the service. Some companies have a no-tipping policy. Check when you book the trip.

Restaurants or bars

If you get awful service, talk to the manager. The manager cannot correct the situation if he doesn't know about it. Skipping the tip will not accomplish anything, and the next poor customer who gets that server will get the same service you did.

If you are buying the meal and someone offers to get the tip, tell them they can buy next time, and you pay the whole thing. This prevents any uneasiness about them seeing the amount of the bill or worrying that they will be stingy on the tip.

Restaurants report a percentage (around 12%) of the gross sales for food and beverage to the IRS for their staff. Please don't get hung up on the 12%. It is just a reasonable example. I recommend tipping 10-15% on the alcohol and 15-20% on the food. 10% on the wine is perfectly acceptable. Whether to tip 10 or 15 percent would depend in large part on how helpful the server was in choosing the wine and serving it. (Gratuitous Tips on Tipping, 2009)

- What are the differences between tipping described in the text and tipping in Slovenia?
- Why is tipping considered polite?
- How do you calculate the tip?
- What should the customer do if he or she is unsatisfied with the service?

6.3 BUSINESS CORRESPONDENCE

6.3.1 Order

An order usually follows an offer. It is quite simple and very often the company's official form is filled out, accompanied by a letter. Goods can be ordered by telephone, but in this case the order should be confirmed in writing.

After receiving the order the supplier should send an acknowledgement of the order.

General guidelines:

- The covering letter sent with an order form should confirm terms of payment, discounts, delivery and packing.
- Ask for the acknowledgement of your order.

Sample letter

Dear Ms Miller,

We thank you for your offer of 11th January. Please find enclosed our order, No. PT 34523, for beverage in assorted brands.

Please supply the under mentioned items subject to the conditions given below:

Price: 5 EUR per item

Payment: 10 days after receipt of invoice

Delivery: by 15th April

We would appreciate delivery within the next five weeks, and look forward to acknowledgement.

Yours sincerely,
Andrej Kovač
Purchasing Manager

Acknowledgement of the order

Dear Mr Random,

Thank you for your order No. 2341. We will do our best to carry it out satisfactorily.

We will deliver as follows:

.....

We are pleased to inform you that our new special catalogue will be published next month and we will send it to you as soon as possible.

Yours sincerely,
Drago Dolenc

6.3.2 Chasing payment

In business it may also be necessary to exchange letters related to money, most of them dealing either with the receipt or payment of money. There can often arise different complications in this area such as:

- invoicing errors
- changes in price
- non-received payment

Example

Dear Sirs,

Please note from the attached statement that the balance of ... is still overdue. We would be obliged if you could send us your cheque by return.

Yours faithfully,

a) Make changes to the following letter so that it sounds more formal.

Don't forget that you still owe us 50 EUR, which we want you to pay before the end of October. If you are having problems, why don't you give us a ring so that we could arrange a different way for you to pay us.

b) Imagine you are a credit controller in a big hotel chain. You have just found out that you still have not received any payment from the company which organised a big international conference at one of your hotels. Write a first reminder to them.

Complete this first reminder letter:

Dear Mr. Sentinelli,

According to our records, payment of our invoice, No 456781,

- explain that you have received no payment,
- quote your terms of business,
- mention the delay of 90 days,
- state your company's policy on unsettled debts,
- express your unwillingness to take court action,
- request payment immediately,
- state that you enclose a copy of the invoice.

6.4 THE PERFECT TENSES

6.4.1 The Present Perfect

Uses

1. It is used for actions which are finished but still have results in the present.
2. It is used for actions completed in the past where no definite time is given.
3. It is used for actions and states which begin in the past and are still going on in the present.
4. The Present Perfect is used to express actions repeated several times in the past and up to the present.

6.4.2 The Present Perfect Continuous

The Present Perfect Continuous is used, like all continuous forms, to stress UNINTERRUPTED LONG ACTIONS OR STATES particularly with the words FOR and SINCE, AND STATEMENTS OF TIME WHICH INCLUDE THE PRESENT.

