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RQF LEVEL 5



FRONT OFFICE AND HOUSEKEEPING OPERATIONS

FHOPE501

Professional English For
Front Office and
Housekeeping
Operations

TRAINEE'S MANUAL

April 2025



PROFESSIONAL ENGLISH FOR FRONT OFFICE AND HOUSEKEEPING OPERATIONS



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LIST OF ABBREVIATIONS AND ACRONYMS

CBET: competence Base Education and Training

RQF: Rwanda Qualification Framework

RTB: Rwanda TVET Board

TVET: Technical and Vocational Education and Training

INTRODUCTION

This trainee's manual encompasses all necessary skills, knowledge and attitudes required to apply front office and housekeeping operations skills. Students undertaking this module shall be exposed to practical activities that will develop and nurture their competences. The writing process of this training manual embraced competency-based education and training (CBET) philosophy by providing practical opportunities reflecting real life situations.

The trainee's manual is subdivided into units, each unit has got various topics, you will start with a self-assessment exercise to help you rate yourself on the level of skills, knowledge and attitudes about the unit.

A discovery activity is followed to help you discover what you already know about the unit.

After these activities, you will learn more about the topics by doing different activities by reading the required knowledge, techniques, steps, procedures and other requirements under the key facts section, you may also get assistance from the trainer. The activities in this training manual are prepared such that they give opportunities to students to work individually and in groups.

After going through all activities, you shall undertake progressive assessments known as formative and finally conclude with your self-reflection to identify your strengths, weaknesses and areas for improvement.

Do not forget to read the point to remember the section which provides the overall key points and takeaways of the unit.

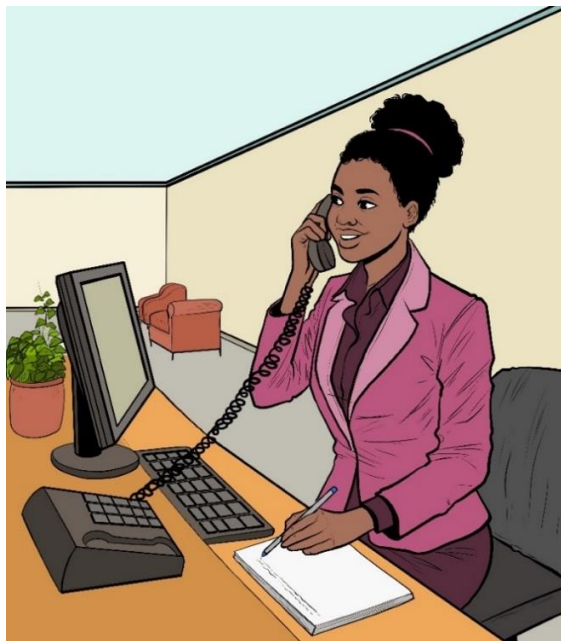
Module Units:

Unit 1: Front office and housekeeping services

Unit 2: Public interactions

Unit 3: Professional documents

UNIT 1: FRONT OFFICE AND HOUSEKEEPING SERVICES



Unit summary

This unit is about the knowledge, skills and attitudes required to apply Professional English for Front Office and Housekeeping Operations in describing front office and housekeeping services. It covers English language structure used to describe reservation process, situational language used to perform check in and check out activities and conversational language used to perform administrative duties.

Self-Assessment: Unit 1

1. Look at the unit illustration in the Manuals and together discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify tenses used to decline or confirm reservations					
Identify sentence forms					
Identify adjectives used for reservation purposes					
Use tenses to decline or confirm reservations					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Use sentence forms throughout reservations					
Use adjectives for reservation purposes					
Use polite English while declining or confirming hotel reservations					
Be structured and communicate clearly					
Describe services professionally					
Identify modal verbs for requests and offers					
Identify types of conditional sentences					
Identify imperative forms					
Use modal verbs for requests and offers					
Use conditional sentences for hotel reservations					
Use imperatives for hotel reservations					
Listen carefully to guests					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Use body language appropriately when giving instructions					
Respond politely and respectfully					
Identify English expressions used in handling internal calls					
Identify English expressions used to schedule guests					
Use English to handle internal calls					
Use English expressions to schedule guests' appointments					
Avoid interrupting guests over phone calls					
Demonstrate patience and professionalism when scheduling					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify tenses used to decline or confirm reservations 2. Identify sentence forms 3. Identify adjectives used for reservation purposes	1. Use tenses to decline or confirm reservations 2. Use sentence forms throughout reservations 3. Use adjectives for reservation purposes	1. Use polite English to decline or confirm reservations 2. Be structured and communicate clearly 3. Describe services professionally.
4. Identify modal verbs for requests and offers 5. Identify types of conditional sentences 6. Identify imperative forms	4. Use modal verbs for requests and offers 5. Use conditional sentences for hotel reservations 6. Use imperatives for hotel reservations	4. Listen carefully to guests 5. Respond politely and respectfully 6. Show confidence and clarity when giving instructions
7. Identify English expressions used in handling internal calls 8. Identify English expressions used to schedule guests appointments	7. Use English to handle internal calls 8. Use English expressions to schedule guests' appointments	7. Avoid interrupting guests over phone calls 8. Demonstrate patience and professionalism when scheduling



Discovery activity:



Task 1:

Read the scenario below and answer the questions that follow

Scenario:

Imagine you have been invited to shadow employees at a luxury hotel for a day. You start your day with the Front Office Manager and later spend time with the Housekeeping Supervisor. As part of this experience, you observe and interact with the hotel staff during various situations. Your task is to describe what you see, speculate about the services provided, and suggest how you would handle similar situations in English.

Questions based on the scenario:

1. What tasks did you observe the Front Office Manager performing? How did they interact with guests during your shadowing experience? Provide examples using affirmative and negative sentences.
2. During your time with the Housekeeping Supervisor, how did they communicate with their team? Provide examples of any phrases or instructions you heard.
3. Imagine you are handling a guest's complaint about a delay in housekeeping service. How would you address the issue in polite and professional English?
4. Using conditional sentences, say how you would improve hotel service delivery if you were part of the staff?

Topic 1.1: Using appropriate English language structure to describe reservation process



Activity 1: Problem Solving

Text: Hotel Reservation Process

When a guest wants to book a room, they contact the hotel, often by phone, email, or an online booking system. The front office staff checks the availability of rooms and provides information about room types, rates, and special offers. For example, the hotel might offer luxurious suites or spacious standard rooms at affordable prices.

If the room is available, the guest confirms the booking. The receptionist sends a confirmation email with all the necessary details. Sometimes, guests do not complete their reservations because they are uncertain about their travel plans.

Besides, questions are asked throughout the process. For instance, last week, a guest called to reserve a deluxe room. Unfortunately, the room was fully booked, so the receptionist suggested a standard room instead. The guest then asked, "Is the standard room comfortable and clean?" The receptionist replied, "Yes, it is a beautiful room with a great view." More typical questions during the reservation process include: "Do you have a vacant deluxe room?", "What are the cancellation policies?" and "Can I get a room with a nice view?"

Because of the advancement of technology, many guests will use the hotel's mobile app for future bookings, which will simplify the process. Guests will not need to call or email, as all information will be available online. The app will allow them to compare rooms, rates, and reviews quickly.



Task 2:

Reading comprehension and language use

A. With reference to the text, answer the following questions:

1. List sentences that are in the simple present tense, simple past tense and simple future tense
2. Identify two affirmative sentences, two interrogative sentences and two negative sentences
3. List all the adjectives used in the text

B. Language structure:

1. Each sentence below has an error in tense usage. Correct it.
 - a. The receptionist calls the guest yesterday.
 - b. The guest will check-in at 3 PM last Friday.
 - c. The hotel offers complimentary Wi-Fi to all guests tomorrow.
 - d. The couple celebrate their honeymoon here every year.
 - e. The guest requested a wake-up call at 6 AM tomorrow.
2. Fill in the blanks with appropriate adjectives from the box:

spacious, welcoming, charming, affordable, complimentary
--

- a. The hotel offers a _____ shuttle service to the airport.
 - b. Guests love the _____ atmosphere of the lobby.
 - c. The rooms are _____, ideal for families with kids.
 - d. We provide _____ prices for long-term stays.
 - e. The hotel is located in a _____ area near local attractions.
3. Complete the sentences with the correct affirmative, negative, or interrogative forms:
 - a. The hotel _____ (to offer) a 10% discount for early bookings. (affirmative)
 - b. The front desk _____ (to process) my reservation yesterday. (negative)
 - c. _____ you _____ (to request) a king-size bed? (interrogative)
 - d. We _____ (to need) your credit card details to finalize the booking.
(affirmative)
 - e. They _____ (to provide) transportation from the airport last time. (negative)

Key Facts 1.1: English language structure used for reservation process

- **Use of tenses**

- ✓ **Simple present¹**

The simple present is used to talk about things in general. We use it to say that something happens all the time or repeatedly, or that something is true in general.

Examples:

🌐 The receptionist checks room availability before confirming a booking.

✚ The hotel accepts reservations online, by phone, or in person.

The simple present is also used to say how often we do things

Examples:

✚ The hotel staff **updates** the reservation system daily.

✚ The housekeeping staff regularly **cleans** the rooms by noon.

✚ I always **ask** for a credit card to guarantee the booking.

✓ **Simple future²**

The simple future is used to say that an action will happen at some future time

Examples:

✚ The hotel will provide a complimentary breakfast for all guests.

✚ The hotel **will not (won't)** charge for cancellations made 24 hours in advance.

✓ **Simple past³**

The simple past tense is used to talk about things that happened in the past.

Examples:

✚ The guest booked a room last night.

✚ The receptionist **confirmed** the reservation by email.

• **Sentence forms**

✓ **Affirmative sentence⁴**

An affirmative sentence is any sentence that is positive. It can be an assertive sentence or a declarative sentence which has no negative words.

Example:

✚ I would like to book a room for three nights.

✚ Our check-in time is at 2:00 pm.

✓ **Negative sentence**

A negative sentence is a sentence that represents a negative thought, action or opinion. It contains the word not or another negative word.

Examples:

✚ The hotel does not allow pets

² MK English Handbook. Written Practice Exercises and Answers

³ Basic English Grammar for English Language Learners

⁴ <https://byjus.com/english/affirmative-sentence/>

✚ We do not have any available rooms for those dates.

✓ **Interrogative sentence**

An interrogative sentence asks a question and ends with a question mark.

Examples:

✚ Do you have any rooms available for next weekend?

✚ What amenities are included with the room?

• **Adjectives**

Adjectives describe nouns and pronouns. They give you more information about people, places, and things.

Example:

✓ The receptionist provided a **friendly** greeting

✓ A **quick** response is crucial for guest satisfaction

✓ The pillows are **soft** and **plush**

✓ **Descriptive adjectives:** Descriptive adjectives are used to describe features of people, animals, or things.

Examples:

✚ The receptionist's **welcoming** smile made the guests feel at home.

✚ The **clean** lobby impressed the arriving guests.

✓ **Qualitative adjectives:** Qualitative adjectives describe a quality of a noun or pronoun and answer the question what kind?

Examples:

✚ Our **efficient** and **courteous** staff ensure a **smooth** and **pleasant** check-in experience

✚ Each room is cleaned to an **impeccable** standard, with **fresh** linens and **sparkling** surfaces.



Activity 2: Guided Practice



Task 3:

1. Rewrite the following sentences in the indicated tense.
 - a. The guest cancels their reservation. (Rewrite in simple past)
 - b. The receptionist will call the guest. (Rewrite in simple present)
 - c. The hotel offered a free upgrade last season. (Rewrite in simple future)
 - d. The manager greets the guests warmly. (Rewrite in simple past)
 - e. The chef prepares a special menu for the conference. (Rewrite in simple future)
2. Rewrite the given affirmative sentences as negative and interrogative sentences.
 - a. The hotel has a spa and wellness center.
 - b. Your booking includes free Wi-Fi.
 - c. We will hold the room until 6 PM.
 - d. The reservation is for three nights.
 - e. She checked in at 2 PM yesterday.
3. Read the following sentences and underline the adjectives:
 - a. We offer luxurious rooms with a stunning view of the ocean.
 - b. The hotel is located in a quiet and peaceful neighborhood.
 - c. Guests enjoy our delicious breakfast and friendly service.
 - d. Our rooms are equipped with modern furniture and spacious bathrooms.
 - e. The staff provides excellent assistance to ensure a comfortable stay.



Activity 3: Application



Task 4:

1. Create a dialogue between a Front Desk Officer and a customer. In this dialogue, the Front Desk Officer assists the customer throughout the reservation process. Use correct tenses, varied sentence forms, appropriate adjectives, and polite language.

2. Perform the dialogue in class.

Topic 1.2: Using situational language to perform check in and check out activities

Activity 1: Problem Solving

Dialogue: A Guest and a Receptionist at the Front Desk

Receptionist: Good afternoon, and welcome to Kigali Heights Hotel. How may I assist you today?

Guest: Good afternoon. I have a reservation under the name John Ndahayo.

Receptionist: Let me check. (Types on the computer) Yes, Mr. Ndahayo, we have your reservation for a deluxe room for three nights. Could you please provide your ID or passport?

Guest: Sure, here you go.

Receptionist: Thank you. If you need assistance with your luggage, please let us know.

Guest: That's very kind of you, but I can manage for now.

Receptionist: Alright. You should keep your room keycard with you at all times. If you lose it, you must inform us immediately so we can deactivate it.

Guest: Got it.

Receptionist: The check-out time is at 11 a.m., but if you need a late check-out, you should inform us in advance. Would you like to add breakfast to your booking for an additional fee?

Guest: Yes, please. Could you also tell me when breakfast is served?

Receptionist: Of course. Breakfast is served from 6 a.m. to 10 a.m. in the restaurant on the ground floor. Please make yourself comfortable.



Task 5:

With reference to the dialogue above answer the following questions:

1. Identify the modal verbs and say if they are used for requests or offers
2. Identify conditional sentences and indicate if they are zero conditional, first conditional, second conditional or third conditional

3. Identify imperative forms and say if they are used for advice, suggestions, requests, commands, orders or instructions.

Key Facts 1.2: Situational language

- **Model verbs⁵:**

Modal verbs are helping/auxiliary verbs that express ideas like ability, permission, and asking for assistance.

- ✓ **Modal verbs for polite requests**

- a. **When checking in**

Examples:

- ✚ **Can** I have your ID or passport, please?
- ✚ **Could** you provide a credit card for the deposit?
- ✚ **May** I know your preferred payment method?
- ✚ **Would** you prefer a room with a view?

- b. **When checking out**

Examples:

- ✚ **Can** I help you with anything else before you leave?
- ✚ **Could** I have your room key, please?
- ✚ **May** I assist you in arranging transportation?
- ✚ **Would** you like a late checkout?

- ✓ **Model verbs for polite offers**

- a. **When checking in**

Examples:

- ✚ **Would** you like assistance with your luggage?
- ✚ **Could** I offer you a welcome drink?
- ✚ **Shall** I arrange a bellhop to take your bags?

- b. **When checking out**

Examples:

- ✚ **Would** you like me to arrange a taxi for you?
- ✚ **Could** I assist you with printing your receipt?

⁵ https://prezi.com/ciogk_ubttad/modal-verbs-for-polite-requests/

✚ **Shall** I confirm your airport transfer?

- **Conditional sentences⁶**

- ✓ **The zero conditional: Facts and general truths**

The zero conditional is the simplest type of conditional sentence. It is used to express facts and general truths.

Examples:

- ✚ If guests arrive early, they usually wait in the lobby.
- ✚ If the room is clean, we assign it to the next guest immediately.
- ✚ If the guest leaves the room key at the front desk, the check-out process is faster.

- ✓ **The first conditional: Real possibilities**

The first conditional is a step up from the zero conditional. It is used to talk about real and possible situations in the future.

