



# 国际接待与应用英语

## **Front Desk**

**Front desk provides guest with warm and caring service that meets guest's every need and exceeds their expectations from the moment they contact reservation till check out. Front desk is crucial to delivering the kind of service that fulfills hotel promise and maintaining hotel reputation.**

# Unit Three Concierge Service

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**01**

# **Learning Objectives**

## **Knowledge Objectives:**

- ✦✦ **Make student master vocabulary and phrases related to concierge service.**
- ✦ **Make student master some useful sentences and dialogue of concierge service.**
- ✦ **Make student master the duties and procedures of concierge service.**

## Competence Objectives:

- ✦ Foster student's ability of airport pick-up service.
- ✦ Foster student's ability of assisting guest while check-in and show guest to their room.
- ✦ Foster student's ability of booking a concert ticket.
- ✦ Foster student's ability of filling in the Baggage Deposit Form & Card.

## **Affective Objectives:**

- ✦ **Train student's ability of communication and cooperation.**
- ✦ **Make student more qualified and professional in their field through leaning and practice.**
- ✦ **Foster the spirit of craftsmanship.**

## **Emphasis:**

- ✦ **The difference of concierge and bellman.**
- ✦ **Working procedure of concierge.**
- ✦ **Make dialog and role-play.**



## Difficult points:

- ✦ Providing various service according to working procedure and standard in English.
- ✦ How to pick up a guest in the simulation scenario.
- ✦ How to assist a guest with luggage.
- ✦ How to fulfil guest demands, such as booking a concert ticket, storing guest's luggage, arranging transportation, and so forth.

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**02**

# **Position Description**

## Concierge

The Concierge offers comprehensive services-on-demand for Hotels and their guests. Most of us are familiar with the services of a concierge at fine hotels. They are the inexhaustible resource for everything you could possibly need to know about the town you're visiting. Knowing the best places to dine, the best seating in each theater production and the best attractions available, up-front theater tickets as well as popular concert tickets can be purchased without exorbitant broker fees, getting a reservation at a top restaurant is a piece of cake...etc. Here's just a sampling of the services available to guests:

- ●concert tickets
- ●event planning
- ●travel arrangements
- ●flowers, gift basket orders
- ●baby sitting
- ●limousine reservations
- ●map & direction services
- ●personal chef/trainers
- ●personalized shopping
- ●photography & video referral
- ●relocation assistance
- ●salon & SPA appointment
- ●sporting event tickets
- ●tour referral/arrangements
- ●up-front theater tickets

- Bellman

Concierge works together with the bellman under the direction of Front Desk manager or Guest Service manager. Concierge stations are usually located near the Front Desk, while bellman often stand outside the hotel or in the lobby. Bellman often serves as a type of concierge, or in many cases the Front Desk may also take up their duties. The duties of the bellman including as follows:

- ●greeting
- ●pick up the guest at the airport
- ●carry baggage
- ●guide guests to a room
- ●demonstrate the operations and features of the room facilities
- ●introduce the facilities and services provided by the hotel
- ●deliver items such as flowers,sundries,messages to guest rooms upon request
- ●provide information of local area attractions and events
- ●load the luggage when a guest wants to leave

- well-wishing
- Bellman's working procedure:
  - ●Greeting
  - ●Unloading guest's baggage and checking the number of the baggage.
  - ●Leading the guest to the reception desk and waiting for his/her registration.
  - ●Taking the guest to the room.
  - ●Knocking at the door, then step in.
  - ●Introducing the facilities.
  - ●Farewell to guest.

The background features a light gray geometric pattern of overlapping polygons. On the left side, there is a network diagram consisting of several circles of varying sizes and colors (white and red) connected by dashed black lines. A large white circle with a red border is the central focus of this diagram, containing the number '03'.

**03**

# **Discussion**





1. What's the difference between concierge and bellman?

2. What are the duties of a bellman?

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**04**

# **Task List**

**Purpose****Meeting and anticipating guest's diverse demands****Situation**

Guest request transportation or pick up

**Materials**

Shuttle bus/limousine

**Actions**

Clean the vehicle, Pick up the guest, drive the guest

Valet

Offer assistance opening car doors / with luggage / opening hotel entrance door

Escort guest to Front Desk/Room

Place luggage on rack

Offer room and hotel orientation

Collect the luggage

Retrieve stored luggage

Referring guest to related departments

Make reservations for guest

Assist with transportation

Thank the guest for staying

**Standards**

Guest welcomed to the hotel using hotel name and guest if possible

Smile, eye contact and greet guest in a warm and friendly manner

Knock three times on the door, announce "Bellman", count to 3 waiting for guest to reply. Repeat if no answer.

Always confirm number of luggage pieces

Have brochures/information/access to taxi

Deliver messages and items within 15 minutes

Be knowledgeable about local places

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**05**

# **Learning Guide List**

Topic	Check in
Objective/Check list	Vocabulary and phrases: 9 Sentences: 26 Dialogues: 3 Provide concierge service. Be proud of their future job. Communication and Cooperation. Be qualified and professional in the field. With craftsmanship spirit
Resource	Textbook PPT video Dubbing Microlecture
Method	Discussion and Situation
Process	Pre-class: Vocabulary & Sentence & Dialogue In-Class: Exercise & Dubbing & Practice & Role play Post-class: Skills & &Ideological and Political Element
Summary	

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**06**

# **VOCABULARY**

Concierge /'kɒnsiəʒ/ n. 礼宾

pick up v. (汽车; 飞机) 乘载

baggage /'bæɡɪdʒ/ n. 行李

luggage /'lʌɡɪdʒ/ n. 行李; 皮箱

suitcase /'su:tkeɪs/ n. [轻] 手提箱; 衣箱

limousine /'lɪməzɪn/ n. 豪华轿车; 大型豪华轿车

shuttle bus n. 班车

flight /flaɪt/ n. 飞行; 班机

brochure /brɒʃʊ're/ n. 手册, 小册子

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**07**

# **USEFUL SENTENCES**



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