

Proyecto "Transversalidad e Integración Curricular en la Educación Media Técnico Profesional"

MANUAL DE FORMACIÓN BÁSICA PARA LA ATENCIÓN AL CLIENTE EN EL ÁMBITO DE LA HOTELERÍA

GUÍA DE APRENDIZAJE DE INTEGRACIÓN CURRICULAR
SECTOR HOTELERÍA Y TURISMO



Guía de Aprendizaje de Integración Curricular
"Hospitality Care"

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PROYECTO DE INTEGRACIÓN CURRICULAR

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**GUÍA DE APRENDIZAJE DE
INTEGRACIÓN CURRICULAR**

“HOSPITALITY CARE”

ESPECIALIDAD: SERVICIOS DE HOTELERÍA

MÓDULO: ATENCIÓN AL CLIENTE EN SERVICIOS DE HOTELERÍA

INGLÉS



ÍNDICE



7 **INTRODUCCIÓN**



8 **OBJETIVOS DE APRENDIZAJE Y CRITERIOS DE EVALUACION**



9 **RUTA DEL APRENDIZAJE**



10 **CONTEXTO DEL PROYECTO INTEGRADO**



12 **SITUACIÓN PROBLEMA**



24 **BIBLIOGRAFÍA**



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INTRODUCCIÓN

ESTIMADOS ESTUDIANTES

Estimados estudiantes, el propósito de esta guía de trabajo es que aborden el módulo de Atención al cliente de la especialidad de Hotelería en idioma extranjero inglés. Todo esto, con la finalidad de emplear la lengua extranjera como una herramienta útil en el contexto laboral y así desarrollar diversas habilidades que propician el aprendizaje de acuerdo a las competencias que cada estudiante requiere en el ámbito del trabajo.

Este proyecto, espera que los estudiantes logren relacionar el módulo y la asignatura de idioma extranjero, inglés desarrollando una guía de apoyo para el fortalecimiento de su desempeño en sus prácticas de aprendizaje en diversas empresas.

El propósito de esta guía es desarrollar principalmente la habilidad de expresión oral de los estudiantes, puesto que, es de forma directa como se relaciona con el cliente y para ello debe demostrar dominio del lenguaje es su idioma materno y en inglés cuando la situación lo requiera.

Para alcanzar la expresión oral, los estudiantes también deben desarrollar otras habilidades como lectura, escritura y audición por lo mismo se presentan actividades para que activen sus conocimientos previos, traduzcan y memoricen en inglés conceptos propios del módulo y/o vocabulario en general que se utilizará para resolver la situación problema planteada en esta guía de trabajo.

Además, desarrollar esta guía les permitirá recordar conceptos estudiados del módulo de Atención al cliente que son imprescindibles para su desempeño laboral.

Al final del proceso, se espera que los alumnos puedan desenvolverse en el ámbito de la hotelería, brindando un buen servicio, bajo los parámetros de calidad donde incorporen a su práctica tanto los aprendizajes del módulo de atención al cliente y del idioma inglés con el fin de demostrar una formación integral, sólida y centrada en el aprendizaje.



OBJETIVO DE APRENDIZAJE E INDICADORES DE EVALUACIÓN

OBJETIVO DE APRENDIZAJE

- Expresarse oralmente por medio de monólogos y de diálogos relacionados a la hotelería, breves y simples, que incorporen las funciones comunicativas de años anteriores y las funciones de informar lo dicho por otros.
 - Orienta e informa a los clientes sobre los servicios del establecimiento, cumpliendo con los estándares de presentación y trato.
-

INDICADORES DE EVALUACIÓN

- Expresan ideas sobre su trabajo por medio de monólogos y diálogos breves y simples.
- Expresan ideas usando frases hechas y expresiones idiomáticas, por ejemplo, according to..., nice to meet you.
- Interactúan, mediante diálogos o monólogos, utilizando vocabulario temático como part/full-time job, apply for a job, hire, vacancy, position.
- Informa a los clientes sobre los diversos servicios que tiene el establecimiento, teniendo en cuenta lo contratado, utilizando un trato formal y cordial en la comunicación.
- Maneja las distintas ofertas de servicios que ofrece el establecimiento, de acuerdo a los tipos de clientes.



