

Front Desk Conversation (LEARN Model Video)

前台对话 (LEARN 模式情景对话视频)

Objectives 教学目标

- To understand the Front Desk Conversation video
理解前台对话视频
- To identify the checkout process and the five steps of the LEARN Model when dealing with guests' complaints
掌握退房流程和处理客人投诉时使用 LEARN 模式的五个步骤
- To practice role-plays on check-out conversations
模拟退房情景练习对话
- To practice role-plays on resolving guests' problems using the LEARN Model
模拟使用 LEARN 模式解决客人问题的情景练习对话
- To learn and use some topic-related words and expressions
学习并运用与话题相关的单词和表达

Warm-up Activities 热身活动

Discuss the following questions with a partner: 与搭档一起讨论下列问题:

1. What are the basic skills needed for check-out service?
退房服务所需的基本技能是什么?
2. Have you ever experienced a problem at a hotel, restaurant, or any public place? Please share a personal story of how your problem was handled.
你在酒店、餐厅或任何公共场所遇到过问题或不愉快的经历吗? 请分享你的问题是如何得到解决的。
3. What kind of guest complaints are common in a hotel?
在酒店常见的客人投诉有哪些?
4. Do you know how to handle guest complaints? What is the most important quality a hotel or restaurant employee should have when dealing with a guest's complaint?
你知道如何处理客人投诉吗? 对于酒店或餐厅员工来说, 处理客人投诉时应具备的最重要的能力是什么?

New Words and Expressions

生词和短语

review: v. to examine, consider, and judge a situation or process carefully in order to see if changes are necessary 评审, 审查

satisfactory: a. good enough for a particular purpose 令人满意的

approach: n. a method of doing something or dealing with a problem 方法, 方式

complain: v. to say that you are annoyed, not satisfied, or unhappy about something

or someone 投诉；抱怨

complaint: *n.* a statement in which someone complains about something 投诉

despite: *prep.* in spite of something 尽管；即使

arise: *v.* if a problem or difficult situation arises, it begins to happen （问题或困难）出现，发生

resolve: *v.* to find a satisfactory way of dealing with a problem or difficulty 解决（问题、困难）

stand for: to be an abbreviation or symbol of something 代表，是...的意思

perspective: *n.* a way of thinking about something, especially one which is influenced by the type of person you are or by your experiences （思考问题的）角度，观点，想法

intently: *ad.* in a way that shows great attention to something 专心地，专注地

lean: *v.* to move or bend your body in a particular direction 屈身，倾斜身体

patience: *n.* the ability to stay calm and accept a delay or something annoying without complaining 耐心，忍耐

eager: *a.* very excited about something that is going to happen or about something you want to do 热切的，渴望的

investigation: *n.* an official examination of the facts about a situation, crime, etc. 调查；侦查

empathize: *v.* to be able to understand someone else's feelings, problems, etc., especially because you have had similar experiences 有同理心，产生共鸣

empathy: *n.* the ability to understand other people's feelings and problems 同理心，共鸣，同感

inconvenience: *n.* trouble or problem, especially concerning what you need or would like yourself 不便；麻烦；困难

notify: *v.* to formally or officially tell someone about something （正式地）通知，告知

apology: *n.* a word or statement saying sorry for something that has been done

wrong or causes a problem 道歉

apologize: *v.* to say that you are sorry for wrong or causing a problem 道歉

record: *v.* to write information down or store it in a computer or on film so that it can be looked at in the future 记录

client: *n.* someone who gets services or advice from a professional person, company, or organization 客户，客人，顾客

unacceptable: *a.* something that is so wrong or bad that you think it should not be allowed 不能接受的

frustrating: *a.* making you feel annoyed, upset, or impatient because you cannot do what you want to do 令人懊丧的，令人懊恼的，令人沮丧的

deliver: *v.* to take goods, letters, packages, etc. to a particular place or person 传递，传送

interrupt: *v.* to stop someone from continuing what they are saying or doing by suddenly speaking to them, making a noise, etc. 打断（某人的）讲话；中断（某人的）行动；打扰

notification: *n.* the act of giving or receiving official information about something 通知；通告；告示

component: *n.* one of several parts that together make up a whole machine, system, etc. （机器，系统等的）零件；成分；组成部分

Notes

注释

Do Not Disturb: Its short form is DND. DND signs are commonly used on door knobs in hotels. If a room displays the DND sign, it means the guest does not want to be disturbed. For Housekeeping staff, when approaching a guest room for cleaning, they should first check if the guest had placed a DND sign because it clearly indicates that the room attendant should check later if service is required.

