

INTERMEDIATE TO ADVANCED ENGLISH FOR HOTEL BUSINESS

(EN3282 ENGLISH FOR HOTELS)

SUREEPONG PHOTHONGSUNAN



4794

Contents

	Page
Foreword Preface Acknowledgements Contents	iii v vii viii
Chapter 1: Introduction	1
Chapter 2: Types of Hotels Practice Dialogue Language Focus Reading Focus Writing Focus Useful Vocabulary	3 7 10 14 17
Chapter 3: Types of Hotel Rooms Practice Dialogue Language Focus Reading Focus Writing Focus Useful Vocabulary	18 22 24 30 36 36
Chapter 4: Making Reservations and Checking in A. Making Reservations Practice Dialogue B. Checking in Language Focus Reading Focus Writing Focus Useful Vocabulary	37 37 40 42 44 49 54 54
Chapter 5: Hotel Amenities and Services Practice Dialogue Language Focus Reading Focus Writing Focus Useful Vocabulary	56 60 63 67 70 71
Chapter 6: Hotel Staff Practice Dialogue Language Focus Reading Focus Writing Focus Useful Vocabulary	72 78 80 87 94 98

THE ASSUMPTION UNIVERSITY LIBRARY

Chapter 7: Helping Guests and Tackling Complaints Practice Dialogue	99 102
Language Focus	106
Reading Focus	110
Writing Focus	114
Useful Vocabulary	118
Chapter 8: Hotel Post Application	119
Practice Dialogue	122
Language Focus	125
Reading Focus	134
Writing Focus	139
Useful Vocabulary	155
Chapter 9: Hotel Departments	156
Practice Dialogue .	164
Language Focus	167
Reading Focus	174
Writing Focus	180
Useful Vocabulary	180
Chapter 10: Viewing Hotel Fact Sheets	181
Writing Focus	191
Bibliography	192
LABOR VINCIT	8
* SINCE 1969 SINCE 1969	
\$20 _ SINCE 1969 \$400	
77799000 0 00000	
"เขาลยอสง"	