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ORAL AND WRITTEN COMMUNICATIVE PATTERNS IN ENGLISH LANGUAGE TEACHING (ELT) FOR THE HOTEL AND TOURISM INDUSTRY

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Preliminary communication

Regarding language as more than simply a system of rules, we need to distinguish between knowing various grammatical rules and being able to use the rules effectively and appropriately when communicating. This view has underpinned communicative language teaching which is a very important component of the English teaching material used with our students. It should be emphasized that communicative language teaching in the field of the hotel and tourism industry covers spoken as well written language for specific purposes.

Written language being characterised by well-formed sentences integrated into structured paragraphs differs sharply from spoken language consisting of short utterances with the loosely organised syntax, the use of non-specific words and phrases and the use of fillers such as "well", "oh" etc.

The English teaching material we are working with at our associate degree faculty tries to cover the needs of oral and written communication in the field of the hotel and tourism industry and because of that some of its parts and exercises are presented in this paper.

Key words: oral and written communicative patterns, English language teaching material, hotel and tourism industry.

1. COMMUNICATIVE LANGUAGE TEACHING

It has been accepted that language is more than simply a system of rules. Language is now generally seen as a dynamic resource for the creation of meaning. In terms of learning it is generally accepted that we need to distinguish between "learning that" and "knowing how". In other words, we need to distinguish between knowing various grammatical rules and being able to use the rules effectively and appropriately when communicating. This view has underpinned communicative language teaching.

The notion of task therefore has an immediate relevancy and chains of tasks can and should be integrated and sequenced to form coherent units of work.

2. THE ROLE OF THE LEARNER

The trend in recent years which has stemmed from communicative language teaching has been the development of learner-centred approaches to language teaching. Breen, who has written a great deal on learner-centred language teaching has pointed out the advantages of linking learner-centredness with learning tasks. He draws attention to the frequent disparity between what the teacher intends as the outcome of a task and what the learners derive from it. Learning outcomes will be influenced by learners' perceptions about what they should contribute, their view about the nature and demands of the task, and their definitions of the situation in which the task takes place. Additionally, we cannot know how different learners are likely to carry out the task. We tend to assume that the way we look at a task will be the way learners look at it. However, there is evidence that while we as teachers are focusing on one thing, learners are focusing on something else. The task is likely to have the same psychological and operational reality for the learner as it has for the teacher.

3. THE NATURE OF SPEAKING AND ORAL INTERACTION

Brown and Yule begin their discussion on the nature of spoken language by distinguishing between spoken and written language. They point out that for most of its history, language teaching has been concerned with the teaching of written language. This language is characterised by well-formed sentences which are integrated into highly structured paragraphs. Spoken language, on the other hand, consists of short, often fragmentary utterances. Speakers frequently use non-specific references as "it", "thing" and "this" instead of longer phrases. Brown and Yule point out that the loosely organised syntax, the use of non-specific words and phrases and the use of fillers such as "well", "oh" etc. make spoken language feel less conceptually dense than other types of language. They suggest that, in contrast with the teaching of written language, teachers concerned with teaching the spoken language must confront the following types of questions:

- What is the appropriate form of spoken language to teach?
- Is it any more important than teaching appropriate handwriting in the foreign language?
- From the point of view of the structures taught, is it all right to teach the spoken language as if it were exactly the written language, but with a few "spoken expressions" thrown in?
- How to find out the best structures regarding students' intentions in learning the spoken language?

When considering the development of speaking skills, Brown and Yule draw a useful distinction between monologue and dialogue. The ability to give an uninterrupted oral presentation is quite distinct from interacting with one or more other speakers for transactional and interactional purposes. While all native speakers can and do use language interactionally, not all native speakers have the ability to extemporise on a given subject to a group of listeners. This is a skill which generally has to be

learned and practised. Brown and Yule suggest that most language teaching is concerned with developing skills in short, interactional exchanges.