Examples:

- ✚ If you forget your ID, we will not be able to check you in.
- ✚ If the guest complains about the room, the staff will offer an upgrade.
- ✚ If you forget anything in the room, we will inform you immediately.

- ✓ **The second conditional: Unreal or improbable situations**

The second conditional is a bit different. It is used to talk about unreal or improbable situations in the present or future.

Examples:

- ✚ If I were the receptionist, I would confirm the reservation details before check-in.
- ✚ If the hotel had more staff, the check-out process would be faster.
- ✚ If you were unsure about the charges, the receptionist would explain them to you.

- ✓ **The third conditional: Past hypotheticals**

The third conditional is a bit more complex. It is used to talk about unreal situations in the past.

Examples:

⁶ <https://www.grammarly.com/blog/sentences/conditional-sentences/>

- ✚ If the guest had provided the confirmation number, we could have resolved the issue quickly.
- ✚ If the staff had informed me about the late check-out fee, I wouldn't have been surprised at the bill.
- ✚ If you had informed us about the late check-out, we would have adjusted the charges.

- **Imperative forms⁷**

Imperative forms are used to tell someone to do something (most commonly for advice, suggestions, requests, commands, orders or instructions).

- ✓ **For instructions**

Examples:

- ✚ **Follow** the signs to the reception area for check-in.
- ✚ **Insert** your room key into the box to activate the elevator.

- ✓ **For command**

Examples:

- ✚ **Present** your confirmation number to the front desk staff.
- ✚ **Place** your room key in the drop box at check-out.

- ✓ **For warning**

Examples:

- ✚ **Do not leave** your luggage unattended in the lobby.
- ✚ **Please beware** of slippery floors near the entrance.

- ✓ **Requests**

Examples:

- ✚ Please provide a valid ID at the check-in desk.
- ✚ Let us know if you need assistance with your luggage.

- ✓ **Advice**

Examples:

- ✚ Always double-check your reservation details before arriving.
- ✚ Keep your receipt for future reference.

- ✓ **Suggestions**

⁷ https://dictionary.cambridge.org/grammar/british-grammar/imperative-clauses-be-quiet#google_vignette

Examples:

-  Consider upgrading to a suite for a more comfortable stay.
-  Try our express check-out service for faster processing.



Activity 2: Guided Practice



Task 6:

Modals, conditionals and imperatives

I. Rewrite the Sentences using modals for polite requests or offers

1. Give me your contact number.
Rewrite:
2. We will hold your luggage until your room is ready.
Rewrite:
3. Sign the guest register now.
Rewrite:
4. Take this voucher to the restaurant for a free meal.
Rewrite:
5. What is your preferred payment method?
Rewrite:

II. With reference to the indicated types of conditionals, complete the blanks

1. If you _____ (arrive) at the hotel before 2 p.m., your room is usually ready. *(Zero Conditional)*
2. If a guest forgets their key card, the front desk _____ (provide) a replacement immediately. *(Zero Conditional)*
3. If you book the room through our website, you _____ (get) a 10% discount. *(First Conditional)*
4. If the hotel manager _____ (be) available, I would discuss the billing issue now. *(Second Conditional)*
5. If you _____ (not leave) your belongings in the room, you wouldn't have had to come back to retrieve them. *(Third Conditional)*

6. If the guest _____ (check out) by 11 a.m., they wouldn't have been charged for an extra night. (*Third Conditional*)
7. The staff will help you if you _____ (need) assistance with your luggage. (*First Conditional*)
8. If the guests _____ (have) questions about their bill, the receptionist explains everything clearly. (*Zero Conditional*)
9. If I _____ (be) you, I would call ahead to confirm the late check-in policy. (*Second Conditional*)
10. If the hotel _____ (not overbook), they could have accommodated the large group. (*Third Conditional*)

III. Change the following sentences to imperatives.

1. You should provide your credit card for verification.
2. It's important to inform the front desk if you notice any issue in your room.
3. Could you ensure that you leave the room in good condition?
4. Please use the main entrance when entering or leaving the hotel.
5. Don't forget to double-check your belongings before leaving the room.



Activity 3: Application



Task 7:

Use correct and situational language for reservations

Scenario: A dialogue between housekeeping employee and a guest.

1. Create a dialogue between a receptionist and a hotel guest. The receptionist's role is to help the guest throughout checking in process. Use modal verbs, conditional sentences and imperatives.
2. Perform the dialogue you created

Topic 1.3: Using conversational language to perform administrative duties



Activity 1: Problem Solving

Scenario: Hotel internal phone call

Receptionist: Good morning, this is Sarah at the Front Desk. How may I assist you?

Housekeeping Supervisor: Hi Sarah, its Mark from Housekeeping. Just a quick check-in – have all the rooms been assigned for today's arrivals?

Receptionist: Let me check... Yes, all rooms have been assigned, and we've also updated the early check-in requests. Anything specific you need from us?

Housekeeping Supervisor: Great! I need to confirm the status of Room 205. It's being deep-cleaned today. Could you let me know when it's ready for the guest?

Receptionist: Sure, I'll make a note of that and inform you once it's ready. I'll also call you if there are any changes to the check-in time. Anything else?

Housekeeping Supervisor: That's all for now, thanks! Oh, by the way, can you schedule an appointment with the maintenance team for Room 310? There's an issue with the air conditioning.

Receptionist: Absolutely, I'll put you through to them now. Just a moment.

(Receptionist transfers the call to Maintenance)

Receptionist (to Maintenance): Hi, this is Sarah at Front Desk. Could you please arrange for someone to check the air conditioning in Room 310? It needs attention."

Maintenance: Got it, we'll send someone over right away.

Receptionist (back to Housekeeping Supervisor): All set! Maintenance will be over in a few minutes. Let me know if there's anything else.

Housekeeping Supervisor: Thanks so much, Sarah. You're a lifesaver!"

Receptionist: Happy to help! Have a great day!



Task 8:

With reference to the scenario answer the following questions:

1. Match each phrase from the dialogue with its corresponding function:

Phrases	Functions
1. Good morning, this is Sarah at the Front Desk. How may I assist you?	a. Offering help
2. Let me check... Yes, all rooms have been assigned.	b. Providing information
3. Could you let me know when it's ready for the guest?	c. Requesting information
4. I'll put you through to them now. Just a moment.	d. Transferring a call
5. Happy to help! Have a great day!	e. Ending a call politely

2. Say whether the given line was spoken by the Receptionist, the Housekeeping Supervisor, or Maintenance:

1. Hi, this is Sarah at the Front Desk.
2. Great! I need to confirm the status of Room 205.
3. Got it, we'll send someone over right away.
4. Can you schedule an appointment with the maintenance team for Room 310?
5. Let me know if there's anything else.

3. Match the following questions with the most appropriate responses related to scheduling an appointment.

Questions	Responses
1. What time would you like to schedule your massage?	a. That works perfectly. I will confirm that for you.
2. Could you please book me a table for dinner?	b. How about 10 a.m.? Is that good for you?
3. I'd like to set up a tour of the hotel.	c. We have availability at 6 p.m., will that work?
4. Can I confirm your appointment for tomorrow?	d. Of course, I'll schedule it for you. Does 2 p.m. sound good?

Key Facts 1.3: Conversational language

- **Language for handling internal calls**

- ✓ **Telephone etiquette⁸**

Phone etiquette is how you communicate and come across during a telephone conversation. It relates to the words you use, how you listen, your tone of voice, and the manners you show.

- **Front office telephone etiquette**

- ✓ **Answering the phone:**

- ✚ Good morning, thank you for calling Amahoro Hotel, this is Emmanuel. How may I assist you?

- ✚ Hello, Amahoro Hotel, Front Desk speaking. How can I help you?

- ✓ **Placing a caller on hold:**

- ✚ May I place you on hold for a moment?

- ✚ Please hold for a moment. I'll be right back with you.

- ✓ **Transferring calls:**

- ✚ Let me transfer your call to the department. One moment, please.

- ✚ I'll connect you with Housekeeping Officer now. Please hold.

- ✓ **Taking messages:**

- ✚ I'm sorry, Muhire is unavailable at the moment. May I take a message?

- ✚ Could you please leave your name and number, and I'll ensure they call you back?

- ✓ **Providing information:**

- ✚ Certainly, I'd be happy to provide that information.

- ✚ Let me confirm that for you. Please hold for a moment.

- ✓ **Handling complaints:**

- ✚ I apologize for the inconvenience. Let me see how I can assist you.

- ✚ I completely understand your concern. Let me check with the Head of Department and get back to you.

- ✓ **Ending the call:**

⁸ <https://www.wikijob.co.uk/jobs-and-careers/employment/phone-etiquette>

✚ Thank you for calling Amahoro Hotel. Have a great day!

✚ We look forward to assisting you further. Goodbye!

- **Housekeeping telephone etiquette**

- ✓ **Answering requests:**

- ✚ Good afternoon, Housekeeping Department. How can I help you?

- ✚ Hello, this is Bella from Housekeeping. What can I assist you with?

- ✓ **Room service requests:**

- ✚ Certainly, we'll send someone to change linens right away.

- ✚ May I confirm the room number and your request, please?

- ✓ **Reporting issues:**

- ✚ I'll inform Maintenance about this immediately.

- ✚ We apologize for the inconvenience. I'll escalate this to the manager right away.

- ✓ **Requesting clarifications:**

- ✚ Could you please specify the items you'd like replaced?

- ✚ Would you like us to clean your room now or later?

- ✓ **Updating guests:**

- ✚ Your request has been processed, and someone will assist you shortly.

- ✚ The extra towels have been delivered to your room.

- ✓ **Ending calls:**

- ✚ Thank you for reaching out to Housekeeping. Have a nice day!

- ✚ We're happy to assist. Please call us again if you need anything.

- ✓ **General tips for telephone etiquette**

- ✚ Speak clearly and professionally with a friendly tone.

- ✚ Always confirm the caller's name and room number when necessary.

- ✚ Smile while speaking, as it reflects in your voice.

- ✚ Avoid slang or informal language.

- ✚ Follow up promptly on requests or issues discussed during the call.

- **Expressions for scheduling guests' appointment⁹**

- ✓ **Asking for an appointment**

- ✚ I'd like to make an appointment.

⁹ <https://easy-english24.com/en/tornadot/texget.html?exerciseid=rprhsbmndg>

- ✚ I would like to arrange an appointment to discuss ...
- ✚ Please would you indicate a suitable time and place to meet?
- ✚ Would it be possible to meet on Monday?
- ✚ Can we meet to talk about ...?

✓ **Suggesting a date or time**

- ✚ What day would suit you?
- ✚ Would Monday suit you?
- ✚ Would you be available on Monday?
- ✚ What about Monday?
- ✚ Maybe on Monday?
- ✚ Are you free on Monday?
- ✚ Can we meet on the 16th?

✓ **Agreeing to an appointment**

- ✚ I would be available on Monday at 10:00.
- ✚ Monday suits me.
- ✚ It may be Monday.
- ✚ Monday would be perfect.
- ✚ Monday suits me. Shall we say around 10:00 at your office?

✓ **When the time is not convenient**

- ✚ I can't on Monday.
- ✚ I'm sorry, Monday doesn't work for me.
- ✚ Monday is going to be a little difficult.
- ✚ I'm afraid I can't on the 5th. What about the 6th?
- ✚ I'd much prefer Friday, if that's all right with you.
- ✚ I'm afraid I'm busy then.
- ✚ Unfortunately, I will be out of the office on Monday, but I will be available on Tuesday morning.

✓ **Cancelling an appointment**

- ✚ Could we postpone our meeting?
- ✚ I'd like to reschedule the meeting.
- ✚ I'm afraid that I'm not going to be able to meet you.

- ✚ I can't make it tomorrow at 3 p.m.
- ✚ Could we make it a bit earlier?
- ✚ Could we meet a bit later, let's say at 4 p.m.?
- ✚ I am forced to change the date of our meeting.
- ✚ Can we move our meeting on 8 a.m. up to 10 a.m.?
- ✚ I'm afraid I have to cancel our appointment for tomorrow.



Activity 2: Guided Practice



Task 9:

Answer the following questions

1. Complete the sentences with the appropriate words from the box

place,	greeting,	inform,	clearly	apologize,	calmly
--------	-----------	---------	---------	------------	--------

1. When answering a call, always start with a polite _____ such as "Good morning."
2. It's essential to speak _____ and _____ to ensure the caller understands you.
3. If you cannot provide immediate assistance, politely say, "May I _____ you on hold for a moment?"
4. Always _____ the caller before transferring the call to another department.
5. If you miss a call, return it promptly and _____ for the delay.

ii. Choose the most appropriate expression for scheduling an appointment at the hotel.

1. I would like to _____ an appointment for a massage. Could you help me with that?
 - a. confirm
 - b. arrange
 - c. deny
2. Could you _____ a time for the city tour tomorrow?
 - a. suggest
 - b. set up
 - c. dismiss

3. I'd like to _____ your appointment for the airport transfer at 5 a.m.
 - a. cancel
 - b. confirm
 - c. delay
4. When would you prefer to _____ your breakfast service?
 - a. schedule
 - b. ignore
 - c. refuse
5. Could I _____ your request for an early check-in?
 - a. book
 - b. schedule
 - c. decline



Activity 3: Application



Task 10:

Simulate a phone call conversation

Scenario: A guest wants to reschedule their spa appointment.

1. Create a conversation between a receptionist and a hotel guest. The receptionist's role is to help the guest reschedule their spa appointment. Use phone call etiquettes and expressions for scheduling guests' appointment.
2. Perform the dialogue you created



Formative Assessment

1. Reading the following passage and answer the question that follow:

Passage: Front office and housekeeping activities

In the hospitality industry, front office and housekeeping are two key departments that work closely to ensure guest satisfaction. Each department has distinct responsibilities but operates collaboratively to provide seamless services.

The front office department is often referred to as the face of the hotel. This is where guests interact first, whether they are making reservations, checking in, or seeking information. Front office staff must possess excellent communication skills, as they often handle guest inquiries, complaints, and special requests. Their primary duties include managing room bookings, maintaining reservation records, and ensuring smooth check-ins and check-outs. Additionally, the front office often coordinates with other departments, such as housekeeping, to fulfil guest needs efficiently. For instance, if a guest requests an extra pillow or room cleaning, the front office communicates the request to housekeeping.

On the other hand, the housekeeping department is responsible for maintaining cleanliness and order in guest rooms and public areas. This department ensures that the hotel meets hygiene standards and creates a welcoming environment for guests. Housekeeping tasks include cleaning guest rooms, changing linens, replenishing toiletries, and conducting regular inspections to maintain quality. Housekeepers also report any maintenance issues to the appropriate department, such as plumbing or electrical repairs, ensuring that the hotel facilities remain in top condition.

Teamwork is crucial between the front office and housekeeping departments. For example, before a guest checks in, the front office informs housekeeping about room readiness. Housekeeping then ensures that the room is cleaned and prepared according to the hotel's standards. Conversely, when a guest checks out, housekeeping is notified to clean the room promptly for the next occupant.

In addition to these routine tasks, both departments must handle unexpected challenges. For instance, if a guest complains about a room not being clean or requires urgent assistance, the front office and housekeeping must act quickly to resolve the issue. Effective communication and a guest-centric approach are vital to overcoming such challenges.

Ultimately, the success of a hotel relies heavily on the synergy between the front office and housekeeping departments. When both teams work harmoniously, they enhance the guest experience, leading to positive reviews, repeat bookings, and overall profitability for the hotel.

