

	English Lesson Plan	22.07.09	Version 1
	Level: <b>2 - 4</b>	Prepared by: Ken Symicek	Front Office Reception Describing Resort Facilities Describing Resort Facilities.docx

Most resorts offer their guests many facilities and amenities for their use and enjoyment. The facilities may include pools, sauna and steam room, a number of restaurants, a health center, tennis courts, access to a golf course, programs for children, a business center, etc.

Throughout the course of the day a guest may ask a resort employee about any one of them. Questions that a guest might have are: does the resort have a particular facility, where it is located, when are its hours of operation, how much it costs, do the facility staff speak English, etc.

Guests may also ask about facilities or places outside the hotel. Such places may be a diving school, an historical site to visit, a hot night club, or a Buddhist temple. The list could be endless. The more knowledgeable a resort staff is about the local facilities and points of interest, the better service they will be able to give to the guests.

## Lists of various Facilities or Activities

The guest may inquire about these facilities at the resort or in the community. Start a discussion about some of the most common used words when describing facilities or activities.

Restaurants	Boat Rides	Local Attractions
Shopping Malls	Gift Shops	Beach Activities
Cafés	Bike Paths	Tennis Courts
Swimming and Diving	Gym/ Fitness Centers	Open Markets
Lounges	Zoos	Nature walks
Spas	Conference/Meeting	Children's Programs
Golf Course	Rooms	Grocery Stores
Saunas	Museums	
Area Tours	Business Centers	

## Examples of Guest's Requests about facilities

1. Is there a spa at the resort?
2. Which restaurant has a Western menu?
3. I am looking for a hot night club. Do you know of any?
4. Do you know where I can find fine jewelry?
5. Where to the locals get a good cup of coffee in the morning?
6. Where's a good place to see a movie?
7. What is there to do here that is different?

### Some responses may be:

1. Yes, an outstanding place to relax and have a back massage.
2. You might want to try (...The Imperial Restaurant).
3. Well, one of my favorite places is ( ... The Apollo nightclub).
4. You may enjoy shopping at (...The Phan Thiet Market).
5. I would highly recommend ( ... Moc's Coffee Cafe).
6. I'm sorry we don't have a cinema or movie house here in Phan Thiet. But we do have a good selection of DVD.
7. What about a tour of (...Tac Ku Mountain)?

### Typical Conversations

**Guest:** We're looking for a good offsite restaurant for dinner?

**Staff:** What kind of food are you interested in?

**Guest:** Since we are in Vietnam, we want to try Vietnamese food.

**Staff:** The Rainforest Restaurant is always a good choice.

**Guest:** Thank you very much. We'll try it.

**Guest:** I need to check my e-mail. Is there an Internet café near here?

**Staff:** Certainly, sir. The Business Center at this resort has Internet access.

**Guest:** Can I also save information to a USB memory stick?

**Staff:** Of course.

**Guest:** Do you know what it cost?

**Staff:** It's free to all our guest

**Guest:** Ok, thank you.

**Staff:** My pleasure, sir and let me show you where the Business Center is.

### Group Activity

Write the following activities on the board.

- the items have been selected.
- go dancing at a night club
- go on a local tour
- see the sand dunes
- go scuba diving
- Go for a long walk
- rent a bike
- see an open market
- go to eat some French Food
- go kite surfing
- see a historical sites
- play golf
- see something famous

One person starts and selects a topic and asks another person for a suggestion. When answering, be sure to give a reason why you would go there. After an item has been selected have a discussion on the best way to answer these request.

# Work Sheet - Resort Facilities

---

Write the correct word on the line that will complete the sentence.

colorful  
dancing  
lie  
is  
boat  
cinema  
tennis

golf  
Vietnam  
motorbike  
wife  
biking  
here  
tan

souvenirs  
eat  
should  
best  
film  
want

1. I want to go see a \_\_\_\_\_. Where's the nearest \_\_\_\_\_?
2. Where \_\_\_\_\_ a good place to \_\_\_\_\_ Vietnamese food?
3. I'm looking for some \_\_\_\_\_ for my friends back home. Where \_\_\_\_\_ I go?
4. Where is the \_\_\_\_\_ night club in town to go \_\_\_\_\_?
5. I need some exercise. Is there a \_\_\_\_\_ court near \_\_\_\_\_?
6. I \_\_\_\_\_ some excitement. I want to feel the wind in my hair. Where can I go to do some \_\_\_\_\_.
7. I want to \_\_\_\_\_ on the beach and work on my \_\_\_\_\_.
8. What's the best 18 hole \_\_\_\_\_ course in \_\_\_\_\_?
9. I want to see some \_\_\_\_\_ fish. Can you arrange a \_\_\_\_\_ excursion?
10. My \_\_\_\_\_ wants to ride a \_\_\_\_\_. Where should I rent one?