



OFFERING HELP PERTEMUAN KE 10

As a member of the Hotel Industry you will inevitably find yourself in a situation that requires you to offer help or assistance to a guest. This situation may present itself as an absolute necessity or one of simply polite behavior. In either case, knowing what to say in those situations will hold in good stead with the guests. At times, you will be in situations that you will offer your help and at other times you may be asked to respond to a guest that has requested help.



WHEN OFFERING HELP

- would you like some help?**
- can I give you a hand?**
- Do you need any help?**
- May I offer my assistance?**
- Need any help?**



When asking for help

- Could you give me a hand?**
- Would you mind helping me out?**
- Could you help me please?**
- I Need some assistance please**



When responding to help

- Of course ma'am, what can I do for you?**
- Oh course sir, how can I help?**
- Of course, what do you want me to do?**
- I'd be happy to assist you**
- Yes sir, how can I assist you?**



Health and Leisure staff

Staff: Let me help you add some more weights sir

Guest: Thanks, much appreciated

Guest: Could you give me a hand?

Staff: Of course sir, what do you need?



Housekeeping Staff

Staff: Pardon me sir, but it looks like you could use some help with those packages

Guest: I sure could, thanks

Guest: Could you help me set the ironing board and iron please

Staff: Of course ma'am. Where would you like it set up?

Spa staff

Staff: Let me help you with those packages ma'am

Guest: Thank you, thank's very kind

Guest: Could you help me take off my shoes. I hurt my back this morning and it's hurts to bend over

Staff: Of course sir

Conversation

Staff: Good morning, do you need help?

Guest: Yes, I need to buy a cup of coffee. Can you give me a recommendation?

Staff: Sure! Caramel macchiato is popular here. Do you want to try?

Guest: Okay, I will buy it

Staff: Do you need a paper bag?

Guest: No, thank you.

😊 END 😊