Reading comprehension (17 marks)

1. Why is the front office department referred to as the face of the hotel? **(3 marks)**
2. Front office staff must possess excellent communication skills. Why? **(3 marks)**
3. What are the primary duties of Front office staff? **(3 marks)**
4. List five tasks performed by the housekeeping department. **(5 marks)**
5. In which instance can Front office and housekeeping departments handle guest complaints? **(3 marks)**

I. Change the following from affirmative sentences to interrogative sentences (10 marks)

1. The front office staff answers guest inquiries promptly.
2. The housekeeping team cleans the rooms daily.
3. Guests use the room service feature regularly.
4. The front office staff handle phone call regularly
5. The receptionist will confirm the reservation details.
6. The housekeeping manager will inspect all cleaned rooms.
7. Guests will leave feedback at the front desk.
8. The guest checked out at 11 a.m.
9. The staff completed the room cleaning by 2 p.m.
10. The front desk clerk handled the billing smoothly.

II. Complete the following sentences with your own words (4 marks)

1. If a guest forgets their key card,.....
2. The housekeeping team will clean the room immediately if
3. If the receptionist notices a double booking, they
4. If the guest checks out earlier, we could allocate the room to another guest

III. Complete the following paragraph by filling in the blanks with the appropriate imperative verbs from the box below. (10 marks)

Complete, provide, sign, check, hand, ask, confirm, keep, follow, ensure
--

Welcome to Akagera Hotel! When you arrive at the reception desk, please _____ your booking details with the receptionist. _____ your ID and reservation number for verification. After the receptionist has located your booking, _____ the registration form carefully and _____ it at the bottom. When you are ready to check out, _____ your room key at the front desk. _____ that all your belongings are packed before leaving the

room. If you need assistance with your luggage, _____ the bellboy for help. _____ the payment process promptly and _____ your receipt for future reference. Finally, _____ hotel policies to enjoy a smooth check-in and check-out experience.

IV. Composition (15)

You are a receptionist at Umubano Hotel. One of your duties is to collaborate with other departments. A guest requests an extra set of towels to be delivered to their room. Write a phone conversation between a Receptionist, a guest and Housekeeping Officer.



Points to Remember

- Use correct tenses to describe reservation process
- Use correct sentence forms to describe front office and housekeeping activities
- Use correct adjectives to describe housekeeping services
- Use modal verbs for polite requests and offers
- Use conditional sentences correctly to perform check in and check out activities
- Use imperative forms for instructions, command, warning, requests, advice and suggestions
- Use telephone etiquettes when handling guests and internal calls



Self-Reflection

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify tenses used to decline or confirm reservations					
Identify sentence forms					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify adjectives used for reservation purposes					
Use tenses to decline or confirm reservations					
Use sentence forms throughout reservations					
Use adjectives for reservation purposes					
Use polite English while declining or confirming hotel reservations					
Identify modal verbs for requests and offers					
Identify types of conditional sentences					
Identify imperative forms					
Use modal verbs for requests and offers					
Use conditional sentences for hotel reservations					
Use imperatives for hotel reservations					
Listen carefully to guests					

My experience Knowledge, skills and attitudes	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Use body language appropriately when giving instructions					
Identify English expressions used in handling internal calls					
Identify English expressions used to schedule guests appointments					
Use English to handle internal calls					
Use English expressions to schedule guests' appointments					
Avoid interrupting guests over phone calls					

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 2: PUBLIC INTERACTIONS



Unit summary

This unit is about the knowledge, skills and attitudes required to apply Professional English for Front Office and Housekeeping Operations in describing front office and housekeeping services. It covers English phrases and effective linking structures used to present front office and housekeeping services, English language structure used to conduct work-related interactions and basic interview guidelines used to participate in the interview.

Self-Assessment: Unit 1

1. Look at the unit illustration in the Manuals and together discuss:
 - a. What does the illustration show?
 - b. What do you think will be topics to be covered under this unit based on the illustration?
2. Fill out the below self-assessment. Think about yourself: do you think you can do this? How well? Read the statements across the top. Assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquired during the learning process
 - b. Think about yourself: do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.
3. At the end of this unit, you will assess yourself again.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the structure of an oral presentation					
Identify linking words and phrases					
Identify infinitives and gerunds					
Describe standard formats of memo and communiqué					
Deliver an oral presentation					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Use linking words to connect ideas					
Use infinitives and gerunds					
Write memos and communiqués					
Use polite English while presenting front office and housekeeping services					
Respectfully organize and connect ideas in a coherent way					
Value accuracy and fluency when using various verb forms					
Use polite English when writing memos and communiqués					
Identify possessive and demonstrative adjectives					
Identify modal verbs and imperatives					
Identify exclamatory words and phrases					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify future perfect tense					
Use possessive adjectives to describe daily responsibilities					
Use modal verbs and imperatives for giving responsibilities or requesting for assistance					
Use exclamatory words and sentences					
Use future perfect to set objectives					
Listen carefully while interacting with guests or workmates					
Use body language appropriately when giving responsibilities					
Use proper etiquette, words, and phrases for daily interactions					
Show commitment to achieving professional goals on time					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify simple present, present continuous and simple past tenses					
Identify English language structure for future career goals and ambitions					
Identify conditional sentences					
Identify tips for answering the face to face interview					
Use simple present, present continuous and simple past tenses to talk about past and present experience, education, skills, and hobbies					
Use simple future tense, "wish to ..." and "would like to ..." to describe future career goals and ambitions					
Use conditional sentences while ending the interview					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Use tips for answering the face to face interview					
Avoid interrupting guests and colleagues in workplace daily interactions					
Show motivation and ambition when talking about future plans					
Demonstrate critical thinking when making conditional statements					
Display confidence, politeness, and professionalism during job interviews					



Key Competencies:

Knowledge	Skills	Attitudes
1. Describe the structure of an oral presentation	1. Deliver an oral presentation	1. Use polite English while presenting front office and housekeeping services
2. Identify linking words and phrases	2. Use linking words to connect ideas	2. Respectfully organize and connect ideas in a coherent way
3. Identify infinitives and gerunds	3. Use infinitives and gerunds	3. Value accuracy and fluency when using various verb forms
4. Describe standard formats of memo and communiqué	4. Write memos and communiqués	4. Use polite English when writing memos and communiqués
5. Identify possessive and demonstrative adjectives	5. Use possessive adjectives to describe daily responsibilities	5. Listen carefully while interacting with guests or workmates
6. Identify modal verbs and imperatives	6. Use modal verbs and imperatives for giving responsibilities or requesting for assistance	6. Use body language appropriately when giving responsibilities
7. Identify exclamatory words and phrases	7. Use exclamatory words and sentences	7. Use proper etiquette, words, and phrases for daily interactions
8. Identify future perfect tense	8. Use future perfect to set objectives	8. Show commitment to achieving professional goals on time
9. Identify simple present, present continuous and simple past tenses	9. Use simple present, present continuous and simple past tenses to talk about experience,	9. Avoid interrupting guests and colleagues in workplace daily interactions

Knowledge	Skills	Attitudes
	education, skills, and hobbies.	
10. Identify English language structure for future career goals and ambitions	10. Use simple future tense, “wish to ...” and “would like to ...” to describe future career goals and ambitions	10. Show motivation and ambition when talking about future plans
11. Identify conditional sentences	11. Use conditional sentences while ending the interview	11. Demonstrate critical thinking when making conditional statements
12. Identify tips for answering the face to face interview	12. Use tips for answering the face interview	12. Display confidence, politeness, and professionalism during job interviews



Discovery activity:



Task 11:

Read the scenario below and answer the questions that follow

Scenario: A Day in the life of a hotel receptionist

Mary is a receptionist at the Grand View Hotel. Every morning, she greets guests with a smile and checks them in using her computer system. She often says, “This is your key card for Room 302,” while pointing to the card. Mary is responsible for answering questions about the hotel facilities. For example, she might explain, “The swimming pool is open from 7 a.m. to 9 p.m., and breakfast is served in the restaurant on the first floor.”

This week, Mary is training a new receptionist, Alex. She demonstrates how to handle phone reservations by saying, “When a guest calls, you must write down their details carefully.” While showing Alex the front desk area, she uses possessive adjectives to help him understand: “This is your workstation, and these are our reservation logs.”

During her break, Mary practices for her upcoming interview for a promotion to Front Desk Manager. She has been working at the Grand View Hotel for five years, and she is confident about her experience. In the interview, she plans to say, “Since I joined this hotel, I have improved my communication and organizational skills.” She is also preparing to answer questions about her future plans, such as, “I will focus on enhancing guest satisfaction and improving staff training.”

Mary enjoys her job and believes that her hard work will help her achieve her career goals.

Questions based on the scenario:

1. What does Mary do every morning at the Grand View Hotel?
2. What linking words or phrases does Mary use when explaining the hotel facilities?
3. Identify two possessive adjectives Mary uses when training Alex.
4. Why is Mary confident about her upcoming interview? Use the phrases “since” or “for” in your answer.
5. What tense does Mary use to describe her future plans? Write one example from the text.
6. Find an example of the present continuous tense in the text.

Topic 2.1: Using English phrases and effective linking structures to present front office and housekeeping services



Activity 1: Problem Solving

COMMUNIQUE

Subject: Invitation to the hotel staff meeting

Dear Team,

We are excited to invite you to the upcoming meeting to discuss improving guest satisfaction. The meeting is scheduled for Wednesday, December 18th, at 10:00 am in the Grand Conference Room. Attending this meeting will help us identify key areas for improvement, and it will provide an opportunity to share ideas and suggestions. It is important to prepare

by reviewing the latest guest feedback and considering ways to enhance our services. We look forward to meeting and working together to ensure the continued success of our hotel. Please confirm your attendance by replying to this email by Monday.

Best regards,
John Muneza
Hotel Manager



Task 12:

Reading comprehension and language use

A. Reading comprehension:

1. Highlight the infinitives in the communiqué and explain their function in the sentences.
2. Identify the gerunds in the communiqué and explain whether they function as subject, object.
3. Identify linking words and explain which ideas they connect

B. Language structure:

1. Complete the sentences with the correct form of the verb in parentheses.

- a. The receptionist enjoys _____ (welcome) guests warmly.
- b. It is important _____ (confirm) the reservation before arrival.
- c. Housekeeping avoids _____ (use) strong chemicals in guest rooms to ensure safety.
- d. The front office staff needs _____ (prepare) for unexpected late check-ins.
- e. Guests often complain about not _____ (receive) enough toiletries in their rooms.

2. Choose the correct linking word to complete the sentence.

- a. The room was upgraded _____ the guest had a valid complaint. (because / so / although)
- b. The housekeeping team works hard; _____ they sometimes face challenges with late requests. (but / therefore / because)
- c. The manager checked the room one more time _____ confirming it was ready for the guest. (after / because / although)
- d. _____ the hotel was fully booked, the staff managed to arrange an extra bed for the family. (Because / Although / Therefore)
- e. The front desk team decided to offer free coffee _____ the guests had to wait longer than expected. (so / because / after)

Key Facts 2.1.a: Linking structures

- **Linking words and phrases**

Linking words are used to connect ideas together and show the relationship between them. Linking words and phrases are particularly useful for indicating that you are going to explain something, to give an example or to use a time sequence, or to offer a contrasting view.

- ✓ **For adding details**

Examples:

✚ The front desk provides room keys **as well as** maps of the hotel.

✚ Housekeeping offers fresh towels **in addition to** toiletries.

- ✓ **For sequencing**

Examples:

✚ **First**, the receptionist confirms the reservation; **then**, they assign a room.

✚ Housekeeping cleans the room thoroughly; **next**, they replenish supplies.

- ✓ **For clarifying**

Examples:

✚ The check-out time is 11 a.m., **which means** guests must leave by then.

✚ Turn down service is provided, **that is to say**, the bed is prepared for the night.

- ✓ **For cause/effect**

Examples

- ✚ The guest arrived late, **so** the room service order was delayed.
- ✚ Housekeeping missed the cleaning schedule **because** the "Do Not Disturb" sign was on.

✓ For contrast

Examples:

- ✚ The front office was busy, **but** they still managed to assist the guest promptly.
- ✚ Housekeeping ensures cleanliness, **while** the maintenance team handles repairs.

✓ For emphasis

Examples

- ✚ The concierge desk is **particularly** known for its excellent service.
- ✚ It is **absolutely** essential to report any maintenance issues immediately.

• Infinitives and gerunds¹⁰

✓ Infinitives¹¹

The infinitive is a form of the verb that comes after the word to and acts as a noun, adjective, or adverb. Infinitives are formed by placing to in front of the base form of a verb. They are negated by placing not in front of them.

Examples:

- ✚ **To greet** guests warmly is the receptionist's primary duty.
- ✚ The manager asked the receptionist **to confirm** the reservation.
- ✚ Housekeepers work diligently **to ensure** all rooms are spotless.
- ✚ The concierge tried **not to disturb** the guests in the lounge.

✓ Gerunds:

A gerund is a form of a verb used as a noun. Gerunds can function as subjects, direct objects, indirect objects, objects of a preposition, predicate nominative, and appositives.

✚ As subject:

¹⁰ The English grammar for the utterly confused (pp. 104-105)

¹¹ <https://www.sjsu.edu/writingcenter/docs/handouts/Infinitives.pdf>

Examples:

- **Checking** in guests is an important part of the front office operations.
- **Cleaning** rooms is a daily task in housekeeping.

 As object

Examples:

- The receptionist enjoys **welcoming** new guests.
- The housekeeping staff appreciates **organizing** the supplies efficiently.

 Objects of a preposition

Examples:

- The front office is responsible for managing reservations.
- Housekeeping staff focus on **maintaining** cleanliness in all rooms.

 As predicate nominative

Examples:

- The key to guest satisfaction is providing excellent service.
- One of the tasks for housekeeping is **vacuuming** carpets daily.

 As appositives

Examples:

- The receptionist's favourite task, answering phone calls, is critical to customer service.
- The hotel manager, supervising housekeeping operations, ensures cleanliness standards are met.



Activity 2: Guided Practice



Task 13:

Writing and presenting a communiqué

1. Write a communiqué to inform a guest about a change in their room assignment due to unforeseen circumstances, providing alternatives and apologies.
2. Use linking words, infinitives and gerunds
3. Deliver a presentation summarizing the communiqué you have written to your classmates

Key Facts 2.1.b.:Presentation Skills

- **Oral presentation skills 12**

- ✓ **Planning the oral presentation**

- ✚ **Purpose**

- What is the aim of your research?
 - What is the key focus of your presentation?
 - Why are you presenting it in oral form?
 - If you are presenting as a group, what will the other group members say?

- ✚ **Audience**

- Who are you presenting your findings to?
 - What does your audience expect to gain from listening to you?
 - What is the age group and educational background of your audience?
 - Are they more or less knowledgeable on the topic than you?

- ✚ **Setting**

- What facilities will be available?
 - Is there a computer with a projector?
 - How big is the room?
 - Will you need a microphone?

¹² <https://www.adelaide.edu.au/writingcentre/ua/media/63/learningguide-oralpresentations.pdf>

- Can you visit the room beforehand to check the facilities?
- Will your audience be seated in rows or around tables?

✓ **Structure of an oral presentation**

✚ **Introduction**

A good introduction should include:

- your name (and perhaps your academic background)
- the subject of your talk
- a brief background to the subject
- a statement as to why the subject is important
- an outline of the main points
- any questions that you will address
- Any questions or points you want the audience to consider while you're talking.

✚ **The Body**

The body is the major part of the presentation. This is where you elaborate on your points, include only things which will help you to make your point more clearly.

✚ **The Conclusion**

The conclusion should match the points in your introduction and body, but never be longer than the introduction. It should leave the audience with a final impression of the subject. You should consider the following questions:

- What were your major points?
- Did you answer any questions during the talk?
- Did you ask the audience any questions which you need to recap now?
- Is there anything the audience are not clear about?
- What do you want your audience to remember after your talk?

● **Memorandum** ¹³

Memorandums, or memos for short, are used in place of formal letters for internal communication. These may be used in the workplace to present information, to provide directions or reminders, or to propose an idea.

