



LLP-LdV-TOI-2009-LT-0042  
**Description of Competences (Hotel area)**



Profession	Reading	Writing	Listening/oral interaction	Spoken production	Spoken interaction
<b>Hotel Staff</b>					
<b>Receptionist</b>	<p><b>B1:</b>            Can read short texts about familiar or job-related topics (e.g. reservations, faxes, instructions), and understand their overall meaning.            Can understand important information in job-related reading materials like brochures, leaflets, maps, city plans, menus, adverts, invoices.            Can understand standard messages, (reservation, cancellation by fax, letter or e-mail).</p>	<p><b>B1:</b>            Can write simple texts on a topic within the job area.            Can convey clear, factual information to guests via fax / e-mail (e.g. confirm/cancel reservations, provide information about rates and discounts, prepare bills).            Can take notes concerning specific information about guests' stay at the hotel over the phone (reservation/ cancellation, check in/out, orders for room service, payment requirements, foreign exchange).            Can provide clear instructions / directions to surrounding area: shops, restaurants, travel routes, etc.).</p>	<p><b>B1:</b>            Can follow clearly articulated speech (face to face or on the phone), though having to ask for repetition at times;            Can understand specific information about guests' stay at the hotel over the phone or face -to -face (reservation/ cancellation, check in/out, orders for room service, payment requirements, foreign exchange).            Can understand the main points of radio and TV news bulletins.</p>	<p><b>B1:</b>            Can greet and welcome guests politely, apologise for inconveniences, make suggestions.            Can give clear, detailed descriptions of hotel facilities and services either directly or on the phone.            Can make suggestions for guests' entertainment, recreation, and leisure time activities and present in short, precise detail, places of interest, and activities of interest, historical sites, travel routes, restaurants, and shopping areas.</p>	<p><b>B1:</b>            Can initiate, maintain and close politely, both face- to -face and over the phone conversations (reservation/cancellation or check in/out, enquiries).            Can exchange detailed, factual information concerning the hotel (location, facilities, rates, availability, transfer from airports, railway stations, other services etc).            Can engage in extended conversations about job-specific topics (orders for room service, reservation.            Can deal with problems and complaints, providing acceptable solutions according to hotel policy.</p>

		Can reply in written form to advertisements (e.g., Car Hire) and ask for specific information (e.g. terms and conditions, payment method, discounts).			
<b>Concierge</b>	<p><b>B1:</b> Can read short texts about familiar or job-related topics and understand their overall meaning. Can understand important information in job-related reading materials like brochures, leaflets, maps, city plans, menus, adverts, invoices. Can understand standard messages, (reservation, cancellation by fax, letter, e-mail).</p>	<p><b>B1:</b> Can write clear texts on a topic within the job area. Can describe duties, give news and narrate job-related events. Can convey clear, factual information to guests via fax / e-mail (e.g. confirm or cancel reservations, provide information about rates, discounts, prepare bills). Can provide clear instructions / directions to surrounding area, (shops, restaurants, travel routes, etc). Can reply in written form to advertisements (e.g. Car Hire, cultural events) and ask for specific information.</p>	<p><b>B1:</b> Can follow clearly articulated speech (face to face or on the phone), though having to ask for repetition at times. Can take notes concerning specific information about guests' stay at the hotel over the phone or face -to -face (reservation/cancellation, check in/out, orders for room service, payment requirements, foreign exchange). Can understand the main points of radio and TV news bulletins. Can understand clearly formulated instructions and directions.</p>	<p><b>B1:</b> Can greet and welcome guests politely, apologise for inconveniences, make suggestions. Can give clear, detailed descriptions of hotel facilities and services either directly or on the phone. Can make suggestions for leisure time activities and present in short, precise detail, places &amp; activities of interest, historical sights, travel routes, restaurants, shopping areas. Can present the advantages and disadvantages of various options.</p>	<p><b>B1:</b> Can initiate, maintain and close politely, both face- to -face and over the phone conversations (reservation/cancellation or check in/out). Can exchange detailed, factual information concerning the hotel (location, facilities, rates, availability, other services). Can engage in extended conversations about some general topics, but mainly job specific area. Can identify degrees of emotion and significance of personal experiences presented by speakers. Can deal with problems and complaints, providing acceptable solutions according to hotel policy.</p>
<b>Porter</b>	<p><b>A1:</b> Can understand specific information in materials such as leaflets, adverts, city plans.</p>	<p><b>A1:</b> Can write short, simple notes and messages. Can give a basic description of the hotel's facilities.</p>	<p><b>A2:</b> Can understand what is said to him simply and slowly, in connection with his area of work (directions to follow,</p>	<p><b>A2:</b> Can greet guests politely, ask if they need help, offer to park their car, to carry luggage, make</p>	<p><b>A2:</b> Can give basic information about hotel facilities, answer questions about parking the car, about rooms,</p>

	Can understand short, simple written messages, notes and instructions.	Can provide short and simple written instructions on directions to follow, number of bus or tram to take in order to get to places of interest.	hotel's facilities). Can understand phrases, words or expressions related to e.g. hotel amenities, room numbers and floors, directions. Can catch the main point of short, simple messages and announcements.	deliveries. Can show guests where their room is and offer to escort them to their room. Can describe the room if necessary. Can apologise for inconveniences.	floors, the reception and the restaurant areas. Can give directions with the help of a map or city plan; indicate bus stations and bus numbers, etc. Can clarify, agree, or refuse in a polite way.
<b>Chambermaid</b>	<b>A1:</b> Can find specific, information in simple, job-related materials such as leaflets, labels, etc.) Can skim short texts in order to identify specific information (prices, timetable etc). Can understand basic instructions for specific job area (e.g. on usage of cleaning agents or on waste disposal). Can understand simple feedback messages.	<b>A1:</b> Can write short, simple notes and messages. Can write names of hotel facilities, and specific items related to her work, like cleaning agents or toiletries.	<b>A2:</b> Can understand specific requests about changing linen, picking up laundry, room service, ironing, cleaning and tidying rooms. Can understand words and expressions related to hotel amenities (room numbers and floors, restaurant, bar). Can catch the main point in short, clear, messages (e.g. complaint, compliment or announcement).	<b>A2:</b> Can greet guests politely. Can ask if any help is needed (related to her area of work). Can show guests where their room or any other hotel facility is and offer to escort them there. Can describe the room and its facilities if necessary. Can apologise for inconveniences.	<b>A2:</b> Can give basic information about hotel facilities. Can answer questions about floors, rooms, bar, restaurant. Can give simple directions (to the reception area, etc). Can give answers with reference to her work duties. Can clarify, agree or refuse in a polite way.