

Unit objectives

- **Unit 3 – Hotel facilities, vocabulary – describing hotels**
- **Paragon hotel, listening**
- **Listening – A hotel inspection**
- **Revision – Have/get sth done, Making comparisons**
- **Speaking**
- **The opposites**

UNIT 3 – HOTEL FACILITIES

3

Hotel facilities

1 What facilities would you expect a very expensive hotel to provide for its guests? Make a list and compare your ideas with a partner.



FACILITIES – THE LANESBOROUGH HOTEL, P. 22

reading 4 Read the article on the opposite page and make a list of all the facilities that guests can enjoy at the Lanesborough Hotel.



About the hotel: The Lanesborough Hotel /leɪnz:bə:ruh hoh:tel/ is located on Hyde Park Corner in central London. It is rated as a five-star deluxe hotel and its „Royal Suite“ is often used by celebrities and heads of state.



A superior night's sleep

yours for only £5,287.50

Madonna, Michael Jackson, Celine Dion and Mariah Carey have all stayed at the Lanesborough. Stanley Kubrick filmed scenes for *Eyes Wide Shut* in a junior bedroom and Princess Diana used the dining room for a party. By anybody's standards £5,287.50 (excluding breakfast and dinner) is a lot to pay so what exactly do you get for your money?

For starters there was the chauffeured Rolls-Royce which came with the suite. Then there were the butlers whose role is to find anything the guest wishes to receive. There were personalised business cards and stationery, bunches of flowers from the in-house florist, a bottle of Perrier-Jouet champagne on ice, and a fruit bowl containing glant strawberries.

My butler told me about the hotel's fitness studio, I asked if I had to train in front of other guests: 'Of course not sir, I can have the equipment moved up to your suite. You can work out by the window, it's a lovely view over Green Park.'

There's a lot of gold. Gilt-framed portraits, gold and black candlesticks and in the bedroom golden walls, curtains and a gold-canopied four-poster bed.

But behind the early nineteenth-century façade I discovered a stack of

hi-tech gadgets: an in-room computer with fast internet access and internet radio so you can listen to local stations from New York to Buenos Aires, fifteen phone handsets and a mobile so you can be reached on your room number even when you're out about town.

But the price shouldn't be related to the facilities. It's a unique experience, like the butler who can find whatever you're looking for. At 12.10 am I urgently needed a recommendation for an Ethiopian restaurant, a 35 mm film for my camera and a fitness cycle delivered to my room for when I woke next morning.

My night butler did not disappoint. Within minutes he recommended the Ethiopian restaurant in Brixton: 'Would you like us to make a booking sir?' and located a night chemist who unfortunately did not stock film. It appeared as if by magic by 8.30 next morning, as did the member of staff asking where I required the cycle.

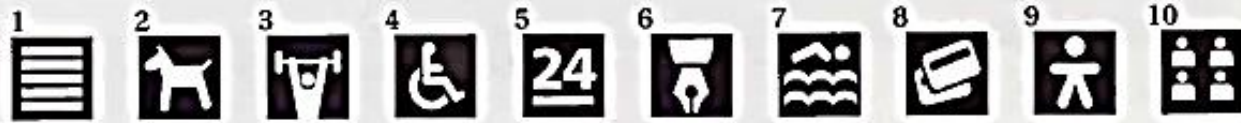


VOCABULARY, UNIT 3 – HOTEL FACILITIES, P. 22

vocabulary Hotel facilities

2 Match these facilities with the icons below.

wheelchair access health or fitness facilities credit cards accepted
rooms for more than 2 people pets welcome air conditioning swimming pool
24-hour room service business facilities children's facilities



3 Work in pairs. What facilities do you think these icons show?



VOCABULARY, UNIT 3 – HOTEL FACILITIES, P. 23

Matching – Match these words with their definitions.

- 1 chauffeur
- 2 stationery
- 3 florist
- 4 façade
- 5 gadget
- 6 handset
- 7 mobile

- a) small, clever machine
- b) professional driver
- c) front of a building
- d) part of a telephone that you hold
- e) paper, envelopes etc.
- f) person who sells flowers
- g) telephone you can carry with you



Berlin's Best Hotels

BERLIN BOASTS MANY splendid and luxurious hotels. While some of them belong to international chains, others are private establishments with an intimate family atmosphere. The hotels chosen here offer unique interiors, excellent service and a price that is a true representation of the accommodation and service provided.



Hotel Adlon
This super-luxurious hotel has a stunning interior. Walls and windows in the rooms have excellent sound-proofing.