¹³ <https://www.britishcouncil.my/english/courses-adults/writing-memos>

Parts of a memo: Memo formats may differ depending on the workplace. Most, however, have the following parts:

1. **Label:** Some offices require for this document to bear the label “MEMORANDUM” or “MEMO” at the top of the page so that your readers will immediately know what type of document it is.
2. **Heading:** The memo heading contains the following details:
 - ✓ To:
 - ✓ From:
 - ✓ Subject:
 - ✓ Date:
3. **Body.** Use this section to provide the pertinent details regarding the issue at hand. Try to be as specific and concise as possible.
4. **Conclusion.** The conclusion is usually just 1-2 sentences long and indicates what action you are expecting from the recipient of the memo.

- **Communiqué** ¹⁴

A communiqué is an official piece of news or an announcement, especially to the public or newspapers

Main components of a solid communiqué:¹⁵

- ✓ Header that says “Communiqué” (so it isn’t mistaken as a directive)
- ✓ Addressee, with formal title and full name if possible
- ✓ The specific action or information you want them to undertake or give you
- ✓ What you’ll give in return (your offer) OR what you’ll do otherwise (your threat)
- ✓ Signature/ Signatures

¹⁴ Cambridge advanced learner’s dictionary

¹⁵ (Best Delegate, 2017)



Activity 3: Application



Task 14:

Writing and presenting a memo

Scenario:

You are working as a Front Office Assistant at the Sunshine Hotel. This morning, a group of VIP guests checked in, and several of them made special requests during their arrival. One guest asked for extra pillows and towels, another requested a baby crib, and one guest asked for a room with a quiet view away from the elevator. As the Front Office Assistant, it is your responsibility to communicate these requests clearly and professionally to the Housekeeping Department so they can prepare the rooms accordingly.

Task:

1. Write a memo from the front office to housekeeping regarding special guest requests
2. Use linking words, infinitives and gerunds
3. Deliver a presentation summarizing the memo you have written to your classmates

Topic 2.2: Using English language structure to conduct work-related interactions

Activity 1: Problem Solving

Dialogue: Front Office Staff and Housekeeping Officer

Front Office Staff (Anna): Good morning, Joseph. This guest's room, room 305, is requesting extra towels. This issue needs to be resolved quickly.

Housekeeping Officer (Joseph): Good morning, Anna. I'll check if we have to replenish towels in that room. By the way, does this guest have any other requests?

Anna: Not at the moment. However, you ought to ensure that the bathroom is spotless too. His feedback about cleanliness was critical last time.

Joseph: Absolutely! We must avoid any complaints about their stay. I'll check on it right away.

Anna: Great. Also, you should inform me once you've double-checked everything. I'll update the guest.

Joseph: Sure, Anna. This task will be completed by noon. By then, the room will have been cleaned thoroughly and the towels replaced.

Anna: Perfect. Don't forget to leave a note with your contact details in case they need anything else.

Joseph: Got it! I'll ensure those details are left with the note. Thanks for letting me know!

Anna: You're welcome. Let me know if there are any issues. Keep up the good work!



Task 15

Reading comprehension and language structure

A. With reference to the dialogue above answer the following questions:

1. Identify possessive and demonstrative adjectives from the dialogue
2. What does Joseph say he will check regarding the towels? Which modal verb does he use?
3. Write two examples of imperative sentences from the dialogue.
4. What will Joseph have completed by noon? Which sentence expresses this in the future perfect tense?

B. Language structure:

1. Select the correct possessive or demonstrative adjectives for each sentence:

- a. Is _____ (this/these) your luggage or someone else's?
- b. The guests left _____ (their/them) umbrellas at the concierge desk.
- c. Please lead the guests to _____ (this/that) room over there.
- d. The housekeeper forgot to clean _____ (his/theirs) assigned section.
- e. Could you replace _____ (this/these) soap dispensers in the bathrooms?
- f. Ensure _____ (your/yours) uniforms are neat before starting work.
- g. The receptionist printed _____ (her/theirs) list of VIP arrivals for today.
- h. Are _____ (those/them) towels fresh from the laundry?
- i. The guest wants to leave _____ (his/our) feedback at the front desk.

j. Please return _____ (that/those) guest forms to the filing cabinet.

2. Each sentence below contains an error related to the modal verbs. Identify and correct the errors.

- a. Front office staff has to be punctual at all times.
- b. You must to sanitize all high-touch surfaces in guest rooms.
- c. Staff should provide prompt service, but they mustn't disregard safety protocols.
- d. Guests have to show their key card, but they mustn't if they forgot it.

Key Facts 2.2.a: Language for interactions

• **Adjectives**¹⁶

An adjective is a word that modifies or describes a noun or pronoun.

Examples:

- ✓ The receptionist provided **polite** responses.
- ✓ The suite is **spacious** and **comfortable**.
- ✓ **Possessive adjectives**¹⁷: A possessive adjective modifies a noun by describing to whom something belongs

Examples:

✚ The guest forgot **his** passport at the reception.

✚ **Our** hotel offers complimentary breakfast.

- ✓ **Demonstrative adjectives**¹⁸: Demonstrative adjectives point out people and things

Examples:

✚ **This** key card will open your room.

✚ Please use **that** phone at the corner for local calls.

✚ **These** towels are freshly laundered.

✚ Could you replace **those** broken hangers in the wardrobe?

• **Expressions used to give responsibilities**

- ✓ **Have to:**

Examples:

✚ Front desk staff **have to greet** guests politely upon arrival.

¹⁶ <https://www.scribbr.com/parts-of-speech/adjectives/>

¹⁷ <https://study.com/academy/lesson/what-is-a-possessive-adjective-definition-examples.html>

¹⁸ <https://ozolnieks.com/wp-content/uploads/2013/08/fr1-tutorial-ch-7.pdf>

✚ You **have to** replace toiletries and towels as needed.

✓ **Ought to:**

Examples:

✚ The receptionist ought to handle guest inquiries with professionalism.

✚ Housekeeping staff **ought to** report maintenance issues immediately.

✓ **Must:**

Examples:

✚ You must verify the guest's identity before providing room keys.

✚ Housekeepers must respect guests' privacy and avoid disturbing them unnecessarily.

✓ **Should:**

Examples:

✚ Staff should double-check that all amenities are restocked before leaving a room.

✚ You should provide guests with accurate information about local attractions.

✓ **Imperative mode:**

Examples:

✚ Greet every guest with a smile.

✚ Clean the bathrooms thoroughly.

• **Exclamatory words and sentences**

Examples:

✓ **Wow!** Your room looks amazing!

✓ **Awesome!** The guest is so pleased with the service.

✓ **Brilliant!** You managed to handle the check-in so smoothly.

✓ **Unbelievable!** The guest requested a last-minute change, and we got it done on time.

✓ **Fantastic!** The housekeeping team has finished all the rooms ahead of schedule!

✓ **Incredible!** The front desk team handled that large group of guests perfectly.

✓ **Amazing!** We received such a positive review from the guest.

✓ **Perfect!** The reservation was processed without any issues.

✓ **Impressive!** The cleanliness of the hotel lobby is top-notch today.

- ✓ **Unbelievable!** The guest's luggage was misplaced, but we located it immediately.

- **Future perfect tense¹⁹ for future objectives**

We use the future perfect simple (will/won't have + past participle) to talk about something that will be completed before a specific time in the future.

Examples:

- ✓ The front office team **will have improved** guest check-in efficiency by next month.
- ✓ Housekeeping staff will have completed all room inspections by 3 PM daily.
- ✓ Training programs will have been conducted for new front office staff by the end of the quarter.
- ✓ The department will have updated the housekeeping inventory system by next week.
- ✓ Front office staff will have mastered handling online reservations by next year.

- **Expressions of requests**

- ✓ **Using model verbs**

Examples:

- ✓ **Can** you please provide me with extra towels?
- ✓ **Could** you assist me with my luggage?
- ✓ **May** I have a late checkout tomorrow?
- ✓ **Will** you arrange for a wake-up call at 6 a.m.?
- ✓ **Would** you confirm my reservation for tomorrow?

- ✓ **Do you mind + if**

Examples:

- ✓ **Do you mind if** I leave my key at the front desk?
- ✓ **Do you mind if** I use the lobby phone to make a quick call?
- ✓ **Do you mind if** I ask for a room closer to the elevator?
- ✓ **Do you mind if** I request an extra blanket?
- ✓ **Do you mind if** I take a seat in the lounge while waiting for my room?

- ✓ **Would you mind + ing form**

Examples:

¹⁹ <https://learnenglish.britishcouncil.org/grammar/b1-b2-grammar/future-continuous-future-perfect>

- ✓ **Would you mind bringing** fresh towels to my room?
- ✓ **Would you mind helping** me carry this suitcase to the car?
- ✓ **Would you mind arranging** for housekeeping to clean my room later?
- ✓ **Would you mind checking** if the meeting room is available?
- ✓ **Would you mind adjusting** the thermostat in my room?

- **Cross-cultural communication**

- ✓ **Politeness norms in English²⁰**

The following are the proper etiquette, words, and phrases that you should know. These phrases are the foundation of daily interactions, and they are the path to proper manners when interacting with others.

- ✚ Please
- ✚ Thank you
- ✚ You are welcome
- ✚ Pardon me
- ✚ Excuse me
- ✚ I am sorry
- ✚ May I help you?
- ✚ I would like.... / May I please have?

- ✓ **Expressions to avoid²¹**

- ✚ It is what it is
- ✚ That's against our policy
- ✚ No problem / No worries
- ✚ To be honest / honestly
- ✚ Whatever you say or I don't care what you say.
- ✚ My bad (meaning: I made a mistake, but I don't care and I'm not apologizing)

²⁰ <https://www.southernliving.com/culture/polite-people-words-phrases>

²¹ <https://www.costar.com/article/1157882931/avoid-these-7-phrases-for-hotelier-success>



Activity 2: Guided Practice



Task 16

Use language structure as indicated

1. Fill in the blanks with appropriate possessive or demonstrative adjectives:

Receptionist: Good morning, sir. Are you here to collect _____ reservation details?

Guest: Yes, I booked a double room for tonight. Is _____ confirmation correct?

Receptionist: Yes, it is. You'll be staying in Room 202. Please take _____ key card.

Guest: Thank you. Could you also have housekeeping send fresh towels to _____ room?

Receptionist: Sure, I'll inform them right away. If there's anything else, feel free to call _____ desk.

2. Rewrite the sentences using the modal verb indicated in parentheses.

- a. It is necessary for the front office to maintain accurate records. (must)
- b. Housekeeping employees are advised to inspect rooms thoroughly. (ought to)
- c. Staff members are required to follow the hotel's safety protocols. (have to)
- d. It is recommended to double-check guest bookings before confirming. (should)

3. Complete the sentences using the future perfect tense of the verbs in parentheses.

- a. By the end of this month, the front office staff _____ (complete) the new reservation system training.
- b. The housekeeping team _____ (clean) all guest rooms before the guests check in at 3 PM.
- c. By tomorrow morning, the manager _____ (review) all the customer feedback forms from last week.
- d. By the time the audit starts, the staff _____ (organize) all required records and receipts.
- e. By the end of the year, the hotel _____ (upgrade) all its room amenities to meet the latest standards.

- f. The housekeeping supervisor _____ (inspect) all linen supplies before placing the new order by 5 PM.
 - g. By next week, the front desk staff _____ (handle) over 1,000 check-ins during the holiday season.
 - h. Before the banquet begins, the housekeeping team _____ (set up) the tables and decorations in the ballroom.
 - i. By next quarter, the hotel management _____ (implement) a new staff scheduling system.
 - j. By the end of the day, the front office manager _____ (finish) the staff performance reviews.
4. Identify and correct the errors in the use of **Do you mind + if** and **Would you mind + ing form**.
- a. Would you mind if clean the bathroom now?
 - b. Do you mind if closing the door behind you?
 - c. Would you mind to give me some extra towels?
 - d. Do you mind if I borrowing a charger for my phone?
 - e. Would you mind helping me with these suitcases?

Key Facts 2.2.b: Language structure

- **Exclamatory words and Sentences**

Examples:

- ✓ **Wow!** Your room looks amazing!
- ✓ **Awesome!** The guest is so pleased with the service.
- ✓ **Brilliant!** You managed to handle the check-in so smoothly.
- ✓ **Unbelievable!** The guest requested a last-minute change, and we got it done on time.
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- ✓ **Impressive!** The cleanliness of the hotel lobby is top-notch today.
- ✓ **Unbelievable!** The guest's luggage was misplaced, but we located it immediately.

- **Future perfect tense²² for future objectives**

We use the future perfect simple (will/won't have + past participle) to talk about something that will be completed before a specific time in the future.

Examples:

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- ✓ The department **will have updated** the housekeeping inventory system by next week.
- ✓ Front office staff **will have mastered** handling online reservations by next year.

- **Expressions of requests**

- ✓ **Using modal verbs**

Examples:

- ✓ **Can** you please provide me with extra towels?
- ✓ **Could** you assist me with my luggage?
- ✓ **May** I have a late checkout tomorrow?
- ✓ **Will** you arrange for a wake-up call at 6 a.m.?
- ✓ **Would** you confirm my reservation for tomorrow?

- ✓ **Do you mind + if**

Examples:

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- ✓ **Do you mind if** I request an extra blanket?
- ✓ **Do you mind if** I take a seat in the lounge while waiting for my room?
- ✓ **Would you mind + ing form**

Examples:

²² <https://learnenglish.britishcouncil.org/grammar/b1-b2-grammar/future-continuous-future-perfect>

- ✓ **Would you mind bringing** fresh towels to my room?
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- ✓ **Would you mind arranging** for housekeeping to clean my room later?
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- **Cross-cultural communication**

- **Politeness norms in English²³**

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- ✓ Excuse me
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- ✓ May I help you?
- ✓ I would like.... / May I please have?

- **Expressions to avoid²⁴**

- ✓ It is what it is
- ✓ That's against our policy
- ✓ No problem / No worries
- ✓ To be honest / honestly
- ✓ Whatever you say or I don't care what you say.
- ✓ My bad (meaning: I made a mistake, but I don't care and I'm not apologizing)

²³ <https://www.southernliving.com/culture/polite-people-words-phrases>

²⁴ <https://www.costar.com/article/1157882931/avoid-these-7-phrases-for-hotelier-success>



Activity 3: Application



Task 17:

Use correct English language for professional interactions

Scenario: A dialogue between housekeeping employee and a guest.

1. Create a dialogue between a receptionist and a hotel guest. The receptionist's role is to provide the guest with information about the services that the hotel offers. Use possessive and demonstrative adjectives, modal verbs, imperative, future perfect, exclamatory words and sentences, expressions of requests
2. Perform the dialogue you created

Topic 2.3: Using basic interview guidelines to participate in the interview



Activity 1: Problem Solving

Job interview scenario: Front Office Staff

Interviewer: Good morning! Thank you for coming in today. Can you start by telling me a little about yourself and why you're interested in the Front Office position?

Interviewee: Good morning, and thank you for having me. I'm Beline Umutoni and I have a background in customer service. I've always enjoyed interacting with people and helping to create positive experiences. I'm particularly interested in the Front Office position because I believe it's a key role in creating a welcoming environment for guests, and I enjoy working in a fast-paced setting where I can use my communication skills to resolve issues and assist with inquiries.

Interviewer: That's great to hear! Can you describe a situation where you had to deal with a difficult guest or customer? How did you handle it?

Interviewee: Certainly! In my previous job, a guest was upset because their room wasn't ready on time. I listened carefully to their concerns and apologized for the inconvenience. I

immediately checked the status of their room, offered to assist with their luggage, and provided a complimentary drink while they waited. I also ensured that they were updated every 10 minutes until their room was available. The guest appreciated the proactive communication, and by the time they entered their room, they were satisfied with the resolution.

Interviewer: That sounds like a good approach. This role requires managing check-ins, check-outs, and handling reservations. How comfortable are you with handling various booking systems and multitasking under pressure?