Put in the correct forms of the verbs in brackets.

1. "What (you do) all morning?" "I (read) this book."
2. "What's it about?"
3. "Sailing. I (see) it in a second-hand shop yesterday. It (be) very cheap, so I (buy) it."
4. "Sailing? I (not know) that you (be) interested in sailing. (you do) a lot of sailing?"
5. "Well, a friend of mine (learn) to sail last year, and now he (buy) a small boat, so we (do) a lot of sailing recently."
6. "So that's why you (not be) to the golf club for the last couple of weeks."
7. "That's right. We (practise) almost every evening for the last couple of weeks, and I already (make) a lot of progress."
8. "(you learn) much from that book? It looks a bit old-fashioned to me. When was it written?"
"About thirty years ago. But that doesn't matter. Nothing much (change) since then."

"for" or "since"?

This exercise is a combination of two tasks. First of all you will have to find a suitable verb to complete the sentence. Then you will have to choose between "for" and "since" before the statement of time.

1. She ... in England ... three years.
2. They ... for their train ... half past six.
3. ... he lost his job he ... for a new one.
- 4.1 ... (not) ... fish and chips ... I was last in England.
5. How long ... she ... English? - ... last year.
6. He ... all his pocket money ... weeks to buy presents for his family for Christmas.
7. My brother... a beard ... I last saw him.
8. We... the wrong kind of food ... years. We ought to have a healthier diet.
- 9.1 ... homework ... lunchtime and I ... still ...
10. She ... the Women's Championship at Wimbledon twice ... 1990.
11. ... she married Ron she ... a different woman.
12. How long ... you ... in England? - ... I was a child.

13. John and Mary ... (not) ... me an invitation to their party. - Never mind! I ... (not) ... to one of their parties ... about a year.
14. ... when ... you ... that he takes drugs?
15. How long will you be staying in Britain ...? - A month or two; perhaps longer. I ... (not) ... yet.
16. The police ... Jim for stealing. - Jim a thief? I don't believe it! I ... Jim ... years. I'm sure he ... (never) ... anything in his life!
17. ... dawn the young Egyptian swimmer ... across the English Channel, but he still ... the French coast yet.
18. What terrible weather! It ... cats and dogs ... hours!
19. He ... TV... he came home from school.
20. We... the present perfect ... ages now! Can't we do something different for a change?



Picture 32: Tipping

Source: <http://timeoutchicago.com/shopping-style/shopping/54377/the-tipping-point>
(12.6. 2011)

6.6 SUMMARY

1. As a student you should be able to:

- ❖ prepare a hotel bill and explain the item on it,
- ❖ talk about different means of payment,
- ❖ write a letter of order and a letter of reminder,
- ❖ use the Present Perfect Tenses.

2. Your project

Choose a country you are interested in. Use guidebooks or the internet to find out as much as you can about dealing with money in this country. Write short guides for visitors. Include information about:

- *currency,*
- *the best place to change money,*
- *the best way to carry money (traveller's cheques, cash, etc.),*
- *how easy it is to use credit cards,*
- *other useful information.*

3. Summary

In this unit you simulated some real life situations at the reception desk when checking out the guest. You talked about different means of payment and currency exchange. In the last part of this unit you wrote a letter of reminder and used Present Perfect Tense in real life situations.

7 DEALING WITH COMPLAINTS

7.1 READING

Working in catering and tourism means working with people. Sometimes it takes more than a smile to meet the needs of the customers. You should be tolerant and willing to listen. In this unit we are going to look at how you can deal with complaints and write, letter of apology and express personal congratulations.

a) Dealing with complaints

Look at the four steps (a-d) for dealing with a complaint. Put them in the most logical order.

- a. Apologize for the situation.
- b. Find out exactly what is wrong.
- c. Promise action as soon as possible.
- d. Show that you understand the problem.

b) Read a list of complaints and make a dialogue with the customer.

