**Scenario: Workplace Specific – Hotel Housekeeping Employee**

**General Procedure**

Set up the simplest interaction (shortest phrases that do the job) and ask the learner to play the role of the employee.

* Play the role of the guest.
* Praise the learner's efforts.
* Vary the interaction as needed
* Make sure to review this interaction at subsequent meetings if work is still needed.

**Note: blank lines and underlined words indicate that you can model the different elements that could go there.**

**Basic Interaction: Making up the room**

**Useful phrases**

Good morning.

How are you today?

May I make up the room now?

Would you like me to come back later?

What time are you leaving today?

Thank you, I will come back later.

Sorry, could you repeat that please?

Do you need more towels?

 washcloths?

 hand towels?

 bath towels?

 coffee?

 pillows?

 glasses?

 shampoo?

 soap?

 a blanket?

Do you need fresh linens?

We change linen every \_\_\_\_ days.

Please place dirty towels in the bath tub, on the floor.

There are blankets in the closet.

There are extra pillows in the closet.

**Interaction Examples:**

1. Guest needs something:

 Please bring me more \_\_\_\_\_

**Phrases:**

Sorry, I don't understand

How many\_\_\_\_do you need?

I will bring \_\_\_\_\_ as soon as I can.

I will let the front desk know what you need.

2. Guest complains about something:

 The television is not working.

 There is no hot water.

 The shower door doesn't close.

 The lamp needs a new bulb.

 The toilet is not flushing.

**Phrases:**

I am so sorry.

I am so sorry you are having trouble.

I need to call maintenance, just a moment please.

Please press 5 on your phone for this problem.

I will let the front desk know what you need.

I will tell my supervisor.

3. Guest asks question about some service at the hotel:

 Is there a restaurant in the hotel?

 What time does the restaurant open/close?

 Is there a babysitting service in the hotel?

**Phrases:**

Yes, the restaurant is on the \_\_\_\_\_ floor.

Yes, there are two restaurants. Name and Name

Restaurant hours are \_\_\_\_ to \_\_\_\_ .

There is breakfast service every day from \_\_\_\_ to \_\_\_\_. (times)

I am sorry. This hotel does not have a restaurant.

Yes we have a baby-sitting service. Please press 4 on your telephone.

No, there is no baby-sitting service. I am sorry.

4. Guest can't open the room (Roomkey is not working and the housekeeper doesn't know if the guest really belongs in that room):

 **Phrases:**

I am so sorry your card is not working.

I am not permitted to open doors for guests. I am very sorry.

Please go to the front desk for a new card.

5. Guests ask questions about other needs (outside of the hotel):

 Is there a McDonalds nearby?

 Is there a park nearby?

 Is there a Catholic church nearby?

 Is there a hospital nearby?

 **Phrases:**

Yes, the McDonalds is across the street.

 Our closest park is 10 minutes away.

 The Catholic church is down two blocks and to the right.

 Yes, the hospital is a 15 minute drive.