Interviewee: I'm comfortable with technology and have experience using hotel reservation software. I understand the importance of staying organized, especially when managing multiple tasks. I've worked in environments where multitasking was essential, and I'm able to prioritize tasks effectively. I always make sure to double-check all bookings and details to avoid any mistakes, ensuring everything runs smoothly, even during busy times.

Interviewer: Great! The Front Office team often works as the first point of contact for guests, and we value professionalism. How would you ensure that you maintain a professional demeanor, even when under stress?

Interviewee: I believe maintaining a calm and polite attitude is essential in stressful situations. If I'm feeling overwhelmed, I take a deep breath, prioritize tasks, and focus on the guest's needs first. I try to maintain a positive tone and ensure the guest feels heard. If necessary, I'll ask for support from colleagues, but I always ensure that the guest's experience remains a priority.

Interviewer: Wonderful. Lastly, what do you think makes you a good fit for this position?

Interviewee: I believe my strong communication skills, attention to detail, and passion for customer service make me a good fit for this position. I thrive in fast-paced environments and enjoy working as part of a team to create positive experiences for guests. I'm eager to learn more about your specific systems and processes, and I'm confident that I can contribute to the team's success.

Interviewer: Thank you so much for your time today. We'll be in touch soon.

Interviewee: Thank you for considering my application. I look forward to hearing from you!



Task 20:

Reading comprehension and language structure

A. Reading comprehension

1. List sentences that contain:

- a. Simple present tense
- b. Present continuous
- c. Present perfect
- d. Simple past
- e. Simple future
- f. Conditionals

2. Identify the tense used in the following sentences from the interview.

- a. I've always enjoyed interacting with people and helping to create positive experiences.
- b. I immediately checked the status of their room, offered to assist with their luggage, and provided a complimentary drink while they waited.
- c. I'm comfortable with technology and have experience using hotel reservation software.
- d. I take a deep breath, prioritize tasks, and focus on the guest's needs first.
- e. I'm confident that I can contribute to the team's success.

B. Language structure

(1) Choose the correct option.

- 1. The front office staff has been attending to guests _____ the morning.
 - a. since
 - b. for
- 2. The housekeeping team has been cleaning the rooms _____ several hours.
 - a. since
 - b. for
- 3. We have had this cleaning product _____ last week.
 - a. since

- b. for
4. She has been working at the front desk _____ three years.
- a. since
- b. for
5. The maintenance team has been fixing the heating system _____ the guests reported the issue.
- a. since
- b. for

(2) Fill in the blanks with the correct form of "wish to..."

1. The guest _____ check in as soon as possible after arriving at the hotel.
2. I _____ request a wake-up call for 6:00 AM.
3. The manager _____ discuss the room service order with the staff.
4. We _____ inform you that your room is ready.
5. The guest _____ change their reservation for next week.
6. I _____ apologize for the inconvenience caused by the housekeeping delay.
7. The front office agent _____ confirm the guest's booking for a deluxe room.
8. The housekeeping supervisor _____ know if the room needs additional cleaning.

Key Facts 2.3: Interview Skills

- **Interview**

✓ **Definition:** An interview²⁵ is a conversation between an employer and a candidate (you) for the purpose of filling a position within an organization or any business setup. You and the interviewer each have a need—you want a job and the interviewer wants to find the right person to fill in the position for the job.

✓ **Preparation for the interview²⁶**

Planning and preparing for the interview will give you the confidence to handle the situation and the interview will not be as bad as you might have imagined. Apart from that, you need to be relaxed, composed, and confident. The following are 10 steps to getting prepared:

- Step I: Convince yourself

²⁵ (Jayaprakash, 2010, p. 2)

²⁶ (Jayaprakash, 2010, p. 69)

- Step 2: Be confident
- Step 3: Research the job
- Step 4: Research the company
- Step 5: Prepare for the interview
- Step 6: Understand what is important for the interviewers
- Step 7: Focus on skills
- Step 8: Have mock interviews
- Step 9: Prepare a portfolio
- Step 10: Prepare questions to ask the interviewer

✓ **STAR interview response method²⁷**

✚ **Key takeaways**

- STAR stands for situation, task, action, and result.
- Each concept in the STAR acronym is a step that candidates can use to respond to interview questions.
- By following all four steps, applicants can provide comprehensive answers to interview questions.

✓ **Top tips for face-to-face interviews²⁸**

- ✚ Research the interviewers
- ✚ Give yourself adequate time to prepare
- ✚ Remember that first impressions count
- ✚ Take your time when speaking
- ✚ Prepare for difficult questions
- ✚ Admit when you don't know the answer
- ✚ Remember that some questions don't have correct answers
- ✚ Be conscious of your body language
- ✚ Dress appropriately
- ✚ Avoid tangents and speak clearly
- ✚ Use concrete examples
- ✚ Prepare questions beforehand

²⁷ (Doyle, 2024)

²⁸ (Indeed Editorial Team, 2024)

✓ **Ending the interview**

a. Conditional sentences

Examples:

- ✚ If I were offered this position, I would dedicate myself to meeting your expectations.
- ✚ If we find you suitable for this role, we will contact you within three days.
- ✚ If you had explained your previous housekeeping experience more clearly, it might have strengthened your chances.
- ✚ If I join your team, I will contribute to enhancing guest satisfaction.
- ✚ If I am selected, I will ensure that the housekeeping department runs smoothly.
- ✚ If you provide me with training, I will improve my performance even further.

b. Interview closing expressions for an interview

• **For the interviewer**

Examples:

- ✓ Thank you for your time today. We'll be in touch soon.
- ✓ If you have any questions after this, feel free to email us.
- ✓ Our team will review your application and let you know the outcome by next week.
- ✓ It was a pleasure meeting you. Your skills and experience are impressive.

• **For the interviewee**

Examples:

- ✓ Thank you for this opportunity to discuss my application.
- ✓ I am very excited about the possibility of joining your team.
- ✓ Please let me know if you need any additional information from my side.
- ✓ Thank you once again for considering my application. I hope to hear from you soon

c. Tips for a positive closing and what to avoid²⁹

- ✓ Make sure you thank the interviewer
- ✓ Focus on aligning your skills with the role
- ✓ Emphasize achievements as value
- ✓ Be positive

²⁹ (Chase, 2024)

- ✓ Highlight your interest in the position
- ✓ Align your skills to the position's qualifications
- ✓ Address any lack of experience
- ✓ Ask about next steps in the hiring process
- ✓ Focus on the company's future with you in it

II. English verb tenses for interviews³⁰

English verb tenses can be used to talk about work experience, education background, skills, and hobbies

1. Simple present tense

Examples:

- ✓ I **have** excellent communication skills.
- ✓ I **attend** training sessions every month

2. Present continuous tense

Examples:

- ✓ I **am** currently **taking** a course on hospitality management
- ✓ I **am improving** my ability to handle guest complaints efficiently

3. Simple past tense

Examples:

- ✓ I **worked** as a receptionist for three years at Mantis Hotel.
- ✓ I **studied** hotel management at Mount Kenya University.

4. The use of “since” and “for”

Examples:

- ✓ I **have been working** as a housekeeping supervisor **since** 2020
- ✓ I **have enjoyed** arranging flowers for hotel lobbies **for** five years
- ✓ She **has studied** hospitality management **for** two years
- ✓ I **have worked** in the housekeeping department **since** 2018.

• Talking about future career goals and ambitions

✓ Simple future tense

Examples:

- 🚦 I **will work** hard to enhance guest satisfaction and ensure smooth front desk operations.

³⁰ <https://www.interviewgenie.com/blog/2017/3/28/t9bm8di7nwfbixej8nfwjl7fpnc1n>

✚ I **will take part** in training sessions to stay updated on the latest housekeeping practices.

✓ **Use of “wish to...”**

Examples

✚ I **wish to** develop my managerial skills and eventually take on a supervisory role at the front desk

✚ I **wish to** contribute to improving the hotel's reputation for outstanding service through meticulous attention to detail

✓ **Use of “would like to”**

Examples:

✚ I **would like to** build strong relationships with guests, ensuring they become loyal to our hotel.

✚ I **would like to** take on responsibilities that involve inventory management for housekeeping supplies.



Activity 2: Guided Practice



Task 21:

1. **Fill in the blanks with "since" or "for".**

- The guest has been waiting at the front desk _____ 10 minutes.
- I have worked in housekeeping _____ 2015.
- She has been in the room _____ 3 p.m.
- The cleaning staff has been busy _____ the morning.
- The hotel has offered room service _____ last year.
- We've had this carpet in the lobby _____ five years.
- I have been answering calls at the front office _____ 9 a.m.
- The housekeeping department has cleaned the rooms _____ early today.

2. **Fill in the blanks with the correct form of “would like to.”**

- The guest _____ order breakfast in the room at 7:00 AM.
- The housekeeping staff _____ clean the guest's room now.

- c. The front desk manager _____ confirm the guest's reservation for next week.
- d. The guest _____ request a wake-up call for 6:00 AM.
- e. I _____ inform you about the new check-in procedures.
- f. The guest _____ request extra towels and pillows.
- g. The hotel manager _____ offer you a complimentary upgrade.

3. Role play scenario:

a. Roles:

- ✓ **Interviewer (Hotel Manager):** A hotel manager conducting an interview for the position of hotel receptionist.
- ✓ **Candidate (Student):** A student applying for the receptionist position at the hotel.

- b. **Context:** The hotel is looking for a new receptionist to handle guest check-ins, manage reservations, answer phone calls, and provide customer service. The hotel manager will ask a series of questions to assess the candidate's qualifications, customer service skills, and knowledge of hotel operations.

c. Guidelines:

- ✓ Use tenses to describe experience, education, skills
- ✓ Use wish to, would like to, since and for and conditionals
- d. Use polite verbal and non-verbal communication skills



Activity 3: Application



Task 22:

1. Role play scenario:

a. Roles:

- ✓ **Interviewer (Hotel Manager):** A housekeeping manager conducting an interview for a housekeeping position.
- ✓ **Candidate (Student):** A student applying for the position of housekeeper.

- b. **Context:** The housekeeping department is looking for a reliable and efficient staff member to clean guest rooms, manage linen, and ensure cleanliness standards are met. The housekeeping manager will assess the candidate's cleaning experience, attention to detail, and ability to communicate effectively with both guests and the front office team.

c. Guidelines:

- ✓ Use tenses to describe experience, education, skills
 - ✓ Use wish to, would like to, since and for and conditionals
- d. Use polite verbal and non-verbal communication skills



Formative Assessment

PART A: READING COMPREHENSION (15 marks)

Passage: My first day at Marriott Hotel

On my first day at the Marriott Hotel, I was both nervous and excited. I had always dreamed of working in the hospitality industry, and this was my opportunity to make a good impression. If I performed well, I knew I could secure a long-term position here.

When I arrived, the front office manager greeted me warmly. She said, “You must familiarize yourself with the hotel's reservation system today.” I nodded, realizing how essential this skill would be. The manager handed me a manual and added, “Reading this will help you understand the basic operations.”

After the orientation session, I was shown around the hotel. My trainer pointed to the reception desk and said, "This is where you'll spend most of your time." She also showed me the housekeeping department, emphasizing, "Their work is crucial for maintaining our standards." I couldn't help but think, "If I learn quickly, I'll be able to assist guests more effectively."

Throughout the day, I observed my colleagues handling various situations. For example, a guest requested an early check-in, and my colleague responded politely, "Would you mind waiting for a few minutes while I check room availability?" Watching this interaction taught me the importance of professional communication.

Later, I had the chance to practice answering phone calls. Using demonstrative adjectives, my trainer explained, "Use phrases like 'this morning' or 'that evening' to clarify details for the guest." I tried to stay calm and confident, reminding myself, "I should speak clearly to avoid misunderstandings."

By the end of the day, I realized how much I had learned. From understanding the importance of teamwork to mastering new skills, my first day was both challenging and rewarding. If I continue to work hard, I'm confident that I'll grow in this role.

Reading comprehension questions:

1. Identify at least two conditional sentences in the text and explain their types. **(3 marks)**
2. Find three examples of modal verbs in the text and discuss their functions. **(3 marks)**
3. Highlight two linking words or phrases and describe how they connect ideas. **(3 marks)**
4. Locate and analyze two demonstrative adjectives in the text. **(3 marks)**
5. Identify one gerund and one infinitive, and explain their roles in the sentences. **(3 marks)**

SECTION B: LANGUAGE USE (32 marks)

I. Choose the correct form (gerund or infinitive) to complete the sentences below. (10 marks)

1. The receptionist decided ____ (offer) the guest a room upgrade.

2. Housekeeping suggested ____ (change) the linens immediately.
3. The front desk staff enjoys ____ (assist) guests with their inquiries.
4. The manager asked the trainee ____ (prepare) the daily checklist.
5. The guest complained about ____ (not receive) fresh towels.
6. The team plans ____ (introduce) new procedures for quicker check-ins.
7. It is important ____ (confirm) the guest's reservation details before check-in.
8. Housekeeping avoided ____ (disturb) the guests during their nap.
9. The front office staff learned ____ (handle) special requests professionally.
10. The supervisor reminded the team ____ (report) any maintenance issues immediately.

II. Combine the sentences using the linking words provided in brackets. (5 marks)

1. The guest complained about the noisy air conditioner. The technician fixed it immediately. (so)
2. The room was not ready upon the guest's arrival. The front office team offered complimentary drinks. (because)
3. The guest was happy with the service. The housekeeping staff received praise. (therefore)
4. The receptionist was polite. The guest seemed upset. (however)
5. The hotel is located near the city centre. It has a rooftop pool. (and)

III. Replace the underlined words with the correct possessive or demonstrative adjectives. (10 marks)

1. Is this pen belonging to you?
2. I love the flowers over there in the garden.
3. She forgot the bag that belongs to her in the car.
4. Could you pass me the papers over there on the desk?
5. We are meeting the teacher that belongs to them tomorrow.
6. The shoes here are too big for me.
7. They said the house that belongs to us needs some repairs.
8. Who is the best friend that belongs to her?
9. I can't find the book that belongs to me.

10. The books over there on the shelf are quite old.

IV. Fill in the blanks with the correct form of the verb in parentheses, using simple present, present continuous, simple past, or present perfect appropriately (7 marks)

1. The bellboy ____ (help) the guests with their luggage right now.
2. Last week, the front office staff ____ (organize) a welcome party for VIP guests.
3. She ____ (work) at the hotel for five years and ____ (love) her job.
4. The manager ____ (speak) with the housekeeping supervisor at the moment about the new cleaning procedures.
5. This morning, a guest ____ (leave) their key at the front desk by mistake, but the staff ____ (already/return) it.

SECTION C: COMPOSITION (15 marks)

A guest staying at Umubano Hotel has reported that their room has not been cleaned for two days, despite requesting daily housekeeping service upon check-in. The guest is upset and has requested an immediate resolution. As Front Office Manager, write a memo to the Housekeeping Supervisor requesting him to take immediate action, and apologize to the guest for the inconvenience.