- shipment never came
- got the wrong order
- goods were broken
- expensive delivery charges
- bad customer service
- not the same as in the ad
- no instruction manual etc....etc

Example

A So, what is the problem, exactly?

B Well, my soup is cold.

A Right, I see. I must apologize for the inconvenience.

B OK, but what are you going to do about it?

A I'll get you a new one right away.

B Good. Thank you.

7.2 SPEAKING

Work in pairs. Read the dialogues in the previous exercise aloud. Work in pairs. Role play the following situation at a hotel reception desk, taking it in turns to play each part.

Guest You booked a double room with a private bathroom and a sea view. You are in a single room with no bathroom and a view of the motorway.

Receptionist The hotel is very full and you are very busy. However, you have just had a cancellation by e-mail. A double room with bathroom and sea view is now free. Apologize and say you'll move the guest.

7.3 BUSINESS CORRESPONDENCE

7.3.1 A letter of apology

Write a letter to one of the guests apologizing for the difficulties they had (swimming pool closed, incomplete restaurant service, noisy building work, bad transport services), and explaining the reasons. If you want to, you can offer some compensation.

Here are some expressions which may be useful:

- Thank you for ...
- I was sorry to hear ...
- I would like to explain ...
- I can assure you ...
- As a sign of our concern, we would like to offer ...
- I hope ...
- Please accept ...

7.3.2 Personal correspondence

Mr Kovač finds out that his business partner Vilma Franck has been promoted. He congratulates her.

Dear Vilma

I was delighted to learn that you have been appointed General Manager of your hotel. May I wish you every success in your new position, for which I am sure you have just the right qualities and experience.

With best wishes

Learn more and visit the following web page:

@ [Personal correspondence](#)

7.4 THE PASSIVE FORMS

	ACTIVE	PASSIVE
Simple present	I sometimes see him.	He is sometimes seen .
Simple past	We watched the spy.	The spy was watched .
Present perfect	We've made a decision.	A decision has been made .
Past perfect	After I had asked him ...	After he had been asked ...
Future	I'll invite him.	He will be invited .
infinitive	He expects to phone me at about midnight.	I expect to be phoned at about midnight.

Write passive sentences.

1. Chinese (speak) in Singapore.
2. The Taj Mahal (build) around 1640.
3. The new hospital (open) next year.
4. She (interview) now.
5. He found that all his money (steal).

(Swan, 2001)



Photo by Romas Foord

Picture 33: Complaining

Source: <http://www.davidmccandless.com/2008/05/11/how-to-complain-in-a-restaurant/>
(10.6. 2011)

7.5 SUMMARY

1. As a student you should be able to:

- ❖ understand guests' problems and show sympathy,
- ❖ evaluate and react to complaints and deal with them in an appropriate way,
- ❖ discuss the attitude the service staff should have towards guests,
- ❖ write a letter of apology,
- ❖ be familiar with personal correspondence,
- ❖ use the passive voice.

2. Your project

Choose five restaurants/hotels in your vicinity and run a survey. Find out how their owners find out about guests' satisfaction with their service and how they react in case of dissatisfaction.

3. Summary

In this unit you learnt how to understand and deal with complaints in the hospitality industry. In the last part of the unit you wrote a letter of apology and make yourself familiar with personal correspondence. Finally you used the passive voice in real life situations.

8 KEY

2.1.2

1 F, 2 C, 3 B, 4 E, 5 D, 6 A

3.1.1

1 T, 2 T, 3 F, 4 T, 5 F

3.2.1

a)

a 3, b 1, c 5, d 4, e 6, f 2

3.6.1

1 e, 2 d, 3 a, 4 c, 5 b, 6 f, 7 g

a)

1 Would you mind if I use your phone?

2 Would you prefer tea or coffee?

3 Would you like me to call a taxi?

4 Would you play golf with me next week?

5 Would you make a copy of your latest price list?

6 Would you mind giving me a lift to the airport?

3.6.2

The start

A Sandra Parker

B Hello, Sandra, Hans Grass here.