RUTA DEL APRENDIZAJE

1

Expresan ideas sobre su trabajo por medio de monólogos y diálogos breves y simples.

2

Expresan ideas usando frases hechas y expresiones idiomáticas, por ejemplo, according to . . . , nice to meet you.

>>

OBJETIVO DE APRENDIZAJE

- Expresarse oralmente por medio de monólogos y de diálogos relacionados a la hotelería, breves y simples, que incorporen las funciones comunicativas de años anteriores y las funciones de informar lo dicho por otros.
- Orienta e informa a los clientes sobre los servicios del establecimiento, cumpliendo con los estándares de presentación y trato.

5

Maneja las distintas ofertas de servicios que ofrece el establecimiento, de acuerdo a los tipos de clientes.

4

Informa a los clientes sobre los diversos servicios que tiene el establecimiento, teniendo en cuenta lo contratado, utilizando un trato formal y cordial en la comunicación.

3

Interactúan, mediante diálogos o monólogos, utilizando vocabulario temático como part/full-time job, apply for a job, hire, vacancy, position.



CONTEXTO DEL PROYECTO INTEGRADO

Los alumnos de la especialidad de Servicios Hoteleros del Colegio General Velásquez durante el proceso de prácticas de aprendizajes en diferentes hoteles de las comunas de Puchuncaví, Viña del Mar y Valparaíso se ven en la necesidad de mejorar su conocimiento y desarrollo del idioma inglés.

A pesar que los estudiantes tienen sus clases formales del idioma durante los días que asisten al establecimiento donde refuerzan las distintas habilidades lingüísticas, se hace necesario para ellos contar con un material de apoyo que pueda ayudarlos a mejorar el servicio que brindan a los clientes y para el desarrollo individual en el ámbito de la industria hotelera.

Por lo mismo, esta guía se ha desarrollado desde la asignatura de inglés como una forma de potenciar el manejo dicho idioma y orientada al servicio de atención al cliente como contexto donde se desenvuelven los estudiantes.

The specialty of Hotel Services' students of the General Velasquez School during the process of learning practices in different hotels in the communes of Puchuncavi, Viña del Mar and Valparaíso need to improve their knowledge and development of the English language.

Although the students have their formal language classes where they reinforce the different language skills during the days they attend the establishment, it is necessary for them to have support material that can help them to improve the service they provide to the guests and to reach students' development in the field of the hotel industry.

For this reason, this guide has been developed from the subject of English as a way to enhance the use of that language and oriented to customer service as the context in which the students develop.



**TAKE
NOTES**



HOW MUCH DO WE KNOW?

A.- Activate your knowledge

1.- Match the concepts in A with their meaning in B.

A	CONCEPTS	B	MEANINGS
1	According to	A	Trabajo de medio tiempo
2	Nice to meet you	B	Puesto
3	Part-time job	C	Trabajo de tiempo completo
4	Full-time job	D	Contratar
5	Apply for a job	E	De acuerdo a
6	Hire	F	Vacante
7	Vacancy	G	Portular a un trabajo
8	Position	H	Un placer conocerlo

2.- Complete the sentences with the words in the box.

ACCORDING TO	NICE TO MEET YOU	PART-TIME JOB	FULL-TIME JOB
APPLY FOR A JOB	HIRE	VACANCY	POSITION

- A. The hotel requires to _____ qualified staff for this season.
- B. If I want to study and get money, I need to find a _____.
- C. _____ Mr. Peterson, I hope you have a good staying in our hotel.
- D. Miss Douglas, _____ your reservation, you will be arriving on July 24th.
- E. The manager quit. The administration has a new _____ available.
- F. I have to _____ sending my CV and recommendation letter.
- G. The advertisement offers 44 hours a week. It is a _____.
- H. The concierge offers me a _____ in the regular staff.



