

## 第1課 お出迎え（ドアマン）

### [Conversation 1] <Repeating a name>

Doorman: Excuse me, can I please take your name on the reservation?

Guest: It's #\$\$'# (Watakuyama).

Doorman: My apologies, sir, but could you please repeat that?

Guest: Watakuyama.

Doorman: Yes, Mr. Watakuyama. Thank you very much. Now, please allow me to take you to reception.

### [Conversation 2] <Welcoming guests arriving by car>

[approach guest taking luggage out the car]

Doorman: Hello, sir, and welcome. May I help you?

Guest: Yes, please. Thank you. I'm staying here tonight.

Doorman: Of course, sir. You may leave your personal belongings with the bellhop here.

Guest: Okay.

Doorman: Please park your car in the parking lot on the first underground floor,  
then come to reception on the 1st floor.

Please present this to reception upon check-in.

[give baggage tag]

Guest: I understand. Thank you.

## 第2課 チェックイン（フロント）

### [Conversation 1] <Payment at check-in>

Reception: If you do not mind, our hotel accepts payment in advance.

Do you wish to pay by cash or credit card?

[hold out the dish for payment]

Guest: Credit, please. [pay]

Reception: Do you require a receipt?

Guest: Yes.

Reception: To whom would you like your receipt addressed?

Guest: Please use the name of my company.

Reception: Of course. Can you please write that here for me?

Guest: Of course. [hand over written name]

Reception: [if don't know how to read] How do you read this?

Guest: "Hakuho."

Reception: Very good.

Your receipts will be provided upon check-out.

Guest: Thank you.

### [Conversation 2] <Explanation about breakfast>

Reception: Breakfast is served at Restaurant XX on the first floor from 6:00 to 9:00.

Please try to arrive by 8:45 at the latest.

Please note that breakfast time is often very crowded.

Please try to come as early as possible.

It is especially crowded after 8:00.

Thank you in advance for your understanding.

Also, your check-out time tomorrow is 11:00.

### 第3課 案内と誘導（ベルスタッフ）

<Bellhop guidance>: (Bellhop guides to reception)

[Conversation 1] <Guide to reception (location: moving from vicinity of the door to reception)>

Bellhop: Welcome.

Allow me to show you to reception. This way, please.

Guest: Thank you.

Bellhop: This is Mr. Sato. He will be staying with us.

[from bellhop to reception]

Reception: Very good. Welcome.

<guiding to guest room>

[Conversation 2] <answering guest's questions after guiding to room >

Guest: Can I make an international call from this phone?

Bellhop: Yes, that is possible.

First press 0, then the country code, then simply enter the number you wish to call.

Guest: Okay. I understand.

Bellhop: Will there be anything else?

Guest: No. Thank you.

## 第4課 ハウスキーピング（ハウスキーパー／客室係）

### [Conversation] <A guest asks a question about room service>

Guest: What time is room service available until?

Room attendant: Ah, yes. Room service is available 24 hours a day.

For more information on how to use it and the available menu, please check the hotel guide.

Is there something else you require?

Guest: Thank you. Can I pay by credit card?

Room attendant: Yes. You can pay by card.

Any room service charges will be added to the tab for your room.

Payment can be made together with your room charges upon departure.

Guest: Okay. That's perfect.

Room attendant: Do you require anything else?

Guest: No, I'm fine.

Room attendant: If you need anything, please feel free to call upon a member of staff.

Guest: Thank you.

Room attendant: Please have a pleasant stay.

Please excuse me. [close the door]

## 第5課 ルームサービス（ルームサービススタッフ）

### [Conversation] <Order from the vegetarian menu>

[phone rings]

Guest: Room service? I'd like to order from the vegetarian menu, please.

Order taker: I am talking to Mr. Kamakura from room 1192, correct?

Our vegetarian options are vegetable curry and Genovase spaghetti. Which would you prefer?

Guest: If possible, I would like to ask for something not on the menu.

Can you make pot stickers but only with vegetables?

Order taker: Very good, sir.

I will check with the kitchen and contact you again shortly. Will that be okay?

[after explaining that it might not be possible, confirm more detailed desires and numbers, etc. -

- without this information, the kitchen will be unable to determine if they can cook the request]

Guest: That's fine. I would like them steamed. An order for two people.

Order taker: Understood, sir.

I will get back to you in about 10 minutes.