A Hans, nice to hear from you. How are you?

B I'm fine, thanks. How are things with you?

A Not bad at all, thanks.

B Sandra, I'm phoning to ask if you have the details for the multimedia meeting?

The finish

A Let me know if there's anything I can do.

B Yes, I'll do that. Thanks.

A Right. Until Friday, then.

B Yes, thanks for your help.

A You're welcome. Have a nice day.

TELEPHONE MESSAGE

In your absence

MR/MRS/MISS **Parkinson**
Of **Kompas Travel Agency** called
Telephone No. **01 245 678**

And left the following message
Call back as soon as possible.

Signed: **Brown**

Date: **21st May 2011**
Time: **8 a.m.**

3.8.

a)

1. Do you see that building over there? That's where we I'm working.
2. Do you understand him? - No, I think he is saying that we shouldn't park the car here but I don't understand much Spanish.
3. Where does she live? - Her family lives in Birmingham but she is staying with friends in Manchester at the moment.
4. Do you need any American money? - No thanks, I expect I can change some more when I arrive.
5. Is Mr Jones in the office? - He is busy at the moment. Is he expecting you?
6. Is she going to London on Thursday? - I don't think so. - That is strange! She usually goes to London every Thursday.
7. I wish you wouldn't do that! It makes me nervous when people walk up behind me and suddenly tap me on the shoulder!
8. I bet she'll refuse to help you. - I hope not. She is always saying how helpful she is!
9. What are you talking about? - We are discussing the government's new economic policies. Do you think they will work?
10. I don't like people who don't say what they mean.
11. Where he are you going for his holidays this year? Bournemouth again? - No. He said he got a bit fed up with going to the same place every year. He wants to go to Italy.
12. Are you listening to what I am saying? - I'm sorry. I was thinking about something else.
13. Is he coming this week? - I forgot whether he wanted to come this week or next. It doesn't matter. Whenever he comes he never remembers to ask his secretary to telephone us.
14. It's raining. - I know! It always rains when I come to this damned place!
15. Can't you be a bit quieter? I'm trying to think.
16. She hopes to get in touch with him while she is visiting Australia.
17. Many birds fly south for the winter.
18. How do you get on? - Very well, thank you.

b)

1 rooms, 2 access, 3 guests, 4 equipped, 5 treatment, 6 service, 7 exchange

4.2.1

- a) Could you give me your telephone number?
- b) Can you repeat your name?
- c) Could you possibly spell the name of a town?
- d) Could you tell me if there are any vegetarians in the group?
- e) Can you confirm the time of a guest's arrival?
- f) Do you think you could tell me how many people there are in a group?

4.2.2

WAITER: Good evening.

CUSTOMER: Good evening.

WAITER: Would you like a table for four?

CUSTOMER: Yes, please.

WAITER: Can I offer an aperitif?

CUSTOMER: No, thanks.

WAITER: Would you like the menu?

CUSTOMER: Thanks.

WAITER: What would you like to order?

CUSTOMER: Well, I'm not quite sure what to have.

WAITER: What about pork?

CUSTOMER: All right. I'll have that.

WAITER: What would you like to start with?

CUSTOMER: Carrot soup, please.

WAITER: Can I offer some wine?

CUSTOMER: Yes. A bottle of house white, please.

WAITER: Is everything all right?

CUSTOMER: Yes, thanks. It's delicious.

WAITER: What about dessert?

CUSTOMER: Chestnut gâteau for me, I think.

WAITER: Would you like a cup of coffee?

CUSTOMER: Yes, thanks. That would be nice.

