

<i>100 job descriptions brought to life</i>	HOTEL RECEPTIONIST	10.6
		Eval.:



*Here is the same text but you have to complete it with the right words. The first letter is given, as is the number of letters for each word to be written.*

**Corinne:** Good evening, Ms Aria. You've lost your **k** \_ \_? You think someone has stolen it?! We'll ask the **p** \_ \_ \_ \_! There's another **p** \_ \_ \_ \_? The **s** \_ \_ \_ \_ is too slow? Your **r** \_ \_ \_ isn't **c** \_ \_ \_ \_ \_ \_ \_ \_ \_ \_ , enough, Ms Aria. There's not enough room for your **l** \_ \_ \_ \_ \_ . I'm sorry but the **h** \_ \_ \_ \_ is full at the moment because of the film shoot... And the Japanese group has confirmed their **b** \_ \_ \_ \_ \_ by **f** \_ \_ . You would like to make a **c** \_ \_ \_ \_ \_ \_ \_ \_? And speak to the **M** \_ \_ \_ \_ \_ \_ \_ \_? Oh look, the manager has just come into the **I** \_ \_ \_ \_ . He's coming towards **r** \_ \_ \_ \_ \_ \_ \_ \_ . Careful, Ms Aria, your bag is open...

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### *Hotel receptionist*

**Corinne:** No, Inspector, I didn't notice anything strange. And I'm quite observant, I might add. Of course, I welcome the guests, I give them all the information they need: description and prices of the rooms, terms and conditions, formalities, sights to see, places to visit and so on. I'm always cheerful, discreet, and of course well groomed, as you have to be in my job, but even when I'm talking to one of the guests, nothing escapes my notice in the lobby.

.../...



A few words relating to a hotel receptionist's work:

Here is a text using a lot of words from the list. Read it carefully, as you will have to use the same words afterwards.

Booking	Clientele	Comfortable
Complaint	Fax	Guest list
Hotel	Information	Invoice
Key	Lobby	Luggage
Management	Message	Porter
Price	Problem	Reception
Recommendation	Register	Room
Service	Tourist site	Welcome

You want to see the guest list? It's very well kept, trust me, Here it is. Bookings? Yes, I take care of those. Let me show you. Invoices too? No problem. Look at them as much as you please. Ah! Here's my group of tourists back from their excursion. Of course, Inspector, I have to speak several languages. I speak fluent French and can get by in German and Spanish. In my job it's a big advantage to speak several foreign languages. I studied them when I was at college. Bonne chance, Monsieur, as they say!

\*

In a similar line of work, Corinne could also have been: *hotel concierge* – *manager of a hostel* – *hotel cleaner*– *telephone receptionist* – *hostess-receptionist* – *hotel manager* – *events hostess*...

*Corinne*: Good evening, Ms Aria. You've lost your **key**? You think someone has stolen it?! We'll ask the **porter**! There's another **problem**? The **service** is too slow? Your **room** isn't **comfortable** enough, Ms Aria. There's not enough room for your **luggage**. I'm sorry but the **hotel** is full at the moment because of the film shoot... And the Japanese group has confirmed their **booking** by **fax**. You would like to make a **complaint**? And speak to the **Management**? Oh look, the manager has just come into the **lobby**. He's coming towards **reception**. Careful, Ms Aria, your bag is open...