

WARM UP

1 Match the following hotel staff positions with their main area of responsibility.

- 1 room attendant
 - 2 concierge
 - 3 desk clerk
 - 4 general manager
 - 5 housekeeper
 - 6 hotel porter
- a checks people in and out
 - b runs the hotel cleaning
 - c runs the hotel
 - d cleans rooms and bathrooms
 - e carries luggage to and from guests' rooms
 - f assists guests by arranging tours

Hotel staff positions

There are many specialist roles in a hotel staff.

The **front desk clerk**, often known as the receptionist, takes bookings, checks guests in and out of the hotel, bills them and provides general information. For this role you must be polite, organised and have good language skills.

The **porter**, also called bellboy, or bellhop in the US, shows you to your room and carries your luggage for you. They may also move and set up equipment for meetings and conferences, take messages and run errands.

The hotel **housekeeper** manages the cleaning staff, supervises their work, draws up their rotas and deals with linen, toiletry and cleaning supplies. They need to be organised, pay attention to detail and have good budgetary skills.

Hotel **room attendants**, more traditionally known as chambermaids, make sure hotel rooms are clean, tidy and inviting for guests. They change bed linen and towels, make the beds, vacuum floors, dust and polish furniture, clean bathrooms, replace toiletries and restock the mini-bar. This role is physically demanding and can often be seasonal or part-time.

The word **concierge** is French for caretaker, but in a hotel they help guests with problems, give them information and assist them with bookings, especially for transportation and sightseeing. A concierge should have good local knowledge and excellent communication skills.

Hotel **managers** oversee all aspects of running a hotel, from housekeeping and general maintenance to budget management and marketing. On a daily basis they manage staff, deal with customer complaints, organise building maintenance and liaise with all the different hotel departments. They need good business and management skills, must be organised and diplomatic, have excellent communication skills and hold hospitality management qualifications.

Other roles are: room service delivery; courtesy drivers or chauffeurs; pool attendants or lifeguards; maintenance, accounting and security staff.

ACTIVITIES

READING COMPREHENSION

2 Read the text about hotel staff positions and answer these questions. Be careful! There may be more than one answer to each question.

Which staffing position...

- 1 deals with customer complaints?
- 2 is responsible for billing staff?
- 3 is responsible for setting up meeting equipment?
- 4 needs good local knowledge?
- 5 orders linen, toiletry and cleaning supplies?
- 6 restocks the mini-bar?

SPEAKING

3 Work with a partner and ask and answer questions to find out which role you are most suitable for. Refer back to the text and use these prompts to help you.

Do you? • Are you...? • Can you...? • Have you...?

- A Can you manage budgets?
- B Yes, I can. / No, I can't really.
- A Are you diplomatic?
- A Yes, I am very diplomatic. / No, I'm not!

4 Report back to the class what job you think is most suitable for you partner and why.

I think James should be a concierge because he has a lot of local knowledge and he's...