4. THE NATURE OF WRITING

It has been argued that learning to write fluently and expressively is the most difficult of the macroskills for all language users regardless of whether the language in question is a first, second or foreign language. All children, except those with physiological disabilities, learn to comprehend and speak their native language. Not all of these learn to read. Fewer still learn to write fluently and legibly. White puts it this way:

Writing is not a normal activity. All physically and mentally normal people learn to speak a language. Yet all people have to be taught how to write. This is a crucial difference between the spoken and written forms of language. There are other important differences as well. Writing, unlike speech, is displaced in time. A written message can be received, stored and referred back to at any time. It is permanent in comparison with the ephemeral "here one minute and gone the next" character of spoken language.

(White 1981:2)

Bell and Burnaby (1984) point out that writing is an extremely complex cognitive activity in which the writer is required to demonstrate control of a number of variables simultaneously. At the sentence level these include control of content, format, sentence structure, vocabulary, punctuation and spelling. Beyond the sentence, the writer must be able to structure and integrate information into cohesive and coherent paragraphs and texts.

Successful writing then involves:

- mastering the mechanics of letter formation,
- mastering and obeying conventions of spelling and punctuation;
- using the grammatical system to convey one's intended meaning;
- organising content at the level of the paragraph and the complete text to reflect given/new information and topic/comment structures;
- polishing and revising one's initial efforts;
- selecting an appropriate style for one's audience.

5. GOALS

Goals are the vague general intentions behind any given learning task. They may relate to a range of general outcomes (communicative, affective or cognitive) or may directly describe teacher or learner behaviour.

One classification of goals comes from a recent large-scale language curriculum project in Australia (the Australian Language Levels, or ALL, Project):

Goal Type

Example

Communicative – establish and maintain interpersonal relations, and through this to exchange information, ideas, opinions, attitudes, and feelings, and to **get things done**

Socio-cultural – have some understanding of the everyday life patterns of the target language speech community.

Learning-how-to-learn – to negotiate and plan their work over a certain time span, and learn how to set themselves realistic objectives and how to devise the means to attain them

Language and cultural awareness – to have some understanding of the systematic nature of language and the way it works

(Shortened from Clark 1987:227-32)

The goals are not necessarily mutually exclusive, for there may be tasks which cover more than one goal.

Since we are particularly concerned with communicative outcomes, it is worth noting that the ALL Project subdivides communicative goals into three goal areas:

1. Establishing and maintaining interpersonal relationships, and through this to exchange information, ideas, opinions, attitudes and feelings, and to get things done.
2. Acquiring information from more or less "public" sources in the target language (e.g. books, magazines, newspapers, brochures, documents, tape, radio) and using this information in some way.
3. Listening to, reading, enjoying and responding to creative and imaginative uses of the target language.

In goals a broad distinction can be drawn between general "everyday" English and English for specific purposes. Different purposes will be reflected in specific goals, so that communicative oral and written courses can be divided into those which relate to basic functional language skills and to specific language skills.

6. ENGLISH TEACHING MATERIAL AND TASKS COVERING ORAL AND WRITTEN COMMUNICATION

As book authors we tried to include the above mentioned components in the textbooks in order to make it suitable and effective for communicative approach in English language teaching.

The English teaching material we are working with at the associate degree faculty is focused on the tasks covering the needs of oral and written communication in the field of the hotel and tourism industry. The material is learner focused and assigned for self-study. The tasks are specially adapted for the students whose acquired knowledge of English is on the lower level than it should be, so that tailored dialogues and also business letters, with selected most common phrases and expressions with the Croatian translation are provided for them.

Here follow the examples of letters and dialogues, i.e. of oral and written communication covering the chapter of *Reservations* from the books **English for the Hotel and Tourism Industry**, Brigita Bosnar-Valković, Mark Davies and Elizabeth Harrison-Paj, **English Business Letters in the Hotel and Tourism Industry**, Brigita

Bosnar-Valković and Communicative Situations in the Hotel and Travel Agency, Brigita Bosnar-Valković.