Points to Remember

- Use polite English while presenting front office and housekeeping services
- Use professional English when writing memos and communiqués
- Listen carefully while interacting with guests or workmates
- Use body language appropriately when giving responsibilities
- Use proper etiquette, words, and phrases for daily interactions
- Avoid interrupting guests and colleagues in workplace daily interactions
- Use polite and respectful language in case you participate in the interview



Self-Reflection

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe the structure of an oral presentation					
Identify linking words and phrases					
Identify infinitives and gerunds					
Describe standard formats of memo and communiqué					
Deliver an oral presentation					
Use linking words to connect ideas					
Use infinitives and gerunds					
Write memos and communiqués					
Use polite English while presenting front office and housekeeping services					
Identify possessive and demonstrative adjectives					
Identify modal verbs and imperatives					
Identify exclamatory words and phrases					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify future perfect tense					
Use possessive adjectives to describe daily responsibilities					
Use modal verbs and imperatives for giving responsibilities or requesting for assistance					
Use exclamatory words and sentences					
Use future perfect to set objectives					
Listen carefully while interacting with guests or workmates					
Use body language appropriately when giving responsibilities					
Use proper etiquette, words, and phrases for daily interactions					
Identify simple present, present continuous and simple past tenses					

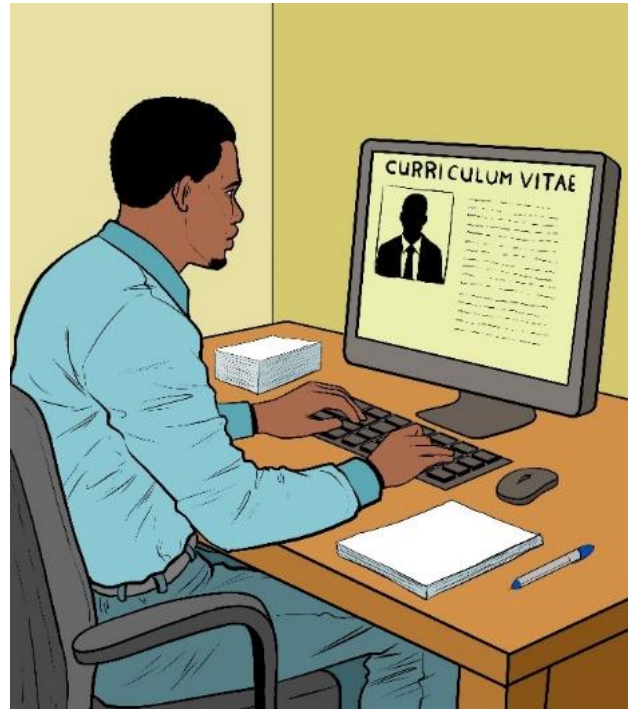
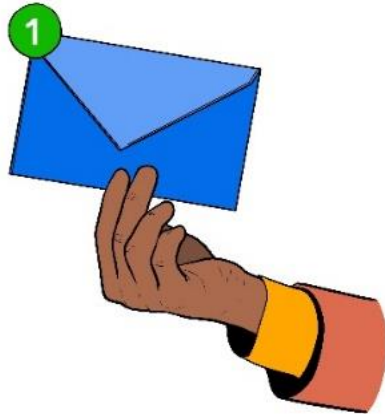
My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify English language structure for future career goals and ambitions					
Identify conditional sentences					
Identify tips for answering the face to face interview					
Use simple present, present continuous and simple past tenses to talk about past and present experience, education, skills, and hobbies					
Use simple future tense, "wish to ..." and "would like to ..." to describe future career goals and ambitions					
Use conditional sentences while ending the interview					
Use tips for answering the face to face interview					
Avoid interrupting guests and colleagues in					

My experience	I don't have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
workplace daily interactions					

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

UNIT 3: PROFESSIONAL DOCUMENTS



Unit summary

This unit is about the knowledge, skills and attitudes required to apply Professional English for Front Office and Housekeeping Operations in writing professional documents. It covers writing professional emails, writing an application letter, creating a professional curriculum vitae as well as writing reports.

Self-Assessment: Unit 3

1. Based on the unit illustration provided above, discuss the following:
 - a. What does the illustration show?
 - b. How do images that make up the illustration differ?
 - c. With reference to the illustration, what do you think this unit is about?
2. Fill in and complete the self-assessment table below to assess your level of knowledge, skills and attitudes under this unit.
 - a. There is no right or wrong way to answer this assessment. It is for your own reference and self-reflection on the knowledge, skills and attitudes acquisition during the learning process.
 - b. Think about yourself: Do you think you have the knowledge, skills or attitudes to do the task? How well?
 - c. Read the statements across the top. Put a tick in a column that best represents your level of knowledge, skills and attitudes.

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify simple sentences					
Describe punctuation marks and					
Describe basic structure of professions email					
Write simple sentences					
Use punctuation marks and capitalisation					
Write a professional email					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Use professional English to write a professional email					
Show accuracy and attention to detail in punctuation and capitalization					
Demonstrate professionalism and clarity in email writing					
Identify phrases for introduction, highlighting skills and experience and describing qualifications					
Describe basic structure of an application letter					
Identify complex sentences					
Use phrases for introduction, highlighting skills and experience and describing qualifications					
Write an application letter					
Use complex sentences to write an application letter					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Use a professional tone to write an application letter					
Show confidence and clarity when writing an application letter					
Demonstrate grammatical accuracy and coherence					
Identify key principles of a professional CV					
Describe basic structure of an application CV					
Apply key principles to write a professional					
Create a professional CV					
Be clear and concise while writing a CV					
Present oneself positively and honestly in a CV					
Identify types of reports used in front office and housekeeping operations					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Describe basic structure of a report					
Illustrate types of reports used in front office and					
Write front office and housekeeping reports					
Maintain a formal tone while writing front office and housekeeping reports					
Be objective and organized when reporting information					



Key Competencies:

Knowledge	Skills	Attitudes
1. Identify simple sentences	1. Write simple sentences	1. Use professional English to write a professional email
2. Describe punctuation marks and capitalization rules	2. Use punctuation marks and capitalization	2. Show accuracy and attention to detail in punctuation and capitalization
3. Describe basic structure of professions email	3. Write a professional email	3. Demonstrate professionalism and clarity in email writing

Knowledge	Skills	Attitudes
4. Identify phrases for introduction, highlighting skills and experience and describing qualifications	4. Use phrases for introduction, highlighting skills and experience and describing qualifications	4. Use a professional tone to write an application letter
5. Describe basic structure of an application letter	5. Write an application letter	5. Show confidence and clarity when writing an application letter
6. Identify complex sentences	6. Use complex sentences to write an application letter	6. Demonstrate grammatical accuracy and coherence
7. Identify key principles of a professional CV	7. Apply key principles to write a professional CV	7. Be clear and concise while writing a CV
8. Describe basic structure of an application CV	8. Create a professional CV	8. Present oneself positively and honestly in a CV
9. Identify types of reports used in front office and housekeeping operations	9. Illustrate types of reports used in front office and housekeeping operations	9. Maintain a formal tone while writing front office and housekeeping reports
10. Describe basic structure of a report	10. Write front office and housekeeping reports	10. Be objective and organized when reporting information



Discovery activity:



Task 21:

1. Define the term “email”?
2. What are the main parts of an email?
3. What is an application letter?
4. How do emails differ from letters?
5. One of the requirements to get a job is to create a professional CV. What are its main components?
6. List five types of front office and housekeeping reports

Topic 3.1: Writing professional emails



Activity 1: Problem Solving

Scenario: Reservation request email

Subject: Reservation request

Dear Sir/Madam

I hope this message finds you well. I am writing to inquire about the availability of a room at Muhabura Hotel for my upcoming visit. Below are the details of my reservation request:

- Guest name: Innocent Muhire
- Check-in date: 5 January 2025
- Check-out date: 10 January 2025
- Number of guests: 2
- Preferred room type: Double

Please confirm if a room is available for the specified dates. Additionally, I would appreciate it if you could share information about your room rates, payment options, and cancellation policy.

Best regards,

Innocent Muhire

Tel: 07888956 32

Email: innocent.muhiire@example.com



Task 22:

Reading comprehension and language use

A. Reading comprehension

1. Read the email and identify:
 - a. Subject line
 - b. Salutation
 - c. Opening
 - d. Body
 - e. Closing
2. Identify 2 simple sentences from the email.
3. Identify 2 punctuation marks

B. Language use

1. Say which of the following are simple sentences:
 - a. The guest requested extra towels.
 - b. The manager and the receptionist are discussing the reservations.
 - c. The housekeeper cleaned the room and replaced the towels.
 - d. The bellboy carried the luggage.
 - e. The guest called for room service, but no one answered.
2. **Read the sentences below and identify the parts of each simple sentence. Label the subject (S), verb (V), and object (O).**
 - a. The receptionist answers the phone.
 - b. The bellboy carries the luggage.
 - c. I will check the availability for you.
 - d. The guest requests a wake-up call.
 - e. The hotel offers a variety of services.
 - f. She is requesting an extra towel.
3. **Correct the punctuation and capitalization errors in the sentences below:**
 - a. the guest requested a wake up call at 7 am

- b. please inform the housekeeping department if you need extra towels or toiletries.
- c. The guest's flight was delayed, but the front desk had already arranged for a late check-out.
- d. i will leave the key at the front desk for the housekeeper to pick up.
- e. Can you please send someone to clean room 205?
- f. The front office manager called to confirm the reservation for Mr. Smith.
- g. Have you arranged the room service for the VIP guest, Mrs. Johnson?
- h. the hotel offers a variety of amenities such as a swimming pool, spa, and gym.
- i. can i get a wake-up call for 6:30 am tomorrow
- j. Thank you for choosing our hotel, we hope to welcome you back soon.

Key Facts 3.1.: Writing professional emails

- **Understanding the purpose of professional emails**

- ✓ **The importance of email in professional communication³¹**

Email is a communication system that internet users can employ to convey information and learn more about things in which they're interested. These are some reasons email is important:

- 🚦 **Widespread usage:** Email is important because many people may use it daily to communicate with others and learn more about businesses.

- 🚦 **Accessibility:** Because email is free and available across different platforms, almost anyone can have an email address.

- ✓ **When to use email versus other forms of communication³²**

The use of email is most effective when:

- 🚦 Retention of record of information is important.

- 🚦 Information has to be conveyed quickly.

- 🚦 Facilitate recipient to respond at a convenient time.

- 🚦 Identical information has to be communicated to many persons.

- ✓ **Email etiquette³³**

³¹ <https://www.indeed.com/career-advice/career-development/importance-of-email>

³² (The Institute of Chartered Accountants of Pakistan, 2015, p. 197)

³³ (The Institute of Chartered Accountants of Pakistan, 2015, pp. 198-199)

The guidance below provides some practical yet crucial advice for using emails in the workplace:

- ✚ Think before you send
- ✚ Email is unsecure and never private
- ✚ Be careful when forwarding or replying to all
- ✚ Take care with sarcasm and humour
- ✚ Use clear and standard grammar and punctuation
- ✚ Avoid opening suspicious emails or attachments
- ✚ Avoid sending overly large attachments unless absolutely necessary
- ✚ Keep it simple – avoid using overly intricate colours and fonts

- **Basic structure of a professional email³⁴**

- ✓ **Writing the subject line:** The subject line is the key to capturing the recipient's attention, thus making them click on the email and read it.

Examples:

- ✚ Urgent notice: Delay in delivery
- ✚ Response to your request for information
- ✚ Product information request

- ✓ **Writing the salutation:** In many cases the salutation will be the recipient's surname, preceded by Mr, Ms, Miss, Mrs or another appropriate title (Dr, Professor, etc).

Examples:

- ✚ Dear Ms Umutesi,
- ✚ Dear Sir/Madam,
- ✚ Dear Team,
- ✚ To Whom It May Concern,

- ✓ **Writing the opening:** Try to condense the reason for writing into two or three lines of text at most.

Examples:

³⁴ <https://www.godaddy.com/resources/ca/skills/how-to-write-a-formal-email-basic-structure-tips-and-examples>

✚ My name is Natalie Meyer and I am contacting you to find out more about the overdue payment notice I received ...

✚ Thank you for bringing this matter to our attention. Please allow me to address your concerns promptly.

✓ **Writing the body:** A formal email should not be long unless the topic warrants it. So be direct, but polite. Be detailed, but don't go on and on.

✓ **Writing the closing section:** Expressing gratitude is a great way to close an email conversation.

Examples:

✚ Best regards

✚ Sincerely

✚ Stay tuned

✚ Cordially

✚ Respectfully

✓ **Signing-off:** An email signature is not like a handwritten signature. In this space you should include:

✚ Name of the company you work for

✚ Your contact numbers (phone, email)

✚ A link to your company's website

✚ Links to the company's social networks (optional)

✚ A photo or business logo

- **Language use**

1. **Simple sentence**³⁵

a. **Definition:** A simple sentence contains one independent clause. An independent clause contains a subject and verb and expresses a complete thought.

Examples:

✓ The receptionist answers the phone.

✓ The manager greets visitors warmly.

³⁵ (Andersen, 2014)

b. Components³⁶

Simple sentences consist of two parts: the **subject** and the **predicate**.

Examples:

- ✓ **Subject:** The receptionist greeted the guest.
- ✓ **Predicate:** The receptionist greeted the guest.

c. Purpose: Use simple sentences when presenting a limited amount of information

Examples:

- ✓ We can arrange a taxi for you
- ✓ Do you have a reservation?
- ✓ The lobby is under renovation
- ✓ Smoking is not allowed in the rooms

2. Punctuation marks and capitalisation

a. Punctuation marks

Punctuation is the system of symbols that we use to separate written sentences and parts of sentences, and to make their meaning clear. Each symbol is called a “punctuation mark”.

Examples:

- **Period (.)**
 - ✓ Please ensure that the guest's room is cleaned by 3 p.m.
 - ✓ The front office closes at 10:00 p.m.
- **Comma (,)**
 - ✓ The guest requested extra pillows, fresh towels, and a bottle of water.
 - ✓ Before checking out, please confirm the final bill with the front desk.
- **Question mark (?)**
 - ✓ Can I assist you with your luggage?
 - ✓ Would you like to book a wake-up call for tomorrow morning?
- **Exclamation mark (!)**
 - ✓ Welcome to our hotel!
 - ✓ Please be cautious on the wet floor!

³⁶ <https://www.cambridge.org/core/books/abs/about-language/sentence-structure-the-simple-sentence/C61F4BF96662C75C1A98FB864E8A4EF8>

- **Quotation marks (“ ”)**

- ✓ The guest said, “I need a quiet room for tonight.”
- ✓ “Do not disturb” signs are placed on the doors.

b. Capitalization rules ³⁷

1. Capitalize the first word of a sentence

Example: The hotel offers excellent service.

2. Capitalize proper nouns: Proper nouns include specific names of people, places, organizations, and brands.

Example: Mr. Smith works at the Hilton Hotel.

3. Capitalize titles when they precede names

Examples:

- ✓ Titles such as *Dr.*, *Professor*, *President* are capitalized when used with a name.

Example: *President Lincoln delivered the Gettysburg Address.*

But not: *The president gave a speech.*

4. Capitalize family relationships when used as proper names

Example: *I asked Mom to help me with the reservation.*

But not: *I asked my mom to help me.*

5. Capitalize days, months, and holidays

Example: We are closed on Christmas Day.

6. Capitalize nationalities, languages, and religions

Example: *He speaks French and studies Buddhism.*

7. Capitalize the major words in titles of books, articles, songs, and movies. Do not capitalize short words like articles (*a, an, the*), conjunctions (*and, or, but*), or prepositions (*in, on, of*) unless they are the first or last word

Example: *Gone with the Wind* or *The Great Gatsby*.

8. Capitalize the first word of a quotation

³⁷ <https://writer.com/blog/capitalization-rules/>

Example: She said, "*The conference starts at 10 a.m.*"

9. Capitalize acronyms and initialisms

Example: NASA, UNICEF, ASAP.

10. Capitalize historical periods and events

Example: The Renaissance was a time of great cultural change



Activity 2: Guided Practice



Task 23:

Write a responding email

You are working at the front desk of a hotel. A guest has sent you an email requesting to book a room for two people for three nights, starting from the 10th of January. They have asked about the availability of a deluxe room with a king-size bed, and they would also like to know if breakfast is included in the price.

Write a response to the guest confirming the reservation, including the following information:

- a. Availability of the deluxe room with a king-size bed
- b. Confirmation of the booking for three nights, starting from the 10th of January
- c. Information about breakfast availability and whether it is included
- d. The total cost of the stay, including any taxes or additional fees (if applicable)
- e. A polite closing and contact details for further assistance



Activity 3: Application



Task 24:

Email writing

You are the Front Office Manager at a hotel. You have received a request from a guest who has booked a room for a business conference but requires additional services, such as a projector, extra chairs, and refreshments for the meeting.

