

3 (Sem-6) FEN 2 (VOC)

2 0 1 7

FUNCTIONAL ENGLISH

(Vocational)

Paper : 6.2

(English for Vocational Training)

Full Marks : 30

Time : 2 hours

*The figures in the margin indicate full marks
for the questions*

- 1.** Complete any *five* of the following sentences using correct words from the list : 1×5=5

at reception	chambermaid
checking out	cupboard
front office cashier	in advance
season	

- (a) It is difficult to book a hotel room in the middle of the tourist _____.
- (b) So I booked our room three months _____.
- (c) When we arrived, we checked in _____.
- (d) We had a very nice _____ and the room was very comfortable.

(2)

(e) We found towels and toilet paper in the _____.

(f) Before _____, I paid my bill.

(g) I met the _____ to exchange foreign currency.

2. Here is a list of problems faced by some hotel guests :

(a) No hair dryer in the bathroom

(b) The TV remote control is not working

(c) The guest needs one more blanket

(d) The guest wants supper in the room

(e) The guest needs two bottles of mineral water

(f) The guest needs a taxi at 7:00 a.m. tomorrow

What should be the response of the housekeeper manager to solve the problems? Rewrite each problem and the response of the housekeeper manager to it.

6

3. Put these sentences in a logical order :

6

(a) I paid my bill.

(b) I checked in at reception.

- (c) I left the hotel.
- (d) I went up to my room.
- (e) I spent the night in the hotel.
- (f) I had an early morning call at seven o'clock.
- (g) I booked a room at the hotel.
- (h) I went out for dinner in a local restaurant.
- (i) I arrived at the hotel.
- (j) I got up and had a shower.
- (k) I had breakfast.
- (l) I tipped the porter who carried my luggage upstairs.

4. A guest is checking in. Complete the following conversation between the hotel receptionist and the guest :

6

- Receptionist : Good morning, Sir.
- Guest : Good morning. I want to _____ at your hotel.
- Receptionist : What kind of room would you prefer _____ or double, _____ or AC?

- Guest : A ____ room, ____ attached, preferably on the second floor.
- Receptionist : Let me check it. How ____ at the hotel?
- Guest : For three days. What's your ____ time?
- Receptionist : It's 12 noon.
OK. There's a vacant ____ room on the second floor facing the ____.
- Guest : How much ____?
- Receptionist : ₹ 3000 for full board.
- Guest : It's OK. I ____ it.

5. Here is an e-mail enquiring about a hotel room. Write an answer to this enquiry : 7

E-mail—

I'm visiting Guwahati on 3 July 2017. I'd like to book a single room for 3 days (3 July to 6 July).

Can you please confirm availability and the cost of the room per night including breakfast?

Do you provide wi-fi and airport transfers?

Do you have any facility for foreign currency exchange?

(5)

Can you please confirm the cost of hiring a small car per day for sightseeing?

I look forward to hearing from you.

Yours sincerely

Jayant Kumar