Please excuse me for a moment. [hang up]

[after informing the kitchen of the special order and discussing whether it can be accommodated]

[call guest] I

Order taker: Is this Mr. Kamakura?

Thank you for your patience.

We have confirmed the ingredients and are able to accommodate your order.

However, it will take about 45 minutes to prepare.

The charge will be 1,200 yen per plate, not included tax.

Is that acceptable?

Guest: That's what happens when you order something that's not on the menu. Very well. Please go ahead.

Order taker: Understood, sir. [reconfirm the details of the request]

We will deliver it to your room as soon as it is ready.

[order taker passes the order formally to the kitchen ]

## 第6課 対応（コンシェルジュ）

### [Conversation 1] <Scene: calling the concierge> If a request has not been met: situation (9:00 p.m.)

Guest: I would like to go to the Japanese restaurant on the 10th floor. Is it still open?

Staff: My apologies. The restaurant is only open until 9:00 p.m.

Guest: I see.

Staff: We have room service if you would like to make use of that.

Room service is available until 11:00 p.m.

Guest: In that case, I'll order from room service.

Staff: We apologize for any inconvenience caused.

The room service menu is available next to your phone.

Please contact us when you have decided what you want.

Guest: Okay. Thank you.

### [Conversation 2] <Guest comes with a question to the concierge desk >

Guest: Excuse me, do you have any, uh, cheaper restaurant recommendations?

Concierge: Of course. You are looking for a reasonably priced, casual location?

Guest: Yes.

Concierge: Understood, sir.

What time would you like to dine?

Guest: Well, I'm thinking I'd like to head over there right now.

Is there somewhere reasonable you can recommend?

Concierge: Is that so, sir.

Between Japanese and Western food, which would you prefer?

Guest: Ah, yes, Japanese, please.

Concierge: There are several locations that might be good candidates, including okonomiyaki and noodle restaurants.

Guest: Oh, I think I'd like okonomiyaki.

Concierge: Understood, sir.

I can provide the location and other information about the restaurant.

Guest: Great. Thank you.

Concierge: Could you please wait a moment?

[convey further information using pamphlets prepared in advance or restaurant information researched on the Internet]

## 第7課 チェックアウト（フロント）

### [Conversation 1] <Guest requests to send a package>

Guest: Excuse me.

Reception: Yes?

Guest: I'd like to send a package.

Reception: Understood, sir.

That will be handled at the delivery desk. Please come this way.

Reception: Our hotel uses White Cat Yamato for our deliveries. Is that acceptable?

Guest: Yes, no problem.

Reception: Thank you very much.

Would you prefer payment on delivery or prepayment?

Guest: Payment on delivery.

Reception: Understood, sir. Please fill in your name, address, and phone number right here.

Guest: Okay. [after filling out the form]

Reception: Thank you very much.

Here is your receipt. [pass receipt]

### [Conversation 2] <At reception or the souvenir shop in the hotel>

Guest: I would like these items, please.

Reception: I will take care of that for you.

That will be 9,000 yen for three items.

Guest: I'll pay by card.

Reception: Understood, sir. Would you like to pay in installments?

Guest: One payment is fine.

Reception: Understood, sir. That will be a single payment.

Here is your card and receipt.

Guest: Thank you.

## 第8課 クレーム対応

### [Conversation 1] <A mistake by the hotel: a guest complains because they were mistakenly given a twin room>

Guest: Excuse me. This is Kobayashi in room 802.

I made a reservation for a double room, but this is a twin room.

Staff: I am very sorry.

Please wait a moment while I check that for you.

Staff: Thank you for your patience.

Unfortunately, all of our double rooms are fully booked.

I apologize for any inconvenience caused by our failure to confirm your booking.

By way of an apology, we do not have any double rooms, but I can offer you a larger room. The beds will be a bit larger and the room has a nice view. Would you like to move?

Guest: Okay, I'll take that.

Staff: My apologies again for any inconvenience caused.

### [Conversation 2] <A mistake by the guest: however, a double room is available>

Guest: Excuse me. This is Kobayashi in room 802.

I made a reservation for a double room, but this is a twin room.

Staff: I am very sorry.

Please wait a moment while I check that for you.

Staff: Thank you for your patience.

Mr. Kobayashi, we have checked and found that when you made your reservation on the YADOKARI reservation website, it was for a twin room.

However, we have checked today's room availability and we can provide you with a double room if you would like to move.

Would you prefer another room?

Guest: Thank you. Yes, please.

Staff: Understood, sir.