4.5.2

1 T, 2 NG, 3 T, 4 F, 5 F, 6 T, 7 T, 8 NG, 9 T, 10 T

4.7.3

1 C, 2 A, 3 D, 4 B

4.8

1 x, 2 √, 3 x, 4 √, 5 √, 6 √, 7 x, 8 √, 9 x, 10 x, 11 √

- a) "Have you written that letter yet?" "Oh no – I forgot. I'll do it now."
- b) "I've decided to buy a new car." "Oh, have you? What sort are you going to buy?"
- c) "Has Susan got any plans, now she's finished the college?" "Oh, yes. She is looking for a job in a hotel management."
- d) "I can't remember how to retrieve a customer's guest history on the computer." "Oh don't worry. It's quite easy. I'll show you."
- e) "Have you finalized arrangements with that tour operator?" "Yes, we are going to sign the contract tonight."

5.3

1 T, 2 T, 3 F, 4 T, 5 T, 6 F

5.5.2

- 1. it started to rain.
- 2. were playing football.
- 3.when I was having a shower.
- 4.while Tim was doing his English homework.
- 5.when the robbers were terrorizing people.
- 6.she was wearing a red dress.
- 7. I played the piano.

6.1.1

a)

in advance, settle a bill, check out, deposit, sales outlet, voucher

6.4.2

What did you do all morning?" "I was reading this book."

- 2. "What's it about?"
- 3. "Sailing. I saw it in a second-hand shop yesterday. It was very cheap, so I bought it."
- 4. "Sailing? I didn't know that you were interested in sailing. Do you do a lot of sailing?"
- 5. "Well, a friend of mine learnt to sail last year, and now he has bought a small boat, so we have been doing a lot of sailing recently."
- 6. "So that's why you haven't been to the golf club for the last couple of weeks."
- 7. "That's right. We have been practising almost every evening for the last couple of weeks, and I have already made a lot of progress."
- 8. "Have you learnt much from that book? It looks a bit old-fashioned to me. When was it written?" "About thirty years ago. But that doesn't matter. Nothing much has changed since then."

FOR/SINCE

- 1. She has been living in England for three years.
- 2. They have been waiting for their train since half past six.
- 3. Since he lost his job he has been looking for a new one.
- 4. I haven't had fish and chips since I was last in England.
- 5. How long has she been learning English? - Since last year.
- 6. He has been saving all his pocket money for weeks to buy presents for his family for Christmas.
- 7. My brother has had a beard since. I last saw him.
- 8. We had been eating the wrong kind of food for years. We ought to have a healthier diet.
- 9. I have been doing my homework since lunchtime and I still haven't finished it.
- 10. She has won the Women's Championship at Wimbledon twice since 1990.

11. Since she married Ron she has been a different woman.
12. How long have you lived in England? - Since I was a child.
13. John and Mary haven't sent me an invitation to their party. - Never mind! I haven't been to one of their parties for about a year.
14. Since when have you known that he takes drugs?
15. How long will you be staying in Britain for? - A month or two; perhaps longer. I don't know yet.
16. The police has arrested Jim for stealing. - Jim a thief? I don't believe it! I have known Jim for years. I'm sure he has never stolen anything in his life!
17. Since dawn the young Egyptian swimmer has been swimming across the English Channel, but he still hasn't reached the French coast yet.
18. What terrible weather! It has been raining cats and dogs for hours!
19. He has been watching TV since he came home from school.
20. We have been practising the present perfect for ages now! Can't we do something different for a change?

7.4

- 1 Chinese is spoken in Singapore.
- 2 The Taj Mahal was built around 1640.
- 3 The new hospital will be opened next year.
- 4 She is being interviewed now.
- 5 He found that all his money had been stolen.

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Projekt **Impletum**

Uvajanje novih izobraževalnih programov na področju višjega strokovnega izobraževanja v obdobju 2008–11

Konzorcijski partnerji:



 **Šolski center
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Operacijo delno financira Evropska unija iz Evropskega socialnega sklada ter Ministrstvo RS za šolstvo in šport. Operacija se izvaja v okviru Operativnega programa razvoja človeških virov za obdobje 2007–2013, razvojne prioritete Razvoj človeških virov in vseživljenjskega učenja in prednostne usmeritve Izboljšanje