请勿打扰：英文缩写为 DND。通常可以在酒店门把手看到 DND 标识。带有这个标识的房间表明客人不希望被打扰。对于客房部服务员来说，在打扫房间前应首先检查客人是否放置 DND 标识，如发现 DND 标识，应稍后询问客人是否需要提供客房服务。



Exercises & Activities

练习与活动

Exercise 1: Pair work. Watch the video and answer the following questions. Discuss your views with a partner.

练习 1: 组对活动。观看视频短片，回答下列问题，并与你的搭档进行讨论。

1. Explain the checkout process.
描述退房过程。
2. What have you learned from the check-out conversation in the video?
从视频短片中的退房情景对话你学到了什么？
3. What does each letter in LEARN stand for? What is the LEARN model used for?
LEARN 模式中的每个字母代表什么？ LEARN 模式的用处是什么？
4. Why did the guest in Room 3515 approach the front desk?
3515 房间的客人去前台做什么？
5. How did Kitty handle the guest's complaints according to the LEARN model?
Kitty 是如何根据 LEARN 模式处理客人投诉的？
6. How did the guest feel at the end of the conversation?
对话结束时客人的感受如何？

[Note: Teachers can divide the video into three parts (check-out conversation, LEARN model explanation, and handling guest's complaint) and ask questions based on each part separately. Teachers can also pause at certain points when showing the video to students and ask questions to encourage brainstorming. For example, when the students watch the part about the guest's complaint, teachers can pause and ask, "How would you use the LEARN model to handle the guest's complaints if you were the front desk staff?"]

【注：教师可以将视频分为三部分（退房情景对话、LEARN 模式分析和处理客人投诉），并根据每一部分的内容分别提出问题。教师在给学生播放视频时可在某一点暂停，向学生提问鼓励学生思考。例如，学生观看客人投诉的场景时，教师可暂停并提问，“如果你是前台员工，你将如何使用 LEARN 模式处理客人的投诉呢？”】

Exercise 2: Watch the video again and fill in the blanks with the missing words or expressions.

练习 2: 请再次观看视频短片, 并根据听到的内容补全对话。

Conversation One (Check-out Conversation): 对话 1 (退房情景对话)

Front Desk: Good morning. _____?

Guest: I am ready to check out of room 878.

Front Desk: Thank you. I would be happy to do that for you. How was your stay?

Guest: Everything was excellent. Thank you.

Front Desk: Great. _____. Just one minute.

Guest: Sure.

Front Desk: Mr. Fu, here is a copy of the bill. Please review it.

_____.

Guest: Here we go.

Front Desk: Thank you. Mr. Fu, _____.

_____. You have a great day.

Guest: I hope your day is great too.

Front Desk: Thank you, this way.

Conversation Two (Dealing with Guest's Complaints): 对话 2 (处理客人投诉):

Guest: Excuse me.

Front Desk: Good morning, sir. How may I help you?

Guest: I don't know what is happening in your hotel.

_____.

_____. What are you going to do to help me?

Front Desk: Sir, _____. May I please have your room number?

Guest: I am in room 3515.

Front Desk: Mr. Altneu, _____.

_____. Would you please give me five minutes to look into this?

Guest: Okay, I will wait in my room. I hope you can solve it as soon as possible.

Front Desk: Thanks for giving me the chance to make it right.

Guest: Okay, thank you.

Front Desk: Thank you.

Laundry Service staff: Good morning, thank you for calling Laundry service. This is Allan, how may I assist you?

Front Desk: Hi, Allan, this is Kitty from the Front Desk. Our guest, Mr. Altneu in room 3515, sent his suit to the laundry last night and does not have it back. The guest has an important meeting shortly, _____?

Laundry Service staff: Of course. Please wait a moment, let me have a look. The room number is 3515, right?