SITUACIÓN PROBLEMA

El gerente del hotel, Sr. Barros ha solicitado al estudiante en práctica del Colegio General Velásquez realizar una presentación al resto del personal donde se informa acerca de los servicios que ofrece el hotel "La Casona" ubicado en Valparaíso.

En la presentación, el estudiante debe mencionar los servicios presentes en el hotel y una breve descripción de ellos.

Mr. Barros is the manager of the hotel. He has asked the trainee student of the General Velasquez School to make a presentation to the rest of the staff where they are informed about the services offered by »La Casona« hotel located in Valparaíso.

In the presentation, the student must mention the services that are available in the hotel and a brief description of them.

ANSWER THE FOLLOWING QUESTIONS THAT WILL HELP YOU TO UNDERSTAND THE PROBLEM.

1.-Where does the problema situation take place?

.....
.....
.....

2.-What did the manager ask for?

.....
.....
.....

3.-What are the requirements of the presentation?

.....
.....
.....

4.- Who are the people involved in the situation?

.....
.....
.....



LET'S LEARN

What do you know? Talk about these questions.

1.- What kind of services are in a hotel?

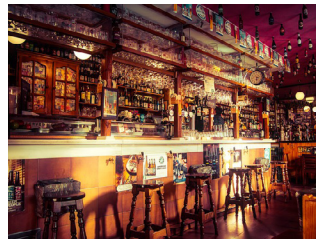
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2.- What do you know about those services?

.....
.....
.....

1.- Match the services in the boxes with the correct picture below.

Restaurant	Parking lot	Fitness Center	Laundry
Bar	Breakfast buffet	Wake-up call	Swimming Pool
Room service	Air conditioning	Babysitting	Wi-Fi



2.- Complete the definitions with the correct hotel service.

Restaurant	Parking lot	Fitness Center	Laundry
Bar	Breakfast buffet	Wake-up call	Swimming Pool
Room service	Air conditioning	Babysitting	Wi-Fi

1. guests can ask for alcoholic and non-alcoholic drinks.
2. guests or valet can park cars.
3. guests can swim.
4. guests can send clothes to be washed.
5. guests can control the temperature in their room.
6. guests can choose from a variety of food.
7. guests receive food in their room.
8. guests can have delicious meals.
9. free internet connection.
10. guests receive a phone call in a specific time.
11. guests can exercise and practice sport.
12. guests can ask for a babysitter to take care the children.





REFLEXIONA Y
COMPARTE

READ THE DIALOGUE "ROOM SERVICE"

<i>A is the Guest</i>	<i>B is the Concierge</i>
A	Good evening.
B	Good evening, Guest Services this is Carmen. How may I help you?
A	I would like to order room service.
B	Ok Sir, could you tell me your room number and your name, please?
A	Of course. The room number is five hundred four and my name is Peter Preston.
B	Thank you Sir. What would you like to order Mr. Preston?
A	I'd like the filet mignon.
B	How would you like your filet cooked?
A	I prefer it medium rare, please.
B	Would you like vegetables or salad or fries?
A	Salad and fries thank you.
B	Okay, is there anything else you'd like Mr. Preston?
A	I'd also like a coke.
B	Certainly Sir that will be delivered to your room shortly. Enjoy your meal.
A	Thank you very much.

A.- ANSWER IF THE FOLLOWING STATEMENTS ARE TRUE (T) OR FALSE (F) ACCORDING TO THE DIALOGUE.

- The guest's name is Carmen. guests or valet can park cars.
- The room number 405.
- The guest orders filet mignon.
- He likes a medium rare filet.
- The guest asks for vegetables and salad.
- The meal will be delivered in a short time.



You are the Concierge of “La Casona” hotel and you have to explain different services in the hotel. Write a short explanation about the services considering Schedule, requirements, specialty, among others.

EXAMPLE:

Swimming pool: “it works from 10 am. to 8 pm. You must wear swimming suit. You cannot eat or drink in the pool area”.

1.- *Breakfast buffet:*.....
.....

2.- *Wake up call:*.....
.....

3.- *Babysitting:*.....
.....

4.- *Air conditioning:*
.....

5.- *Parking lot:*
.....



