

Customer Service in the Movies

Discussion & Role-play

Hotel

Michael Dyer

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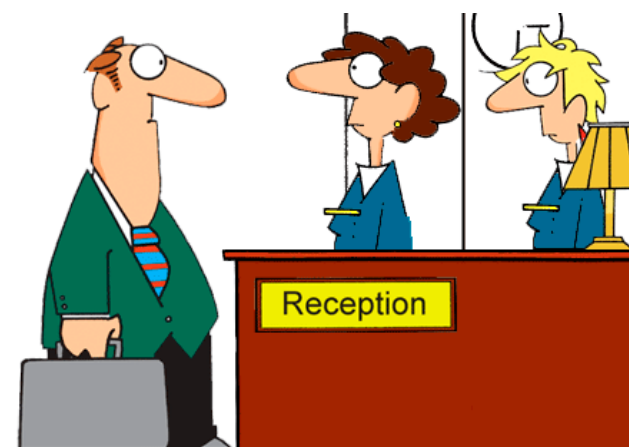
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Read and Discuss

Working in the customer service industry means that you are the public face of your company. In any industry in a competitive market, if you want customers to keep coming back to you, you should aim to make a lasting first impression. You should be helpful and friendly while retaining control of any situation. Naturally, as the point of contact for your clients, you must also be very knowledgeable about all the services that your company provides. In this unit we will be taking a look at the check-in service provided by the hotel front desk. For many customers, the front desk agent will be the first face-to-face contact that they will have experienced with your company, so it is important to greet them with a friendly welcome. Show them that you value their custom by listening carefully and attentively to what they have to say. Having any information that they may need at your fingertips is key. If they voice a complaint, for example, be sure to show respect and respond quickly and appropriately. If they should appear to be irritable or grumpy, don't take it personally or get upset. Remember that your customer has probably had a long and tiring journey to get here today and may well be in desperate need of a rest, so he or she will appreciate you managing their checking in process with the minimum of fuss and bother.



Setting the Scene

1. As a front desk officer, what can you do to make a good first impression?
2. How would you show your customers that you value their custom?
3. What knowledge would you require to help you manage the check-in process smoothly?
4. How would you cope with an angry new arrival whose booking had been lost?

First Impressions

1. Who are the characters in this story?
2. What is the relationship between these characters?
3. Where does this scene take place?
4. What is happening in this scene? Why?
5. What did you find surprising or interesting about the scene?



Customer Service Tips

Discuss how these tips may apply to the situation in the scene

- ☐ Be engaged. Set phrases serve a purpose, but real conversation is more memorable.
- ☐ Learn the names of your guests and use them, but not too often.
- ☐ First and last impressions matter and make your guests feel welcome.

Key Vocabulary

☐ Welcome to...	Welcome to Caesar's Hotel. Do you have a reservation?
☐ Checking in?	Checking in, sir? May I have your name please?
☐ look up	Let me just look up your reservation. How do you spell your name?
☐ be sure to	I'll be sure to put you in a corner room overlooking the mountains.
☐ What do you mean?	I'm sorry, sir. What do you mean?
☐ I have you in a...	Yes, I have you in an executive suite on the 30 th floor.
☐ have available	We have four top floor suites available. Would you prefer that floor?
☐ for the night	That is \$350 for the night excluding amenity charges.
☐ on file	May I have your credit card? We need to keep it on file.
☐ charge	Your credit card won't be charged until you check out.

Language Point

1. When you need to look up information do you usually use the Google?
2. What sort of information do you look up on the internet?
3. What sort of things have you looked up recently?
4. Will you be looking up anything today?
5. Have you ever looked up...?

What happened?

1. Who is a dentist?
2. Why does Alan ask if the hotel is pager-friendly?
3. Who doesn't want to share a bed with Phil?
4. Why don't the guys want to take the two-bedroom suite?
5. Why doesn't Stu want to hand over his credit card?
6. Who is Lisa?
7. What does Lisa say she needs the credit card for?
8. Why does Phil say they should still ring 911 in an emergency?
9. Why is it a silly question to ask if it is the real Caesar's Palace?
10. How much will they have to pay for a villa?

Notes

Ad-Lib the Scene

List the key events in the storyline and then ad-lib the scene

-

Perfect Service

Rewrite the video scene demonstrating ideal customer service in this situation

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Mini Dialog

Complete the dialog with words and phrases from the Key Vocabulary list

Emma: Good morning and _____ the Paradise Hotel. How can I help you today?

Jack: Oh, thank you. I'd like to _____ please. I have a reservation under the name of Jack Johnson.

Emma: Thank you. Just one moment while I _____ that _____ for you. Ah, here it is. _____ single room just _____ one _____, and checking out tomorrow.

Jack: That's right, but I may have to stay over for another night. Is that possible?

Emma: Oh, I'll just see what we _____ for tomorrow. Uh, yes, that's fine. Would you like me to add that to the booking?

Jack: That's awesome. Thank you.

Emma: I see you've stayed with us before, Mr. Johnson. I have your details _____ already, so if you'd just like to sign here I'll get your bags taken up.

Jack: Thanks.

Emma: No problem. I hope you enjoy your stay with us.

