

**RESSURSARK – LYTTEMATERIELL – ENGELSK YF**

**Tittel/programområde:**

*At the Hotel Reception / Vg1 Service og Samferdsel, Vg2 Reiseliv*

**Kort beskrivelse:**

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.

demanding = krevende

pile = haug

accommodation = losji

block = kvartal

boost = økning

tram = trikk

**Oppgaver refleksjon/diskusjon/samtale:**

1. Briefly, what are the two main tasks for the receptionists at the hotel in connection with the arrival of the American guests?
2. What problem turns up and how is it solved?
3. What do you think of the way the receptionists greet the American guests? In your opinion, are the receptionists service minded?
4. What type of tourist information is given to the guests?
5. If you were the hotel receptionist, what other information would you have included?

**Further Work:**

6. You have just returned from a work placement in one of the following places: a hotel reception, a shop, a travel agency, a security company, a car rental company, the help desk in an IT company, the information desk in a company/institution. Your teacher asks you to sum up in a few words: What is good service? Relate it to your work placement experience.
7. The hotel in Oslo where you work has a group of guests from the Middle East. Most of them are Muslims. Plan the information that you are going to give them for their visit.  
Consider:  
food  
entertainment  
transport  
worship  
tourist sights



Kompetansemål – Engelsk Vg1 ST/Vg2 YF:

***Muntlig kommunikasjon***

- vurdere og bruke egnede lytte- og talestrategier tilpasset formål og situasjon
- forstå og bruke et bredt generelt ordforråd og et faglig ordforråd knyttet til eget utdanningsprogram
- forstå hovedinnhold og detaljer i ulike typer muntlige tekster om allmenne emner og faglige emner knyttet til eget utdanningsprogram
- uttrykke seg på en nyansert og presis måte med god flyt og sammenheng, tilpasset formål og situasjon
- innlede, holde i gang og avslutte samtaler og diskusjoner om allmenne emner og faglige emner knyttet til eget utdanningsprogram