Room reservations (in oral form)

Telephone booking

<p>1. Guest booking a double room</p> <p>o "Adria" hotel, front office, good morning. Can I help you?</p> <ul style="list-style-type: none"> • Good morning. I would like to spend two weeks in your hotel in August. Are there any double rooms available? o Yes, when do you require the room? • From 10th to 25th of August. o Yes, that's right. • Could you tell me/how much the room with half board is/ the half board rate? o It's 35 euros a day. Would that suit you? • Yes, that'll be fine. o What is your name, please? • Jerry Osborn. o And your phone number? • Dialling code for Great Britain and then ... o Thank you very much. Goodbye, sir. • Goodbye. 	<p>1. Gost želi rezervirati dvokrevetnu sobu</p> <ul style="list-style-type: none"> • <i>Hotel Adria, recepcija, dobar dan.</i> o <i>Dobar dan. Želio bih s obitelji u kolovozu provesti dva tjedna u vašem hotelu. Imate li dvije dvokrevetne sobe?</i> • <i>Kada trebate sobu, molim?</i> o <i>Od 10. do 25. kolovoza.</i> • <i>Da, može.</i> o <i>Biste li mi mogli reći cijenu polupansiona?</i> • <i>35 eura dnevno. Odgovara li Vam to?</i> o <i>Da, u redu je.</i> • <i>Vaše ime, molim?</i> o <i>Jerry Osborn.</i> • <i>A broj telefona?</i> o <i>Predbroj za Englesku i onda ...</i> • <i>Hvala i do slušanja.</i> o <i>Do slušanja.</i>
<p>2. Guest booking a single room</p> <p>o Intercontinental hotel, front office, good afternoon. Can I help you?</p> <ul style="list-style-type: none"> • Good afternoon. My name is Smith, I work for Duggan and Company. I'd like to reserve a single room for 15th December. o A single room for 15th December? • Ja. Yes, that's right, madam. o Just a moment, ... yes, that would be fine. • I would also like to ask you how far is it from the hotel to the exhibition centre? o About two kilometres. If you take a taxi, it'll take you just a few minutes. • That would be fine. Please reserve a single room under the name Smith, George Smith. o What was your name? Could you spell it? • Yes, sure. S-M-I-T-H. o Yes, sir. And your phone number? • 0322 654 800. And don't forget the dialling code for Austria. o Could you confirm the reservation by fax? • Yes, sure. Can you give me your fax number? o The dialling code and number 155 32 444. • Thank you. Bye, bye. o Goodbye. 	<p>2. Gost želi rezervirati jednu jednokrevetnu sobu</p> <ul style="list-style-type: none"> • <i>Hotel Intercontinental, recepcija, dobro jutro.</i> o <i>Dobro jutro. Zovem se Smith, iz tvrtke Duggan & Company. Rezervirao bih jednu jednokrevetnu sobu za 15. 12.</i> • <i>Jednu jednokrevetnu sobu za 15. 12.</i> o <i>Da.</i> • <i>Trenutak, ... da, u redu je.</i> o <i>Imao bih još jedno pitanje. Koliko ima od hotela do velesajma?</i> • <i>Oko dva kilometra. S taksijem imate samo par minuta.</i> o <i>Dobro, rezervirajte mi onda jednu jednokrevetnu sobu na ime Smith, George Smith.</i> • <i>Možete li to slovcati?</i> o <i>Da. S-M-I-T-H.</i> • <i>Da, a broj telefona.</i> o <i>0322 654 800. I nemojte zaboraviti predbroj za Austriju.</i> • <i>Biste li mi mogli faksom potvrditi rezervaciju?</i> o <i>Da, naravno. Koji je broj vašeg faksa?</i> • <i>Predbroj je 00385, a broj 155 32 444.</i> o <i>Hvala i do slušanja.</i> • <i>Do slušanja.</i>

3. Guest wants to reserve a room, but the hotel is fully booked up	3. Gost želi rezervirati sobu, ali hotel je u potpunosti popunjen
<ul style="list-style-type: none"> • Aurora hotel, good morning. May I help you? o Good morning. Is there a double room available in your hotel? • When do you require the room? o Od 15. 08. do 20. 08. From 15th August till 20th August. • I'm sorry. We are fully booked up in the second half of August. o Is there any other hotel in your vicinity? • Yes, Kristal. The phone number is 00385 51 278 888. o Thank you. I'll call "Kristal" immediately. • You're welcome. Goodbye. 	<ul style="list-style-type: none"> • <i>Hotel Aurora, recepcija, dobro jutro.</i> o <i>Dobro jutro. Imate li slobodnu još jednu dvokrevetnu sobu?</i> • <i>Za koji datum?</i> o <i>Od 15. 08. do 20. 08.</i> • <i>Žao mi je. U drugoj polovini kolovoza smo potpuno popunjeni.</i> o <i>Ima li u blizini još neki hotel?</i> • <i>Da, Kristal. Broj telefona je 00385 51 278 888.</i> o <i>Hvala. Odmah ću nazvati hotel.</i> • <i>Molim, molim. Do slušanja.</i> o <i>Do slušanja.</i>