Paraphrasing

Rewrite these sentences with phrases used in the dialog above

1. I'll check that for you.

2. Can I stay for an extra night?

3. I'll get your luggage taken to your room.

4. That's great.

5. We already have a record of your details.

Matching

Connect the two parts of the sentences

- | | |
|------------------------------------|---------------------------------------|
| 1. I'm going to stay for a... | a. ...sure to lock the door. |
| 2. When you go out, please be... | b. ...room there will be a charge. |
| 3. If you use the phone in your... | c. ...we have any available. |
| 4. They need to keep... | d. ...night and a day. |
| 5. I'm not at all sure that... | e. ...a note of your details on file. |



Conversation Jumble

Work with a partner and construct a conversation using the given words

- A: well / checked / that's / all / you / sir / now / in
- B: need / don't / credit / details / you / card / now / my / ?
- A: no / you / thank / already / on / have / file / them / as / we
- B: oh / want / charge / you / my / account / business / but / I / to / it / to / please
- A: you / are / conference / here / the / for / tonight / ?
- B: yes / then / and / night / the / for / staying / I'm / here
- A: well / need / if / you / anything / sure / be / call / to / us / else / you
- B: phone / room / there / is / in / a / the / ?

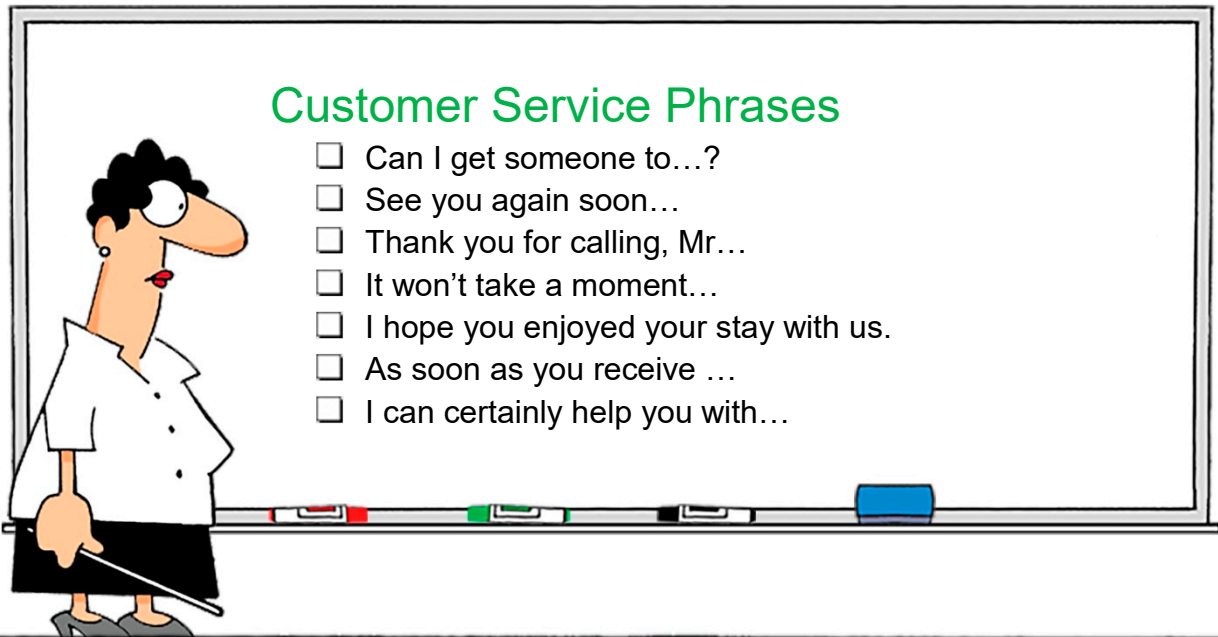
Synonyms

Write a synonym for the given word to complete the sentence

1. You will need to make a _____ or you won't get in. (booking)
2. The view from my window was _____. I could see right over the valley. (great)
3. There's a _____ of guys who hang out together down at the mall. (group)
4. I'm not yet _____ that I will go. I may just stay at home. (certain)
5. The hotel was _____ for me. It was just in the right part of town. (ideal)
6. They didn't have any rooms _____ so I had to stay somewhere else. (vacant)
7. I was _____ if maybe you would like to come for a coffee with me. (thinking)
8. It was _____ to check up on me. I told you that I would do it. (pointless)
9. That's fine. I'm _____ with that. (OK)
10. It wasn't the _____ one. It was just a fake that looked like it. (actual)

How may I help you?

Complete the dialog with the most suitable phrases from the list



Customer: Good morning. Can you help me? I need to check out. My name is Mr. Jones. It's room 303.

Receptionist: _____ that, sir.

Customer: Can you make it snappy? I'm in a really hurry. My taxi will be here soon.

Receptionist: _____ There, it's all done.

Customer: Oh, thank you. That was quick. You've been really helpful.

Receptionist: No problem. _____.

Customer: Yes, thank you. It's been great. Everyone has been really helpful. I'm going to book again when I come back next month. Ah! Here's my taxi.

Receptionist: _____ help you with those bags, sir?

Customer: No, I'm fine. I can carry them myself. They aren't very heavy. Goodbye then.

Receptionist: Goodbye, sir, and _____.

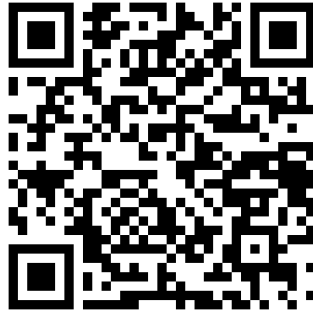
Which of the following customer service rules does this dialog demonstrate?

- ☐ Leaving a good last impression by being polite and courteous.
- ☐ Carefully listened to what the guest has to say in order to understand the guest's needs.
- ☐ Making a good first impression with the guest to set a welcoming tone for the guest's stay.



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