SPEAKING TIME: Now it is time to perform.

You have to make a presentation with the following services that are available in “La Casona” hotel. You have to explain briefly how the services work considering Schedule, requirements, specialty, among others. Use the services provided.

1. Restaurant
2. Wi-Fi
3. Room service
4. Bar
5. Fitness center
6. Laundry

Think about...

1.- In your opinion, what are the most important services in a hotel. Why?

2.- What new services must a hotel have?



SITUACIÓN PROBLEMA

El recepcionista del hotel “La Casona” de Valparaíso, Sr. Alejandro Rojas ha solicitado al estudiante en práctica su apoyo en la recepción, atendiendo el teléfono, tomando notas de las reservas y aclarando dudas de los huéspedes entre otras actividades.

El recepcionista indica que es muy importante al momento de contestar y tomar nota de los antecedentes de los huéspedes en necesario parafrasear y repetir la información dada por ellos para no cometer errores y aclarar todo tipo de dudas en ese primer momento.

The receptionist of «La Casona» hotel located in Valparaiso, Mr. Alejandro Rojas has asked the student trainee his support at the reception. He must answer the phone, take notes of the reservations and clarify doubts of the guests among other activities.

The receptionist indicates that when you have to answer the phone and take notes about guests requirements, it is very important to paraphrase and repeat the information given by them in order to avoid mistakes and clarify all kinds of doubts from the first moment.

ANSWER THE FOLLOWING QUESTIONS THAT WILL HELP YOU TO UNDERSTAND THE PROBLEM.

1.-Where does the problema situation take place?

.....
.....
.....

2.-What did the manager ask for?

.....
.....
.....

3.-What are the tasks the student trainee have to do?

.....
.....
.....

4.- Who are the people involved in the situation?

.....
.....
.....



HOW MUCH DO WE KNOW?

PREDICTING: WHAT CAN YOU SEE IN THE PICTURES?

1.- Write 3 ideas about the pictures. You can say who the people are, what are they doing? Where are they?



1.	
2.	
3.	

1.	
2.	
3.	

2.- Vocabulary: Matching the phrases in A with their translation in B.

A	PHRASES	B	TRANSLATION
1	Make a phone call	A	Confirmar la reserva
2	Greet the guest	B	Preguntar el nombre del cliente
3	How may I help you?	C	Saludar al cliente
4	Confirm the reservation	D	Responder el teléfono
5	Be polite	E	Ser cordial
6	What can I do for you?	F	Hacer una llamada
7	Answer the phone	G	¿Qué puedo hacer por usted?
8	Ask for the guest's name	H	¿Cómo puedo ayudarlo?

3.- Complete the text with the phrases taken from the previous exercise.

Make a phone call	Be polite
Greet the guest	What can I do for you?
How may I help you?	Answer the phone
Confirm a reservation	Ask for the guest's name

HOW TO ANSWER THE PHONE

"In this training course, you will learn how to 1_____ and 2_____. When you receive a phone call, the first thing you have to do is to 3_____. Don't forget, you always have to 4_____. And then, you have to 5_____. After that, you have to ask 6_____ or 7_____ in order to give a good service. If the guest is clear and he or she agrees with the information, you must ask if he or she wants to 8_____. Finally but very important, you have to say thank you and good bye".



REFLEXIONA Y
COMPARTE

READ THE DIALOGUE "ROOM SERVICE"

<i>Greet your caller</i>	<i>Mind your manners</i>	<i>Deflect with style</i>	<i>Avoid dead ends</i>
Use formal greetings. Start with "Thank you for calling," end with a "How may I help you?" and be sure to slip your company name in the middle.	Ask for information rather than demanding it. Use "please" and "thank you" as much as possible. Everyone loves to be treated with respect.	A great receptionist knows: it's not about having the answer to every question; it's about knowing what to say when you don't know.	When you're not able to reach the person your caller is seeking, always offer to take a message. Never make your caller ask to leave a message.

With the information given in the guide, answer if the following statements are True (T) or False (F).

