

Vg1 Service og samferdsel og Vg2 Reiseliv

At the Hotel Reception

Kristin is an apprentice at the reception in a hotel near Oslo. **Andreas**, one of the permanent staff members, is her mentor. Depending on the season the work at the reception can be quite demanding. Today has so far been quiet, but now they are preparing to check in a number of American tourists arriving by bus.

Kristin: Andreas, can you please check if I have prepared everything? Here is a list of guest names and their room numbers. Here are the keys, and I have tried to fit them all in on two floors. As far as I can see no more than seven people have booked single rooms. Does it look all right?

Andreas: Yes, a good job as usual. To work at a reception you need to be organized and systematic, and you have these qualifications!

Kristin: Thank you, Andreas. Here are the guests. Put on a big smile!

Andreas: (*in a loud voice*) We wish you all a warm welcome to Oslo and hope you will enjoy your stay here. Please open your passports at the picture page, and have them ready for copying.

Kristin: Welcome to our hotel. We have your room keys ready here. The twin rooms are in this pile, and the single rooms here. Your rooms are located on the second and third floors.

And please help yourselves to some home-made lemonade while you are waiting for your room.

Guest: Excuse me, there are only seven singles here, but we have booked nine. Could you check this, please?

Andreas: Oh, sorry about that. Can't understand what has happened here. Are there two of you who wouldn't mind sharing?

Guest: Sorry, we would rather stick to the room arrangement we have set up. Do you have two more single rooms?

Andreas: Sorry, we don't, I'm afraid, but I have a suggestion. On the top floor is our hotel suite, with two bedrooms and a shared sitting room and bathroom. I could give you this suite with no extra charge. Are there two persons who would accept this accommodation?

Guest (*pointing at one of the other women in the group*): Sure, the two of us can share.

Kristin: May we suggest that you all find your rooms, and then return to the reception in 20 minutes for some general information and questions?

BREAK

Kristin: Welcome back, I hope everything is fine in your rooms. Don't hesitate to tell us if there is anything missing! In this little brochure you will find information about the meals and other offers we have in our hotel. Let me just explain the information about free "kveldsmat". The Norwegian word "kveldsmat" means an evening meal with bread, ham, cheese, fruit and a hot dish. The meal will be served in our restaurant at the times you will find in the brochure. There is also a gym in the basement for those who would like some physical activity.

Any questions?

Guest: Our bus will not be available for 3 days. How can we get into the city center, and what are some of the main attractions here?

Andreas: Two blocks down the road you will find the tram going directly into the city center. If you would like, I can call the tourist information and make an appointment for you as a group. They will have suggestions about what to see and how to get around. My favorite places in Oslo are the Viking Museum, the Kon-Tiki Museum and the famous ski jump, Holmenkollen.

Guest: Where can we see work by Edvard Munch?

Kristin: Well, there are two main places to enjoy Munch. In the National Gallery there are a number of Munch pictures, in addition to all the famous paintings by Norway's National Romantic painters. At a place called Tøyen you can visit the Munch museum, which is the main museum for the artist's work in Norway. I would also recommend the staff canteen in the Freia Chocolate Factory, where you will find the world famous frescos by Munch. In order to get in there you need to pre-book.

Guest: Some of us are interested in music, and would love to experience a concert. What would you recommend?

Andreas: Well, our national pride is the new opera building, where the architecture in itself is an attraction. Opera and ballet in Norway have had a boost in recent years, and I would certainly recommend a performance there.

If you are interested in classical concerts we have a great philharmonic hall, and several places for rock, jazz etc. In "Oslo this Month" you will find information about what is on during your stay here.

Guest: Thank you for your time and information. Could you tell us how we get tram tickets, please?

Kristin: There is a ticket machine at the stop, but for groups we actually sell group tickets here at the reception.

Would you like me to make an appointment for 11 o'clock at the tourist information tomorrow?

Guest: Yes, please. That would be very helpful.

Kristin: Then, I wish you all a very pleasant stay here in our beautiful city.