4. Guest wants to cancel the room reservation	4. Gost želi otkazati rezervaciju sobe
<ul style="list-style-type: none"> • Mirna, hotel. Reservations office, good morning. May I help you? o Good morning. My name is Richards. I reserved a double room with an extra-bed from 20th July to 5th August. I must unfortunately cancel the reservation. • Yes, it's no problem, Mr Richards. Thank you for calling us. o Thank you, goodbye. • Goodbye. 	<ul style="list-style-type: none"> • <i>Hotel Kristal, recepcija, dobar dan.</i> o <i>Dobar dan. Zovem se Richards. Od 20. 07. – 05. 08. sam rezervirao jednu dvokrevetnu sobu s pomoćnim ležajem. Nažalost moram otkazati ovu rezervaciju.</i> • <i>U redu, gospodine Richards i hvala na pozivu.</i> o <i>Ja zahvaljujem Vama. Do slušanja.</i> • <i>Do slušanja.</i>

I. Useful expressions used by the reservation clerk when reserving the room by phone	I. Izrazi koje koristi recepcioner prilikom telefonske rezervacije sobe
1. The reservation clerk answering the phone call	1. Kako će se recepcioner javiti na telefon?
<ul style="list-style-type: none"> hotel, front office/reservations office, good morning. hotel, front office/reservations office, good evening. 	<ul style="list-style-type: none"> <i>Hotel ... , recepcija, dobro jutro.</i> <i>Hotel ... , recepcija, dobar dan.</i> <i>Hotel ... , recepcija, dobra večer.</i>
2. The reservation clerk wants to know the date of reservation	2. Kako će recepcioner pitati gosta u kojem terminu želi rezervirati sobu?
<ul style="list-style-type: none"> 1. When do you require the room? 2. Which date, please? 3. When will you be coming? 	<ul style="list-style-type: none"> 1. <i>Za kada želite rezervirati sobu?</i> 2. <i>Za koji datum, molim?</i> 3. <i>Kada ćete doći?</i>
3. The reservation clerk informing the guest that all the rooms are booked up	3. Što će reći recepcioner kad u hotelu nema slobodnih soba?
<ul style="list-style-type: none"> 1. I'm sorry. All the rooms are taken in this period. 2. I'm afraid, there are no rooms available. 3. I'm really sorry, we have no vacancies. 4. The hotel is fully booked up. 	<ul style="list-style-type: none"> 1. <i>Žao mi je. U tom terminu su sve sobe zauzete.</i> 2. <i>Nemamo nažalost nijednu slobodnu sobu.</i> 3. <i>Nažalost potpuno smo popunjeni.</i> 4. <i>Hotel je nažalost popunjen.</i>

4. The reception clerk responding to the guest's room cancellation	4. <i>Kako će recepcioner reagirati na otkazivanje rezervacije sobe?</i>
1. It's no problem, Mr ... / Ms ... and thank you for calling us. 2. I'm sorry you can't come and thank you for your call.	1. <i>U redu, gospodine .../ gospođo ... i hvala što ste nazvali.</i> 2. <i>Žao mi je što ne možete doći i hvala na pozivu.</i>
II. Useful expressions used by the guest when reserving the room by phone	II. Izrazi koje koristi gost prilikom telefonske rezervacije sobe
1 The guest reserving the room by phone	1. <i>Kako će gost telefonom rezervirati sobu?</i>
1. Good morning. I'd like to spend one week in your hotel in August. Have you got a double room still available? 2. Good morning. I'd like to book a single (double) room from to..... 3. Could you reserve a single room for me for ... ?	1. <i>Dobar dan. Želio bih s obitelji u kolovožu provesti dva tjedna u vašem hotelu. Imate li jednu dvokrevetnu sobu?</i> 2. <i>Dobar dan. Ja bih od ... do ... želio rezervirati jednu jednokrevetnu (dvokrevetnu) sobu.</i> 3. <i>Da li biste mi za ... mogli rezervirati jednu jednokrevetnu sobu?</i>
2. The guest cancelling the room reservation	2. <i>Kako će gost otkazati rezervaciju sobe?</i>
My name is ... I reserved a room/suite. I must unfortunately cancel the reservation.	<i>Žovem se Od ... do ... rezervirala/rezervirao sam jednu ... sobu/jedan apartman. Nažalost moram otkazati rezervaciju.</i>