Front Desk: Yes, correct.

Laundry Service staff: Kitty, we sent the laundry to his room two hours ago, but he

had the “do not disturb” sign on the door. We can take it up right now.

Front Desk: Thank you very much. Bye.

Guest: Hello.

Front Desk: Good morning, Mr. Altneu, this is Kitty at the front desk.

_____.

_____.

Guest: Oh, I did not realize that. Thank you for taking care of this for me.

Front Desk: _____.

Activity 1: Role-play

活动 1: 角色扮演

1. **Pair Work.** Work with a partner. One student takes the role of the Front Desk Agent, and the other takes the role of the Guest. Role-play the first part of the video: check-out conversation.
两人一组。一位同学扮演前台员工，另一位同学扮演客人。根据视频第一部分：退房进行角色扮演。
2. **Group Work.** Work in groups of three. Each student takes one the roles: Front Office Manager, Intern A, and Intern B. Role-play the second part of the video: LEARN model explanation.
小组活动。每组三人。分别扮演前台经理、实习生 A 和实习生 B。根据视频第二部分：LEARN 模式分析进行角色扮演。
3. **Group Work.** Work in groups of three. Each student takes one of the roles: Front Desk Manager, Guest, and Laundry Service staff. Role-play the third part of the video: handling guest’s complaints using LEARN model.
小组活动。每组三人。分别扮演前台经理、客人和洗衣房服务员。根据视频第三部分：使用 LEARN 模式处理客人投诉进行角色扮演。

Activity 2: Group Work. Work in a group of three to five. Create a scenario about guest complaints and resolve the problems using LEARN Model. Write the script and each student takes a role. Perform the conversations for the rest of the class.

活动 2: 小组活动。每组 3 至 5 人。创建一个客人投诉的场景，并使用 LEARN 模式帮助客人解决问题。编写剧本和对话，每位学生扮演其中一个角色。每组学生在班上进行表演。

[Note: This activity takes more time to accomplish, so it can be an after-class assignment. A variation of this activity can be video filming. Students film videos of their scenarios, submit their videos and scripts as a project, and perform their conversations in class.]

【注：完成这个活动需要的时间比较长，因此老师可以将其作为课后任务。另外一种活动形式是拍摄视频。每组学生将自己设计的情景对话进行角色扮演，并拍摄成视频。将视频和剧本作为完成的项目提交给老师，并且在班上进行表演。】

Additional Expressions 补充表达

Expressions in Check-out Procedures 退房流程相关表达

1. May I have your room number and room key, please?
请问您的房间号是多少？可以看一下您的房卡吗？
2. How was your stay at our hotel?
我们在酒店住得怎么样？
3. Have you used the mini-bar today?
您今天在迷你吧有消费吗？
4. Just a moment, please. I'll have your bill ready in a moment.
请稍等。我现在给您出账单。
5. Thank you for waiting.
感谢您的耐心等待。
6. Here is your bill. Please review it.
这是您的账单。请您核对。
7. Could you please check and see if there are any mistakes?
请您看看账单有没有什么问题？
8. This is for the phone calls you made from your room.
这是您使用房间电话的通话记录。
9. This charge is for your phone calls and your room service.
费用是您使用房间电话和客房送餐服务产生的。
10. How would you like to settle the bill/make the payment?
你想要使用什么方式付款呢？
11. Could you sign your name here, please?
请您在这里签名好吗？
12. Here is your receipt.
这是您的收据。

Saying Goodbye 道别

Thank you for choosing our hotel. 感谢您选择我们酒店。
We hope you enjoyed your stay. 希望您在这里住得舒心。
We hope you had a pleasant stay. 希望您在这里住得愉快。
Have a good trip. 旅途愉快。
We look forward to seeing you again. 期待下次见到您。
We look forward to serving you again. 期待再次为您服务。

Expressing Sincere Apologies 表达真诚的歉意

I'm very sorry. 非常抱歉。
I'm terribly sorry. 实在抱歉。

My (sincere) apologies. 向您致以我最真诚的歉意。
I apologize for the inconvenience. 为给您带来的不便深表歉意。
Please accept my apology. 请接受我诚挚的歉意。
You have my sincere apology. 我向您真诚地道歉。