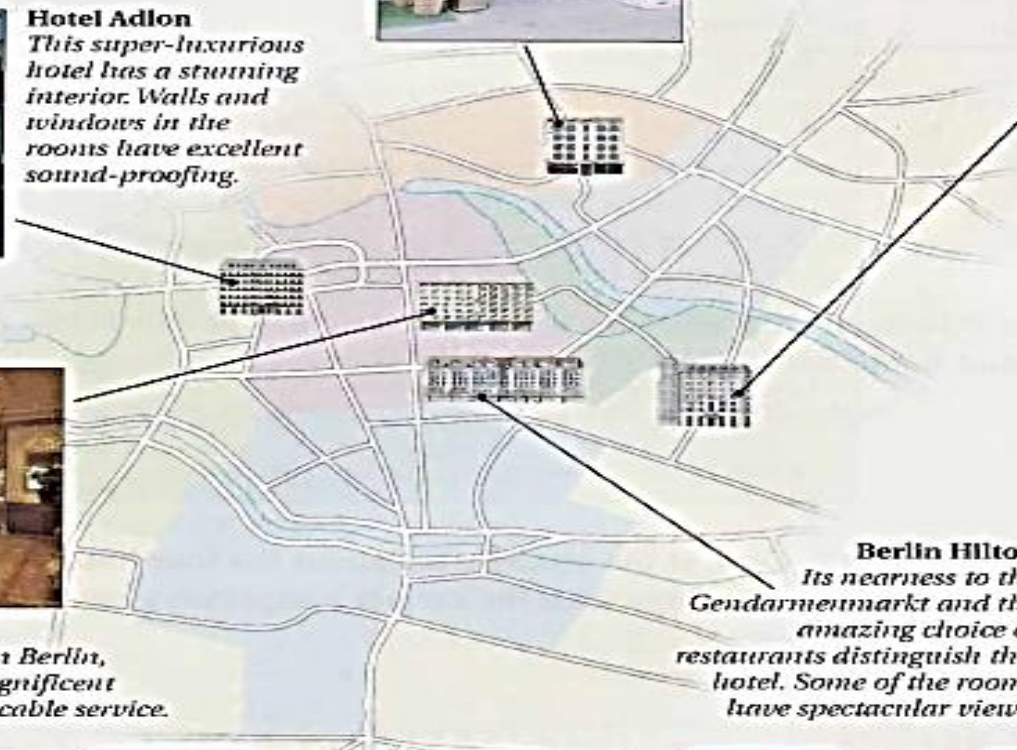
Four Seasons Hotel
This hotel, one of the top three in Berlin, offers opulent interiors with magnificent flower arrangements and impeccable service.



Hackescher Markt
This charming hotel, opened in 1998, has bright, elegant rooms and a beautiful façade that matches the surrounding historic architecture.



DeragHotel Grosser Kurfürst
This modern hotel offers many additional services, such as free bicycle hire, that set it apart from other hotels.



Berlin Hilton
Its nearness to the Gendarmenmarkt and the amazing choice of restaurants distinguish this hotel. Some of the rooms have spectacular views.



Speaking, p. 24

8 Read the descriptions and say which hotel:

- offers a service for no extra charge
- is close to the city centre
- ensures its rooms are quiet inside
- combines modernity with tradition
- provides an exceptionally high level of service

VOCABULARY, UNIT 3 – DESCRIBING HOTELS, P. 25

Matching – Match these words with their definitions.

- 1 stunning
- 2 impeccable
- 3 spectacular
- 4 bright
- 5 luxurious
- 6 opulent
- 7 charming

- a) very light
- b) extremely attractive
- c) highly decorated
- d) very impressive and exciting
- e) perfect
- f) attractive and nice
- g) extremely comfortable



Schrager in partnership with hospitality giant **Marriott International**



UNIT 3 – PARAGON HOTEL, P. 24, LISTENING

7 Five guests at the Paragon Hotel make requests at reception. Listen and match the guests with the services below.



Room service

- If you need anything – breakfast, lunch, sandwiches or champagne just ring reception from the telephone at the side of your bed.
- And if you want us to book theatre or concert tickets for you just ask.

Valet service

- If you have any items of clothing that need washing or dry-cleaning give them to the chambermaid before 9 am for same-day service.

Valet parking

- Leave your car with a chauffeur who will park it in your reserved space. If it needs to be washed tell the person on duty.

Business facilities

- Documents can be typed or translated for you into the world's major languages. Email and internet available on request.

Beauty salon and hairdresser

- No need to book. Relax while you have your hair cut and your nails manicured.

Children's facilities

- Leave your children with us in safety if you want a night out on the town by yourselves.





14 In some countries there are official hotel classification schemes which rate hotels from one-star to five-star (excellent). What would the differences be between a typical one, three and five-star hotel?

facilities restaurant cleanliness comfort services
room size staffing customer care

SPEAKING,
P. 27



1 star hotel in Seville



Three Star Hotel, Mumbai



Mykonos Luxury Hotel



LISTENING – A HOTEL INSPECTION, P. 29

listening A hotel inspection

18 Listen to a hotel inspector report on the Royal Oak Hotel and complete the inspection form.

	Poor	Satisfactory	Excellent
Front entrance			
signs and notices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lobby			
carpets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
tidiness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen			
hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
food storage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
appliances	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
fixtures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restaurant			
hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
furniture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
linen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
tableware	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathrooms			
fixtures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
towels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bedrooms			
fixtures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TV remote control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
bed linen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Thank you for your attention!

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