Booking and Confirmation

The clients book or reserve a room and ask for confirmation of their booking if the room charges and other terms comply with their demands. Booking is in fact the third step in the sequence inquiry – reply – booking.


Confirmation is a positive answer to the booking to private clients or agencies made by a hotel.

Specimen Letters and Fax Messages

1. Requesting room reservation

Att: Manager Hotel Alhambra Čikat 53 51550 Mali Lošinj, Croatia	Jack Morse Park Lane, London W1A 3AA Great Britain
Dear Sirs, My wife and I will be visiting Lošinj this summer. Do you have a double room available for two weeks from Friday 6 May?	23 March, 20...
If so, please reserve this for us and confirm by fax. We require full board. Thank you.	
Yours faithfully Jack Morse	

2. Requesting booking for coach tour travellers

Hotel International 10000 ZAGREB Miramarska 24	 <i>THOMAS COOK</i> Berkeley Street 45 London W1 A 1 E B Telephone: 01 -629 0999 Telex: 329225
Dear Sirs,	22 January, 20...
We are arranging a tour by coach through Croatia next summer and would like to reserve accommodation for a group of twenty people for a five-night stay, from 13 to 19 July.	
We need ten double rooms with bath and two single rooms for our guide and driver.	
In addition, we require half board with the evening meal, as the party will be out on trips at lunchtime.	
Would you please send us brochures and the current group rates for your hotel.	
Early confirmation of the booking would be appreciated, so that we can make all arrangements in time.	
Yours faithfully,	
Peter N. Smith	

3. Requesting confirmation of room reservation

----- Original Message -----
From: Petra Gregorits < grego@eunet.at > To: adriatic@pro.hr < adriatic@pro.hr > Date: 15. svibanj 2000 14:27 Subject: Reservation, May 18. - 21. 2000
Dear Sirs,
Thank you for your letter of 12 May enclosing your brochure and tariff.
Please make a reservation for two single rooms for 18 May, (arrival) – 21 May, (departure). We will decide upon arrival on booking half board or not, because we do not know the conditions at the seminar.
We kindly ask you to confirm the reservation by e-mail for Miss Petra Robitza and Mrs. Petra Gregorits/Hrvatski Kulturni Centar, 7000 Eisenstadt/Austria.
We thank you and remain
With kind regards
Petra Gregorits
PGM Marktforschung Petra Gregorits Hernalser HauptstraRe 82/2/1, 1170 Wien Tel 01/481 98 87, Fax DW 20

4. Confirmation of booking

Lonsdale House
Lodge Lane
Derby DE1 3HB
Tel Reservations: 01 332 291 355
Admin & Accounts: (01332) 3313
Fax: 01332 371318
Lonsdale

TRAVEL GROUP

Hotel Booking Confirmation – No. BB67816/Z-V

HOTEL i ZAGREB
Remetinečka 6
ZAGREB HR 10000
Ref. C815917103
Our Ref. Zoe Newton
ZOE
E200/SHEZAG

Phone ++ 385 1 614-12-22
Fax ++ 385 1 654-21-15

As arranged using an automatic reservation system, we would like to confirm the following reservation:

Arrival	Nts	Depar	Guest Names	N. Guests	Room Type	Rate
24 May 00	2	26May 00	MR A. DONALD	1	DOUBLE ROOM/SOLE USE	DM 285.00
Total Cost						(DEUTSCHE MARK) DM 570.00
						7% tax excluded

