

## WORKSHEET 2: Receptionists at Work

Before listening to the text, discuss in your group:

- What should a hotel receptionist know about and consider in her/his work with hotel guests?
- What do you think might be some of the challenges in this kind of work?
- How do you define the word culture? What are some of the cultural aspects a hotel receptionist should be aware of in her/his work?

Listen to Part 1 of the recording (*At the Hotel Reception* – track 14):

<http://www.fremmedspraksenteret.no/nor/fremmedspraksenteret/laringsressurser/grunnleggende-ferdigheter/muntlig/lyttetekstar/engelsk-yf>

After listening to the text, you now have more knowledge about the work of a receptionist, and can discuss the following:

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?

Make your own role play in your group, based on what you heard in the recording. One person can be the receptionist, the other two in the group can be guests. The guests should decide on their nationality, and also find a challenge for the receptionist, who should not know what this is until the actual role play takes place.

2 and 2 groups should act out their role plays for each other.

If you have time to explore the topic “intercultural communication” further, this is a link that might be useful [www.ndla.no/en/node/77922](http://www.ndla.no/en/node/77922)