- "Hello" is a good way to greet the caller.
- You have to say "Thank you for calling" at the end of the phone call.
- "Please and Thank you" are used to show respect.
- You have to demand information from the caller.
- If you don't know the answer, you must say "Sorry I don't know".
- "I will connect you with the manager" is a way to deflect with style.
- You should offer to take the message of the caller.

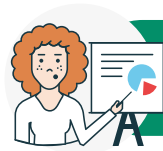


LET'S LEARN

“Let’s review useful grammar”

REPORTED SPEECH or INDIRECT SPEECH

<i>Direct Speech</i>	<i>Indirect Speech</i>
<p>Simple Present Mister Montes: “I want to make a reservation”</p>	<p>Simple Past He said that he wanted to make a reservation.</p>
<p>Simple Past Mister Montes: “I asked for room service”</p>	<p>Past Perfect He said that he had asked for room service.</p>
<p>Simple Future (Will) Mister Montes: “I will arrive on July 28th”</p>	<p>Future Conditional (Would) He said that he would arrive on July 28th.</p>



LET'S PRACTICE

Read the following statements and then choose the correct reported speech sentence.

<i>Direct Speech</i>	<i>Indirect Speech</i>
<p>Ms. Jones: “I will lunch in the restaurant”</p> <p>a) She said that she lunched in the restaurant. b) She said that she would lunch in the restaurant” c) She said that she had lunched in the restaurant”</p>	<p>Manager: “I checked the rooms”</p> <p>a) He said that he had checked the rooms. b) He said that he would check the rooms. c) He said that he checked the rooms.</p>
<p>Mr. Miller: “I need babysitting service”</p> <p>a) He said that he had needed babysitting service. b) He said that he needed babysitting service. c) He said that he would need babysitting service.</p>	<p>Receptionist: “I will take the reservation”</p> <p>a) She said that she took the reservation. b) She said that she had taken the reservation. c) She said that she would take the reservation.</p>

Make the report of the following sentences.

1.- Mr. Jefferson: “I will be there for a business trip”.

.....

2.- Ms. Andrew: “I want to ask for lunch at 12 pm”.

.....

3.- Manager: "I took the guest's reservation".

.....

4.- Guest: "I will have a good time here".

.....

Now, you have to read the conversation "Confirming my reservation".

Conversation: Confirming my reservation

Guest:	I reserved a room.
Receptionist:	Let me see Sr. May I have your full name, please?
Guest:	My name is John Sandals.
Receptionist:	Hello, Mr. Sandals. My name is Michelle. What days do you need that reservation, sir?
Guest:	I will visit New York on April 14. I will be there for 5 days.
Receptionist:	Our room rates recently went up. Is that okay with you, Mr. Sandals?
Guest:	How much per night are we talking about?
Receptionist:	Each night will be \$308.
Guest:	That price is perfectly acceptable.
Receptionist:	Wonderful! Do you prefer a smoking or nonsmoking room?
Guest:	I prefer a nonsmoking room, please.
Receptionist:	Okay, Mr. Sandals. Your reservation is in our computer. All we need now is a phone number.
Guest:	My phone number is 626-555-1739.
Receptionist:	Thank you, Mr. Sandals. We look forward to seeing you in New York!

Choose 5 ideas from the Guest's lines and then, make the report of them.

Example: *Guest: I reserved a room.*
 He said that he had reserved a room.

1.- **Guest:**.....
 He said that

2.- **Guest:**.....
 He said that

3.- **Guest:**.....
 He said that

4.- **Guest:**.....
 He said that

5.- **Guest:**.....
 He said that



**APLIQUEMOS
LO APRENDIDO**

SPEAKING TIME: Now it is time to perform.

You have had a phone conversation with the guest. During the conversation you took note about the requirements of the guest. In this moment you are at the end of the conversation. You have to use the information collected and make the report of this.

*Mr. Thomas
I need to book a room.
I prefer a smoking room.
I will arrive on July 17th.
I will pay with credit card.
My phone number is 987654321.*

- 1.-
- 2.-
- 3.-
- 4.-
- 5.-



**TAKE
NOTES**



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