- a. Write an email to the Housekeeping and Catering departments to inform them about the guest's needs and request the necessary arrangements for the meeting.
- b. Ensure your email is clear, polite, and professional
- c. Provide all relevant details such as the room number, meeting time, and specific requirements.

Topic 3.2: Writing an application letter



Activity 1: Problem Solving

Scenario 1: Ildephonse Nsengiyumva is applying for the position of Hotel Concierge

Gasabo District
 Kimihurura Sector
 Tel: 0786324599
 Email: nsenyiyumva@gmail.com

20 March 2025

The Manager
 Umubano Hotel
 Po Box: 125 Huye

Dear Manager,

Re: Applying for the post of Concierge

I am writing to express my interest in the Hotel Concierge position at Umubano Hotel, as advertised. With a strong background in hospitality and customer service, along with a passion for assisting guests in having memorable experiences, I am confident in my ability to contribute positively to your team.

In my previous role as a Receptionist, I gained valuable experience in providing high-quality service to guests, which included offering personalized recommendations, arranging travel and transportation, and handling inquiries. Since I am well-versed in managing multiple tasks

simultaneously, staying organized, and maintaining a welcoming attitude, I am confident that I can ensure every guest feels valued and well taken care of.

I am excited about the opportunity to bring my skills to Umubano Hotel and be part of your renowned guest services team. I look forward to discussing how I can contribute to your hotel's continued success. Thank you for considering my application.

Yours faithfully,

Ildephonse Nsengiyumva



Task 25:

Reading comprehension and language use

A. Reading comprehension

1. Read the letter and identify:
 - a. The heading
 - b. The inside address
 - c. Salutation
 - d. Closing expression
2. What is the applicant's experience?
3. What are the applicant's skills
4. Identify two complex sentences

B. Language use

1. **Combine the following pairs of sentences into complex sentences using the given subordinating conjunctions.**
 - a. The guest requested additional towels. The bathroom did not have enough.
(because)
 - b. The housekeeper cleaned the room. The guests had already left. (after)
 - c. The manager asked for the report. The front office staff completed the task.
(when)
 - d. The hotel maintained high standards. The guests were impressed. (so that)
 - e. The housekeeper replaced the linens. They were not up to standard. (since)
2. **Underline the dependent clause, double underline the independent clause, and circle the subordinating conjunction.**

- a. While the housekeeping staff cleaned the room, the front office clerk checked the guest's reservation.
 - b. If a guest forgets their key, the receptionist provides a duplicate.
 - c. The housekeeper ensures the bathroom is sanitized before the next guest arrives.
 - d. Although the room was not ready, the guest waited patiently in the lobby.
 - e. The manager apologized to the guest because the housekeeping service was delayed.
 - f. Once the guest confirmed their reservation, the front desk processed the check-in smoothly.
 - g. Since the housekeeping team completed their tasks early, they assisted the maintenance staff.
 - h. After the guest checked out, the front office prepared the bill for the room.
3. **The following sentences are fragmented. Correct them**
- a. Cleaning the rooms and preparing the linens for the next shift.
 - b. After finishing the room inspection and checking the minibar.
 - c. After checking in at the front desk.
 - d. While the guest was waiting for their luggage to arrive.
 - e. As soon as the bellboy delivered the luggage to the room.
 - f. When the guest requested extra towels.
4. **Identify the conjunctions that are overused and rewrite the sentences by eliminating unnecessary conjunctions for clarity and smoothness.**
- a. The guest arrived at the hotel, and the front desk checked in the guest, and the bellboy took the luggage to the room.
 - b. The room is not ready yet, but the housekeeping staff is cleaning it, and it will be ready in 30 minutes, and I will call you when it's finished.
 - c. I asked the guest for their ID, and they handed it to me, and I processed the check-in, and they paid for the room.
 - d. The guest requested extra towels, but the housekeeping staff had no extra towels, so I called housekeeping again, and they delivered them 10 minutes later.
 - e. The room is cleaned daily, and the sheets are changed, and the bathroom is sanitized, and the floor is mopped.

Key Facts 3.2.: Application letter writing skills

1. Purpose of an application letter³⁸

An application letter is a document that you may submit to hiring managers to show your interest in working for their company. Typically, an application letter is a standalone document that gives potential employers information about your qualifications, skills and experience that make you an excellent fit for their workplace.

2. Basic structure of an application letter³⁹

a. Heading:

- ✓ Write your full address
- ✓ Write the date

b. Inside address

- ✓ Write the receiver's address below the heading
- ✓ If the person has a business title write it on the next line

c. Salutation

- ✓ Start one line below the inside address
- ✓ Use Sir or Madam if you don't know the person's name. Otherwise, use the person's last name preceded by Mr, Ms, Mrs, or some other titles.
- ✓ Using the hiring manager's name is an easy way to make a good immediate first impression and show that you've done your research.
- ✓ Dear Hiring Manager is also acceptable.
- ✓ Using "To Whom It May Concern" is not ideal because it sounds overly formal and generic.

d. Introduction paragraph

Your introduction paragraph is where you introduce yourself as a candidate to the hiring manager. Use this space to highlight:

- ✓ How much relevant experience you have
- ✓ Where you found the job opening
- ✓ Why you want to apply for this specific job

³⁸<https://www.indeed.com/career-advice/finding-a-job/application-letter-vs-cover-letter>

³⁹ <https://resumegenius.com/blog/cover-letter-help/cover-letter-vs-resume>

(Senn & Skinner, 2001, p. C617)

e. Body paragraphs

Your second and third paragraphs should show how your skills, experiences, and accomplishments match the responsibilities listed in the job description. What key characteristics or experience do you have that will help you handle those responsibilities?

f. Concluding paragraph

Your cover letter closing paragraph is where you aim to set up an interview. Start by expressing your enthusiasm for the opportunity, and suggest setting up a time to discuss further. Then, thank the hiring manager for their time.

g. Closing:

- ✓ Start one line below the body
- ✓ Use a formal closing such as “Yours faithfully”, “Sincerely yours” or “Yours truly” followed by a comma.

h. Sign-off

- ✓ Type your full name
- ✓ Sign your full name in the space between the closing and your typed name

3. Tips for writing an effective application letter

• **Start with a strong opening:**

- ✓ Mention how you learned about the job and express enthusiasm for the opportunity.
- ✓ Capture attention with a compelling reason for your interest.

• **Focus on the employer’s needs:**

- ✓ Emphasize how you can contribute to the company rather than what you expect from them.
- ✓ Use keywords from the job description.

• **Highlight relevant achievements:**

- ✓ Provide evidence of your skills and accomplishments relevant to the position.
- ✓ Quantify achievements when possible (e.g., “Increased sales by 20% in six months”).

- **Use active voice:**
 - ✓ Write in an active voice to convey energy and confidence.
 - ✓ For example, instead of “Responsibilities were handled,” use “I handled responsibilities.”
- **Keep it one page long:**
 - ✓ Stay concise by focusing on the most important aspects of your application.
 - ✓ Avoid redundancy.
- **Include a polite closing:**
 - ✓ Thank the reader for their time and consideration.
 - ✓ End with “Sincerely” or “Yours faithfully,” followed by your full name.
- **Align with the resume:**
 - ✓ Ensure the details in the letter complement your resume without duplicating it.
 - ✓ Use the letter to provide context for your achievements.
- **Format professionally:**
 - ✓ Use a clean, professional font (e.g., Times New Roman, Arial).
 - ✓ Align your text with proper margins and spacing.

4. Useful phrases⁴⁰

a. For introduction

- ✓ I would like to apply for the position of
- ✓ I wish to apply for the post of...which you advertised in...on...
- ✓ I have pleasure in applying for the advertised position, as

b. For highlighting skills and experience

- ✓ My area of expertise is...
- ✓ In addition to my responsibilities as..., I also developed...skills.
- ✓ I have ...years experience of working...

c. For describing qualifications

- ✓ My professional qualifications appear to be well suited to your company's requirements.
- ✓ I am a high school junior in

⁴⁰ <https://en.bab.la/phrases/application/cover-letter/english-english>

5. Complex sentences⁴¹

a. Definition:

A complex sentence is made up of a main clause and a subordinate clause connected to each other with a subordinating conjunction.

b. Components of a complex sentence

A complex sentence has one independent clause and one to two dependent clauses. A complex sentence always has a subordinating conjunction (because, since, after, although, when...) or a pronoun (who, which, and that)

Examples:

- ✓ Although the guest arrived early, the room was not ready yet.
- ✓ Guests should notify the front desk if they need extra towels or pillows.

c. Punctuation rules in complex sentences⁴²

- Punctuation depends on the location of the subordinating conjunction:
- If the subordinating conjunction comes in the middle or at the end of the sentence – no comma is required.

Examples:

- ✓ The receptionist apologized because the booking system was temporarily down.
- ✓ The room attendant replaced the towels while the guest was having breakfast.

- If the subordinating conjunction comes at the beginning of the sentence – a comma comes at the end of the dependent clause.

Examples:

- ✓ While the housekeeper was cleaning the suite, she found a missing wallet.
- ✓ Because the hotel was fully booked, the guest was offered a complimentary upgrade.

d. Some common subordinating conjunctions:

After

Before

So that

Whenever

⁴¹ <https://www.bristol.ac.uk/academic-language/media/BEAP/3.4/index.html>

⁴² <https://spcollege.libguides.com/c.php?g=254288&p=1695264>

Although	Even though	Though	Where
As	If	Unless	Whereas
As if	In order that	Until	Whether
Because	Since	When	while

e. Common mistakes to address⁴³

- **Fragmented sentences:** A complex sentence is incomplete because it lacks an independent clause or a proper connection to the main sentence.

Examples:

- ✓ **Incorrect:** While checking in the guests. The room wasn't ready.
- ✓ **Correct:** While checking in the guests, the receptionist realized the room wasn't ready.

- **Overusing conjunctions:** Using too many conjunctions can make a sentence overly complex and unclear

Examples:

- ✓ **Incorrect:** The guest asked for a wake-up call, and he wanted an early breakfast, and he requested a taxi, and he asked for directions.
- ✓ **Correct:** The guest asked for a wake-up call, an early breakfast, a taxi, and directions.

- **Misusing punctuation:** Errors occur when punctuation does not align with the sentence structure (e.g., placing commas incorrectly or omitting them).

Examples:

- ✓ **Comma splice:** The housekeeping team prepared the room, the guest checked in early.
- ✓ **Correct:** The housekeeping team prepared the room, **but** the guest checked in early."
- ✓ **Missing comma in complex sentences:** If the guest requests additional towels they should be delivered immediately.
- ✓ **Correct:** If the guest requests additional towels, they should be delivered immediately.

⁴³ <https://ieltsonline-tests.com/ielts-grammar/conjunction-common-mistakes>



Activity 2: Guided Practice



Task 26:

Write an application letter for the Front Office Receptionist position

Scenario: Front Office Receptionist Position

Amavubi Hotel is looking for a motivated and professional Front Office Receptionist to join their team. The ideal candidate should have strong communication skills, a positive attitude, and experience in customer service. Responsibilities include greeting guests, checking in and checking out, answering inquiries, and handling phone calls.

Task: Write an application letter for the Front Office Receptionist position Amavubi Hotel. In your letter:

- ✓ Introduce yourself and express your interest in the position.
- ✓ Mention your relevant experience in customer service, particularly in a hotel or similar setting.
- ✓ Highlight your key skills such as communication, organization, and problem-solving.
- ✓ Demonstrate your enthusiasm for working at Amavubi Hotel and your commitment to providing excellent customer service.
- ✓ Use complex sentences correctly
- ✓ Use professional tone



Activity 3: Application



Task 27:

Write an application letter for the Housekeeping Staff position

Scenario: Housekeeping Staff Position

Akagera Resort is seeking a dedicated and hardworking Housekeeping Staff member to maintain cleanliness and organization in guest rooms and common areas. The role requires attention to detail, the ability to work independently, and a commitment to ensuring guest satisfaction.

Task: Write an application letter for the Housekeeping Staff position at Akagera Resort. In your letter:

- ✓ Introduce yourself and explain why you are interested in the housekeeping role.
- ✓ Mention any previous housekeeping experience or transferable skills, such as attention to detail and time management.
- ✓ Emphasize your dedication to maintaining high cleanliness standards and ensuring guest comfort.
- ✓ Convey your enthusiasm for being part of the Akagera Resort team and your ability to work well within a team environment.
- ✓ Use complex sentences correctly
- ✓ Use professional tone

Topic 3.3: Creating a professional curriculum vitae.



Activity 1: Problem Solving

CURRICULUM VITAE	
Full name: John Mugabo Phone number: +250 456 7890 Email: johnmugabo@email.com Gasabo District	
Objective	Seeking a position as a Front Office or Housekeeping staff member to utilize my customer service and organizational skills in a dynamic hotel environment.
Professional Experience	1. Front Desk Associate Umurava Hotel, Rubavu

CURRICULUM VITAE	
	January 2023 - Present - Greeted and checked in guests efficiently. - Provided information about hotel services and amenities. - Managed room bookings and handled guest inquiries. 2. Housekeeping Assistant Amarebe Resort, Kigali City March 2021 - December 2022 - Cleaned and organized guest rooms and public areas. - Replenished supplies and amenities for guest comfort. - Assisted in laundry duties and maintaining cleanliness standards.
Skills	- Excellent communication skills - Customer service-oriented - Time management - Detail-oriented and organized - Ability to work in a fast-paced environment - Team player
Education	High School Diploma Ikirezi High School, Ruhango Graduated: 2020
Certifications	- Certificate in Hotel Front Office Management - Housekeeping and Sanitation Training Program
Awards	- Employee of the Month – Umurava Hotel, 2024 - Best Housekeeping Team – Amarebe Resort, 2022
Languages	- English (Fluent) - French (Intermediate)
References	Available upon request.



Task 28: Answer the questions about the CV

Read the CV and answer the following questions:

1. What is the main purpose of a CV? How does it help the applicant in securing a job?
2. Is this CV tailored to the specific job the applicant is seeking? Explain.
3. If you were the hiring manager, what aspects of this CV would stand out to you, and why?

Key Facts 3.3.: Describing a professional CV

1. Definition and purpose of a professional CV ⁴⁴

A curriculum vitae (CV) is a short written description of your education, qualifications, previous jobs, and sometimes also your personal interests, which you send to an employer when you are trying to get a job.

2. Key principles of a professional CV⁴⁵

a. Concentrate on the essentials

- ✓ Employers generally spend less than one minute reading a CV before deciding to reject it.
- ✓ Make sure that the two first pages reflect your professional experience/profile since there are great chances the employer won't spend more than a minute reading your CV.

b. Be clear and concise

- ✓ Use short sentences.
- ✓ Avoid clichés.
- ✓ Concentrate on the relevant aspects of your training and work experience.

c. Always adapt your CV to suit the post you are applying for

- ✓ Highlight your strengths according to the needs of the employer and focus on the skills that match the job.
- ✓ Do not artificially inflate your CV; if you do so, it is likely to be discovered at the interview.
- ✓ Before sending your CV to a possible employer, check again if it matches the required profile.

d. Professional formatting and presentation

- ✓ Present your skills and competencies clearly and logically, so that your advantages can stand out.
- ✓ Put the most relevant information first.
- ✓ Pay attention to spelling and punctuation.