5. Confirmation of booking

To: Ronco Consulting Corporation
Ibberov trg 9
Mb 3402800361402
10000 Zagreb
CROATIA
Fax: 156
From: Hotel International Zagreb – Reservation Desk
Date: 17.05.00

Subject: Confirmation

Dear Sir or Madam,

We thank you for the interest you have shown in our hotel and have the pleasure of confirming your reservation as follows:

Guest's name:
Ronco Consulting Corporation
Ibberov trg 9
10000 Zagreb
CROATIA

Arrival: 24.05.00
Departure: 07.06.00
Room :
Room price per night : DM 95.00
Confirmation No.: 158705

All our room prices include city tax, VAT & service charges.

This reservation is guaranteed and will be held later than the usual time of 6:00 p.m. It can be cancelled without any charges until 6:00 p.m. on the arrival day. We trust in your understanding that in case of a no-show and a failed cancellation we will have to charge the room rate.

If you have any questions, or would like us to inform you about our Butler Floor, please contact our reservation department. It would be our pleasure to help you in any way possible.

Thank you for your booking. We look forward to welcoming you in our hotel.

With kind regards,

Hotel International Zagreb

6. Confirmation of booking and guest's answer

----- Message -----

From: Grand Hotel Adriatic d.d.
To: Witschi & Stucki
Sent: Friday, 7th April 2000 10:50
Subject: Confirmation of Reservation (EBU-General Meeting)

Dear Mr. Stucki,

Herewith we confirm your reservation of 1 single room from 26th to 28th of May 2000.

Accommodation & Breakfast per day DM 98.00

Payment - in cash or by credit card.
With best regards

Branko Baričević
Sales Manager

----- Original Message -----

From: Witschi & Stucki <witschistucki@bluewin.ch>
To: Grand Hotel Adriatic d.d. <adriatic@pro.hr>
Date: 11. svibanj 2000 14:40
Subject: Re: Confirmation of Reservation (EBU-General Meeting)

Dear Mr. Baričević,

Many thanks for your confirmation. I will arrive at Triest airport on May 26, at 12.30 p.m., coming from Munich, and I kindly ask you to arrange for me to be driven to your hotel in Opatjia. Thank you very much and kind regards.

Peter Stucki, EBU-Vicepresident

7. Confirming accommodation

HOTELI TUČEPI

SEATOUR
Birmingham, The Rotunda, New Street
Great Britain

May, 15 20...

Dear Sirs,

We thank you for your letter of April 27 concerning accommodation at our hotel and are glad to confirm the following booking:

- Two connecting rooms for two adults and two children from July 10 to 26 with half board at a daily rate of kuna 230.00 for each adult and kuna 170.00 for each child.

We will arrange for our complimentary minibus to meet the party arriving from Dubrovnik airport on July 12 at 8.30 p.m.

We look forward to welcoming your clients to our hotel.

Yours faithfully,

Ivan Stanić
General Manager

Exercises

1. Travel Agency Sunny wants to book accommodation for their guests travelling to Croatia. Insert the appropriate missing words. →

_____ Sirs,

We are _____ a tour _____ Southern Croatia _____ summer _____ a seven-night _____ in Dubrovnik.

Would you _____ let us _____ if you can _____ a party of 35 _____, including the _____, in fifteen twin _____ and seven _____ rooms with _____ from July 5 to July 15, on HB basis. The rooms _____ all be on the _____.

We will also _____ transfer from and _____ Čilipi airport. The _____ will arrive at 10 _____ by flight AR 56 and depart at 24.00 hours by _____ AR 25.

Some _____ of the hotel and the surrounding _____ for our _____ would be _____.

We look _____ to your earliest _____.

With _____ regards

2. Answer the above letter - write the confirmation letter.

3. Fill in and translate the accommodation reservation form.

SHERATON ZAGREB HOTEL
ACCOMODATION RESERVATION FORM
Sheraton Zagreb Hotel - Kneza Borne 2 Zagreb Croatia tel. (385-1) 4553 535 fax (385-1) 4553556

I confirm the reservation in the Sheraton Zagreb Hotel.

