

### HOTEL MANAGEMENT Problems and Solutions

**Activity:**

*You are the management staff of a large resort hotel. Lately, you have had a lot of problems. You must discuss these problems with the other managers and then come up with solutions.*

*The hotel is on an island surrounded by beautiful beaches, coral reefs, and mountains. It seems like the perfect place to have a hotel but . . .*

Problems: One problem is that . . . (sentence)

One problem is . . . (noun)

.....

Solutions: One solution is to . . . (verb)

We could . . . (verb)

I think we should . . . (verb)

I recommend that . . . (verb)

.....

**Agreeing:**

I think it's a good idea.

I agree with \_\_\_\_\_ because ....

I am for \_\_\_\_\_.

.....

**Disagree:**

It's a good idea but \_\_\_\_\_

I disagree with \_\_\_\_\_ because...

.....

I am against it because \_\_\_\_\_

*Divide into groups and discuss the following problems, suggests solutions and chose one feasible option .*

*Look at the sample dialogue*

Manager 1: Thank you for coming. I wish to discuss the problems that we have been having recently. And then if anybody has some ideas, please share them.

Manager 2: One problem is theft. Somebody is stealing money from the front desk and food from the kitchen. As well, somebody is going into the guest rooms and stealing their luggage.

Manager 3: One solution is to change the locks. If we do that the thief won't be able to get in.

Manager 4: I disagree. The problem with that is that we already have locks and the thief can get into the rooms. Even if we change the locks we may still have problems.

Manager 2: We could hire a security guard for each floor. Then we would have no problems.

Manager 4: I think that's a good idea.

Manager 3: That's a good idea, but security guards are very expensive. We can't afford one security guard on each floor. I think we should hire a few security guards and install some video cameras.

Manager 1: I agree with installing cameras. It'll be a lot cheaper.

Manager 2: I am for installing cameras too.

Manager 3: Good. Then why don't we recommend installing cameras and hiring a few security guards

*While discussing make notes. Use your notes to write a letter to your boss.*

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GROUP A

**There are few guests:** Very few people know about the hotel. And the guests who do come say it is too expensive.

**Guests are bored:** Guests have complained that there is nothing to do. There are no activities at night. In the day, there are few sports and nothing to see.

**The hotel is difficult to get to:** There are no buses coming from the airport to the hotel. The taxi from the airport to the hotel is very expensive.

Management Discussion

Problem:

Possible Solutions:

Management Recommendation:

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Problem:

Possible Solutions:

Management Recommendation:

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Problem:

Possible Solutions:

Management Recommendation:

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## GROUP B

**The hotel is difficult to get to:** There are no buses coming from the airport to the hotel. The taxi from the airport to the hotel is very expensive.

**Many things are broken:** The roof leaks and many TVs in the room don't work. Sometimes there is no electricity or hot water.

**Complaints about the food:** The guests have complained that the food tastes terrible. They also complained that the food is the same every night. Some vegetarians were very angry because every dinner has meat.

### Management Discussion

Problem:

Possible Solutions:

Management Recommendation:

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Problem:

Possible Solutions:

Management Recommendation:

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Problem:

Possible Solutions:

Management Recommendation:

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GROUP C

**Complaints about the staff:** Many guests say that the staff is rude and unhelpful. The staff members argue with each other. Sometimes they swear at the managers.

**Many things are broken:** The roof leaks and many TVs in the room don't work. Sometimes there is no electricity or hot water.

**Theft:** There is a lot of theft at the hotel. Someone is stealing food from the kitchen, money from front desk, and sports equipment from the gym. Guests have also complained that somebody stole their wallets

Management Discussion

Problem:

Possible Solutions:

Management Recommendation:

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Problem:

Possible Solutions:

Management Recommendation:

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Problem:

Possible Solutions:

Management Recommendation:

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GROUP D

**Complaints about the food:** The guests have complained that the food tastes terrible. They also complained that the food is the same every night. Some vegetarians were very angry because every dinner has meat.

**There are few guests:** Very few people know about the hotel. And the guests who do come say it is too expensive.

**Theft:** There is a lot of theft at the hotel. Someone is stealing food from the kitchen, money from front desk, and sports equipment from the gym. Guests have also complained that somebody stole their wallets.

Management Discussion

Problem:

Possible Solutions:

Management Recommendation:

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Problem:

Possible Solutions:

Management Recommendation:

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Problem:

Possible Solutions:

Management Recommendation:

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GROUP E

**Theft:** There is a lot of theft at the hotel. Someone is stealing food from the kitchen, money from front desk, and sports equipment from the gym. Guests have also complained that somebody stole their wallets.

**Guests are bored:** Guests have complained that there is nothing to do. There are no activities at night. In the day, there are few sports and nothing to see.

**Complaints about the staff:** Many guests say that the staff is rude and unhelpful. The staff members argue with each other. Sometimes they swear at the managers.

Management Discussion

Problem:

Possible Solutions:

Management Recommendation:

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Problem:

Possible Solutions:

Management Recommendation:

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Problem:

Possible Solutions:

Management Recommendation:

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*Prepare the following letter for your boss*

Dear Mr. Gunn,

At the latest management meeting, we discussed the problems we are having at the hotel and possible solutions to these problems. I am writing this letter to give you our recommendations.

One problem we have is \_\_\_\_\_

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Another problem we have is \_\_\_\_\_

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Unfortunately , there is one more problem which needs to be solved. \_\_\_\_\_

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I hope this discussion will help to solve our problems. I look forward to hearing your decision.

Yours sincerely,

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## ENGLISH TEST

Name:..... Date:..... Class:.....

Read the following comment about a hotel in Milan. As hotel manager of Hotel Sanpi Milano , write a letter of apologies (180 – 200 words)

**"Not up to standard of British 4 star hotels" from tripadvisor.com**

**Hotel Sanpi Milano**

Be aware that the hotel website only shows pictures of the exec suites and not standard rooms, misleading given there are only 7 suites out of a total of 71 rooms. Not all rooms are of the same standard so persevere until you are happy with room allocated.

There are no tea and coffee making facilities despite being advertised and no slippers!

Yes hotel is fairly close to the train station and close to metro lines and main street however this is where the good points stop.

Booked through ---- website and therefore paid up front, this was an issue when given a room in the old centre block in a room which smelled, was very worn and not particularly clean or inviting. Didn't want to even sit down in fear of catching something!

Complained about room straight away and asked to get moved to the new wing however receptionist was abrupt and very unhelpful saying that was the room allocated to ---- and that they were fully booked and that was that.

Breakfast was buffet style and there was a good enough choice. The breakfast room was however cramped and a little dated. Service was slow, at times we waited for up to 20 minutes just for a cup of coffee – talk about "espresso"!

The area was a bit dodgy with groups of afro-Caribbean guys hanging about every street corner staring at those walking past. The Hotel street was not well lit and you could feel uneasy walking home when dark.

Struggled to find any decent restaurants roundabout and everywhere is shut on a Sunday!

About a 20 minute walk to the Duomo and historic centre and 10 minutes to the designer shops.

If you pay less than 80 euros a night and get a room in the new block then I'd say go for it otherwise stay clear.

**Alison Bank**

*E' consentito l'uso del dizionario monolingue.*