⁴⁴ (Cambridge Advanced Learners Dictionary, 2008)

⁴⁵ <https://www.sprintcv.com/blog/five-basic-principles-to-build-a-good-cv-in-the-it-industry/>

3. Maintaining the basic structure of a professional CV ⁴⁶

a. Writing contact information

- ✓ Make sure the potential employer has a way of contacting you.
- ✓ Include your full name, telephone number and email address.

b. Writing a professional summary

- ✓ Highlight key skills and expertise
- ✓ Briefly mention your most relevant achievements and experience

c. Writing work experience

- ✓ List your most recent job first
- ✓ Include part time and volunteer jobs you have done
- ✓ For each job, include the dates you worked, your employers name, your job title, responsibilities and achievements.

d. Highlighting education

- ✓ List the name and address of each school and the years you attended
- ✓ List any special courses you have taken that would help make you a valuable employee

e. Highlighting skills, awards and interests

- ✓ List skills such languages you speak, the computer programs you can use well, the class type of your driving licence and any other professional skills you might have that are relevant to the job you're applying for.
- ✓ List awards or certificates of merit you have earned
- ✓ Include any relevant hobbies or special interests

⁴⁶ <https://learnenglish.britishcouncil.org/business-english/business-magazine/writing-good-cv>
(Senn & Skinner, 2001, p. C623)



Activity 2: Guided Practice



Task 29:

Create a Front Office Receptionist CV

Scenario: Front Office Receptionist CV

Imagine you are applying for the position of a Front Office Receptionist at a luxury hotel. Create an effective professional CV.

Note:

- Tailor the CV to a specific role.
- Highlight relevant education, skills and experiences.
- Use proper CV formatting
- Focus on key qualities and responsibilities specific to the position you are applying for



Activity 3: Application



Task 30:

Create a Housekeeping Supervisor CV

Scenario: Housekeeping Supervisor CV

Imagine you are applying for the position of Housekeeping Supervisor at Baboon Hotel. Create an effective professional CV.

Note:

- Tailor the CV to a specific role.
- Highlight relevant education, skills and experiences.
- Use proper CV formatting

Topic 3.4: Writing reports



Activity 1: Problem Solving

HOTEL ARRIVAL REPORT

Hotel name: Grand Luxe Hotel

Report date: January 4, 2025

Prepared by Front Office Manager

GUEST ARRIVAL SUMMARY

- **Total expected arrivals:** 30
- **Total VIP guests:** 5
- **Group arrivals:** 1 group (25 members – Green Tech Conference)
- **Individual arrivals:** 5

VIP GUEST DETAILS

Name	Room number	Special requests	Transportation	Arrival time
Mr. John Smith	501	Vegan meals, extra pillows	Limousine service	3:00 PM
Ms. Clara Jones	502	Early check-in, fresh flowers	Airport pickup	11:00 AM
Dr. Alan Walker	503	Quiet room, no housekeeping before 10 AM	Self-arranged transport	5:30 PM
Mrs. Emily Carter	504	Fruit basket, sparkling water	Limousine service	4:00 PM
Mr. Liam Brown	505	Late check-in, additional towels	Airport pickup	9:00 PM

GROUP DETAILS

Group name: Green Tech Conference Delegates

- **Group leader:** Mr. Steven Harris
- **Total members:** 25
- **Check-in time:** 2:00 PM
- **Rooms allocated:** 301–325
- **Special requests:**
 - ✓ Early check-in for group leader
 - ✓ Conference room setup by 4:00 pm
 - ✓ Welcome drinks for all members

OTHER NOTABLE ARRIVALS

Name	Room number	Special requests	Arrival time
Mr. David Lee	601	Anniversary decoration	8:00 PM
Ms. Rachel Green	602	Allergy-friendly amenities	7:00 PM

ACTION POINTS FOR STAFF

1. Ensure VIP amenities are in place before guest arrivals.
2. Confirm limousine and airport pickup schedules.
3. Coordinate with housekeeping to prepare rooms as per special requests.
4. Set up the conference room for the Green Tech group by 3:30 PM.
5. Inform concierge of late arrivals for smooth check-in.

NOTES

- All guests have been sent pre-arrival emails confirming their reservations and special requests.
- A welcome desk will be set up for the Green Tech Group in the lobby.

Report prepared by Jane Smith

Position: Front Office Manager



Task 31:

Answer the questions about the report

Read the report and answer the following questions:

1. What does the term "VIP" stand for in the context of this report?
2. What does the phrase "special requests" refer to in this context?
3. Which tone is used in this report: formal, informal, or neutral? Justify your answer.
4. Identify any instances of concise language in the action points section.

Key Facts 3.4: Report writing skills

1. Introduction to report writing

a. Definition of a report

A report is a concise piece of writing that uses facts and evidence to look at issues, situations, events or findings. Reports are informative texts that aim to analyse different topics with a specific purpose and audience in mind.

b. Types of reports used in front office and housekeeping operations⁴⁷

- **Front office reports**

- ✓ High balance report
- ✓ **Daily arrival and departure report:** It details of expected arrivals, departures, and VIP guests and helps front office staff prepare for guest check-ins and check-outs.
- ✓ **Concierge report:** It serves as a record of guest interactions, requests, and services provided.
- ✓ **Guest feedback report:** It summarizes guest reviews and suggestions. And aims at improving guest satisfaction and service quality.

- **Housekeeping reports**

⁴⁷ <https://www.ezeeabsolute.com/blog/important-hotel-reports/>
<https://www.canarytechnologies.com/post/must-have-hotel-reports>

- ✓ **Room status report:** The housekeeping team use this report to communicate with other departments regarding occupancy, turnover status and vacancy
- ✓ **Minibar sales report:** The purpose of this report is to keep billing accurate and stocks in check

2. Characteristics of a good report⁴⁸

a. Clarity:

- ✓ A report should be written in clear and concise language that is easy to understand.
- ✓ Use simple words, and avoid jargon and technical terms that the audience may not be familiar with.
- ✓ Break down complex concepts into simple ideas, and organize the content logically.
- ✓ Use headings, subheadings, and bullet points to make the report easy to navigate and read.

b. Accuracy

- ✓ Ensure that the data and information presented in the report are accurate and reliable.
- ✓ Verify the data and sources before including them in the report.

c. Conciseness

- ✓ Conciseness means using as few words as possible to convey the required information.
- ✓ A good report should be concise and to the point.
- ✓ Avoid using unnecessary words, and get straight to the point.
- ✓ Use bullet points, tables, and graphs to convey information quickly and efficiently

3. Structure of a report

The structure of reports vary depending on the purpose and their types. In front office and housekeeping, the reports may have the following structure:

- ✓ Title/Heading

⁴⁸ <https://themba.institute/business-communication/characteristics-of-a-good-report/>

- ✓ Date and time
- ✓ Report writer's name/designation
- ✓ Details of the report
- ✓ Action taken (if applicable)
- ✓ Recommendations / notes

4. Report writing tips

a. Use a clear and concise format

- ✓ Organize reports into sections
- ✓ Use headings and bullet points to make the report easy to read.

b. Maintain a professional language

- ✓ Use formal language and avoid slang or casual expressions.
- ✓ Ensure grammar, spelling, and punctuation are correct.

c. Be specific with details

- ✓ Include specific times, dates, room numbers, and guest names (if necessary).
For example, instead of writing “a complaint was made,” specify, “Guest in Room 305 reported a plumbing issue at 9:30 AM.”

d. Keep it objective

- ✓ Avoid personal opinions.
- ✓ Stick to facts and document events exactly as they happened.

e. Include supporting documents or photos

- ✓ Attach any relevant evidence, such as photos of damages, checklists, or guest feedback forms, if applicable.



Activity 2: Guided Practice



Task 32:

Write incident report

Scenario:

You are a Front Office Receptionist at Amahoro Hotel. During your evening shift, a guest reported that their wallet was stolen while they were in the lobby. The guest, Mr. John

Mpambara, checked into room 302 earlier that day. He mentioned that he briefly left his wallet on the coffee table near the reception desk when he went to use the restroom.

When he returned, the wallet was gone. He claims it contained 500,000 Rwf in cash, credit cards, and his ID. You immediately informed the hotel's security team, who reviewed the lobby's CCTV footage. The footage showed another guest, Ms. Alice Ikirezi from room 208, picking up the wallet. Security contacted Ms. Ikirezi, who admitted taking the wallet by mistake, thinking it was hers. The wallet was returned to Mr. Mpambara, and he confirmed that all the contents were intact

Task:

- ✓ Write a report for your supervisor, detailing the incident, the actions taken, and the outcome.
- ✓ Ensure your report is clear, concise, and professional.



Activity 3: Application



Task 33:

Write housekeeping service feedback report

Scenario:

As the Housekeeping Supervisor, you recently introduced a new checklist system to improve the efficiency of room cleaning. After two weeks, you asked your housekeeping team to provide feedback about the system. The feedback is as follows:

- 80% of staff found the checklist helpful in organizing their tasks.
- 10% mentioned that the checklist increased their workload due to the extra time needed for documentation.
- 10% suggested adding a section for guest-specific preferences.

Additionally, guests left mixed reviews:

- Positive comments praised the cleanliness and attention to detail in their rooms.
- Negative comments highlighted delays in room readiness during peak hours.

Task:

- ✓ Write a report summarizing the feedback, identifying key issues, and suggesting improvements to address staff and guest concerns.
- ✓ Include recommendations for better implementation of the checklist system.
- ✓ Ensure your report is clear, concise, and professional.



Formative Assessment (60 marks)

PART A: READING COMPREHENSION

Read the incident report and answer questions that follow

INCIDENT REPORT

Hotel Name: Grand Harmony Hotel

Address: 123 Luxury Avenue, Cityville

Date of Incident: January 3, 2025

Time of Incident: 2:15 PM

Reported by: James Smith

Position: Front Office Supervisor

Incident location: Room 402 (Guest Room)

Details of incident:

At approximately 2:15 PM on January 3, 2025, a guest, Mr. David Johnson, reported that he slipped and fell in the bathroom of Room 402 due to a water puddle on the floor. The guest stated that the puddle appeared to be from a leak under the sink. Mr. Johnson did not sustain visible injuries but mentioned mild discomfort in his right ankle.

Upon inspection, the housekeeping staff confirmed that water had been leaking from the pipe beneath the sink. Maintenance was immediately notified, and the leak was repaired within 30 minutes.

Actions taken:

- Assisted Mr. Johnson back to his bed and offered him ice to apply to his ankle.
- Apologized to the guest and assured him the issue would be resolved promptly.
- Offered Mr. Johnson complimentary room service as a gesture of goodwill.

- Notified the Duty Manager, Mrs. Clara Reynolds, and logged the incident in the system.
- Requested maintenance to inspect and repair all plumbing in the adjoining rooms to prevent similar occurrences.

Follow-up required:

- Monitor Mr. Johnson’s condition and check if further medical assistance is needed.
- Provide feedback to the housekeeping team to ensure thorough inspection during routine cleaning.

Prepared by:

Name: James Smith

Signature: _____

Date: January 3, 2025

Approved by:

Name: Clara Reynolds

Position: Duty Manager

Signature: _____

Date: January 3, 2025

Questions

1. How would you describe the tone of the incident report?
2. Why is the word “promptly” used in the sentence “Apologized to the guest and assured him the issue would be resolved promptly”?
3. What is the purpose of the phrase “as a gesture of goodwill” in the report?
4. What effect does the use of the phrase “immediately notified” have on the tone of the report?

PART B: LANGUAGE USE

1. For each sentence below, identify the subject, verb, and object (if present). Write your answers in the table format. **(10 marks)**
 - a. The receptionist greeted the guest warmly.
 - b. Housekeepers clean the rooms daily.
 - c. The manager scheduled a staff meeting.

- d. Guests enjoyed the delicious breakfast.
- e. The bellboy carried the luggage upstairs.
- f. The hotel offers excellent service.
- g. Maintenance fixed the broken door handle.
- h. She called the front desk for assistance.
- i. The chef prepared a special dish.
- j. Security checked the cameras at night.

2. Combine the two simple sentences into one complex sentence using the subordinating conjunction provided in parentheses. (10 marks)

- a. She was tired. She continued working. (*although*)
- b. I will stay at the hotel. My flight is delayed. (*if*)
- c. He missed the train. He arrived late at the station. (*because*)
- d. The guest requested a quiet room. The front office staff accommodated the request. (*since*)
- e. We will clean the room. The guests check out. (*after*)
- f. I finished my shift. I went home. (*as soon as*)
- g. The housekeeping staff prepared the room. The VIP guest arrived. (*before*)
- h. The receptionist explained the charges. The customer was satisfied. (*until*)
- i. The bellboy took the luggage to the room. The guests waited at the counter. (*while*)
- j. The hotel provided excellent service. Many customers recommended it. (*so that*)

3. Rewrite the following sentences, correcting all punctuation and capitalization errors. (10 marks)

- a. the front desk clerk said, do you have a reservation
- b. please check in after 2 pm, the rooms are not ready yet
- c. mr smith asked, where is the housekeeping department
- d. the manager greeted the guests with a smile saying, welcome to our hotel
- e. during the meeting the team discussed the following topics housekeeping staff training, guest feedback, and maintenance updates
- f. the housekeeping staff found a wallet in room 305 it belonged to mr. james
- g. isn't it amazing the hotel has a rooftop pool with a view of the city

- h. while organizing the lobby the receptionist forgot to update the reservation system
- i. have you ever stayed at the sunrise resort its one of the best in the region
- j. in the morning, guests can enjoy complimentary breakfast coffee, juice, and pastries

PART C: COMPOSITION (30 marks)

You are a recent graduate with a diploma in Hotel Management and a certificate in Customer Service. You are applying for the position of **Front Office Assistant** at the luxurious **Grand Horizon Hotel**, located in Kigali. The hotel is known for its excellent guest services and high standards of professionalism.

The hotel's advertisement states the following requirements for the position:

- Strong communication and interpersonal skills.
- Proficiency in English and one additional language.
- Knowledge of front office operations and reservation systems.
- Ability to handle guest queries and complaints with a professional demeanor.
- Experience in customer service (preferred but not mandatory).

Tasks:

1. Write a formal job application letter addressed to **Mr. James Roberts**, Human Resources Manager at Grand Horizon Hotel. In your letter:
 - Mention how you found out about the job.
 - Highlight your qualifications, skills, and relevant experience.
 - Explain why you are the right candidate for the position.
 - Conclude by expressing your eagerness to attend an interview.
2. Create a CV that includes:
 - Your personal information (name, contact details, etc.).
 - A professional summary or career objective.
 - Your educational background.
 - Relevant skills (e.g., communication, language proficiency, technical skills).
 - Work experience (if any).

- Additional certifications or achievements.
- References (optional).



Points to Remember

- ✓ Use professional English to write a professional email
- ✓ Avoid opening suspicious emails or attachments
- ✓ Be careful when forwarding or replying to all
- ✓ Use a professional tone to write an application letter
- ✓ Be clear and concise while writing a CV
- ✓ Maintain a formal tone while writing front office and housekeeping reports
- ✓ Pay attention to spelling, punctuation and capitalization.



Self-Reflection

1. Read the statements across the top. Put a check in a column that best represents your level of knowledge, skills and attitudes.

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Identify simple sentences					
Describe punctuation marks and					
Describe basic structure of professions email					
Write simple sentences					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Use punctuation marks and capitalisation					
Write a professional email					
Use professional English to write a professional email					
Identify phrases for introduction, highlighting skills and experience and describing qualifications					
Describe basic structure of an application letter					
Identify complex sentences					
Use phrases for introduction, highlighting skills and experience and describing qualifications					
Write an application letter					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Use complex sentences to write an application letter					
Use a professional tone to write an application letter					
Identify key principles of a professional CV					
Describe basic structure of an application CV					
Apply key principles to write a professional					
Create a professional CV					
Be clear and concise while writing a CV					
Identify types of reports used in front office and housekeeping operations					
Describe basic structure of a report					

My experience	I do not have any experience doing this.	I know a little about this.	I have some experience doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Knowledge, skills and attitudes					
Illustrate types of reports used in front office and					
Write front office and housekeeping reports					
Maintain a formal tone while writing front office and housekeeping reports					

2. Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions to be taken to improve
1.	1.	1.
2.	2.	2.
3.	3.	3.

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