NAME: _____
ARRIVAL : _____
DEPARTURE: _____

- De luxe room, single occupancy including buffet breakfast at DEM 225.00 per room per night City Tax extra approx. DEM 1.80 per person per day
- De luxe room, double occupancy including buffet breakfast at DEM 240.00 per room per night City Tax is extra approx. DEM 1.80 per person per day

BED TYPE: king size bed queen size bed twin beds

MY CREDIT CARD NUMBER: _____ VALID UNTIL _____

AMEX Visa Euro/Master Diners

SIGNATURE: _____

For additional information do not hesitate to contact us at phone no. (+358 1) 45 99 121, 45 99 122.
When making the reservation, we kindly ask you to fill in this form and fax it back to us at the latest by May 20, 2000 on the fax no. (+385 1) 455 30 35

We look forward to welcoming you at our hotel.

Sincerely yours

Sheraton Zagreb Hotel

4. Put the scrambled sentences in the confirmation letter into correct order. →

- () We have longstanding experience in dealing with groups so that we can guarantee your guests a memorable stay in Opatija.
- () We also inform you that we are willing to allow you an additional 5% discount on the total amount.
- () We are sending you our latest brochure on the most popular places of interest in and around Opatija.
- () We look forward to receiving further information and having your party in Opatija.
- () The deposit should be sent as usual thirty days prior to the guest's arrival.
- () We have received your letter of 14th April and confirm that our hotel will be available for your party on the dates requested.
- () We enclose our quotation with the low season discount.

5. Write a letter requesting accommodation using the notes below.

From: Rainbow Holidays, Ryedale Building, Piccadilly, York YO1 1PN

To: Hotel Excelsior, M. Tita 15, Lovran, Croatia

Accommodation requested: eight twin-bedded rooms with bath with half board – full English breakfast and dinner – for a party arriving by coach on 12th July late in the evening and leaving on the morning of 26th July

Other requests: If possible, rooms on the seafront, on the same floor and hotel brochures

6. Write a letter of confirmation using the notes below.

From: Hotel Sheraton, Kneza Borne 2, Zagreb, Croatia

To: Heininger Reisen, Börtelweg 2, 94752 Langfürth, Germany

Accommodation confirmed: An executive suite for Dr. Pietro Consoli from 10th to 15th October – full board

Special service confirmed: Limousine for transfer from and to the airport and champagne and flowers in the suite

Prices: WEEKLY RATES

FB* p.p. per day

Executive suite \$110

WEEKEND RATES

FB p.p. per day

Executive suite \$100

7. Complete the sentences below. Follow the given example. →

If we caught an earlier train, ... (to come on time).

If we caught an earlier train, we would come on time.

1. If I had enough money, ... (to book a suite for me and my family).
2. If the charges hadn't been too high for us, ... (to stay in a five star hotel).
3. If you had booked in time, (to get a room with the seaview).
4. If you don't join us, ... (to be sorry).
5. If I were you, ... (not pay so much for a package tour to Marbella).

8. The following extracts are from two different letters, a letter making a reservation and a letter of confirmation, but they have got mixed up. Put them in the right order to produce two **correct letters**. →

1. Yours faithfully
Sally Smith
Secretary
2. I look forward to receiving your answer with confirmation.
3. I would like to reserve three single rooms from 11th to 24th August 20- for three of our executive managers.
4. We look forward to welcome our guests.
5. Dear Sir/Madam

6. Thank you for your letter of 14th June 20__.
7. We are very pleased that our hotel has been chosen to host your three managers who will be in Zagreb from 11th to 24th November 20__. The rooms should be booked in the names of Jerry Johnson, Audrey Kelly and Frank Aniston.
8. Could you please inform me of your rates and whether you can offer corporate prices for company bookings.
9. I would like to confirm your reservation for three single rooms for these dates. We are happy to be in a position to offer you our discount for company bookings, which you will find in the enclosed brochure.
10. Yours sincerely
Alan Lloyd
Reservations Clerk
11. Dear Ms Smith

letter of reservation

▲ ▲ ▲ ▲ ▲ ▲

letter of confirmation

▲ ▲ ▲ ▲ ▲ ▲

Some Useful Phrases / Sentences ↔

a) Stating reason for writing

1. Once again we will be visiting your hotel ...
2. I have received your letter of 3rd May 20... with your tariff and brochure
3. With reference to your letter dated ...
4. I would like to stay in your hotel again this year with my family ...
5. We are arranging a tour by coach through Croatia ...
6. We are organizing a tour to Southern Italy ...

b) Requesting reservation

1. Please reserve a room with twin beds for the night of
2. Please reserve the following accommodation from..... to
3. We would be pleased if you would reserve ...
4. We would like to reserve accommodation for a group of twenty people for a five-night stay
5. Would you please let us know if you can accommodate...
6. It would help us considerably if you could book the following hotel accommodation at a convenient location for the period of our conference.

c) Asking for a specific service

1. Could you also arrange transfer by private car on my arrival at Zagreb airport ...
2. Kindly quote rate for full and half board.
3. Kindly arrange also for a secretary to be available ...
4. We will also require transfer from and to Čilipi airport.
5. Will you please inform us if you can arrange for a car to meet us at the airport ...

d) Asking for confirmation

1. We look forward to receiving confirmation of this booking as soon as possible.
2. I look forward to an early confirmation.

7. CONCLUSION

Communicative language teaching is a very important component of the English teaching material used with our students. We pointed out that communicative language teaching in the field of the hotel and tourism industry should cover spoken and written language for specific purposes as well.

The learner focused English teaching material we are working with at the associate degree faculty tries to cover the needs of oral and written communication in the field of the hotel and tourism industry, so that we presented a representative part on reservations in this paper.

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Sažetak

PISMENI I USMENI KOMUNIKACIJSKI UZORCI U NASTAVI ENGLESKOG JEZIKA U HOTELIJERSTVU I TURIZMU

Promatramo li jezik ne samo kao sustav pravila, trebamo razlikovati između poznavanja različitih pravila i njihove odgovarajuće i djelotvorne upotrebe u priocesu komunikacije. Na ovom polazištu počiva i komunikacijski pristup u nastavi stranih jezika, što je ujedno i vrlo značajna komponenta engleskog nastavnog materijala kojeg koristimo u radu s našim studentima.

Pisani jezik koji se sastoji od korektno formuliranih rečenica se veoma razlikuje od razgovornog jezika koji se sastoji od kraćih formulacija s labavom sintaksom.

Engleski nastavni materijal koji se koristi na veleučilišnom studiju pokušava zadovoljiti potrebe usmene i pismene komunikacije u području hotelijerstva i turizma, pa smo stoga neke dijelove materijala i predstavili u ovom radu.

Ključne riječi: pismeni i usmeni komunikacijski uzorcvi, engleski nastavni materijal, hotelijerstvo i turizam.

Zusammenfassung

MÜNDLICHE UND SCHRIFTLICHE KOMMUNIKATIONSMUSTER IM ENGLISCHUNTERRICHT FÜR HOTELLERIE UND TOURISMUS

Wenn man die Sprache nicht nur als ein System von Regeln betrachtet, erkennt man den Unterschied zwischen der Beherrschung von verschiedenen grammatischen Regeln und ihrer sinnvollen und wirkungsvollen Benutzung in der Kommunikation. Dieser Standpunkt bildet die Grundlage des kommunikativen Ansatzes im Unterricht, der auch eine sehr wichtige Komponente des mit unseren Studenten benutzten Lehrmaterials ist. Es soll hervorgehoben werden, dass sich der kommunikative Ansatz im Bereich der Fachsprache für Hotellerie und Tourismus sowohl auf mündliche als auch auf schriftliche Kommunikationsmuster bezieht.

Die schriftliche Form der Sprache, die sinngemäß formulierte Sätze charakterisieren, unterscheidet sich sehr von der gesprochenen Sprache, die aus kürzeren Formulierungen mit lockerer Syntax und auch vielen Partikelwörtern besteht.

Das an unserer Fachhochschule benutzte englische Lehrmaterial versucht die Bedürfnisse der mündlichen und schriftlichen Kommunikation in Hotellerie und Tourismus zu decken, so dass einige Teile des Materials in der Arbeit präsentiert sind.

Schlüsselwörter: schriftliche und mündliche Kommunikationsmuster, englisches Lehrmaterial, Hotellerie und Tourismus.