



Giving Instructions

PERTEMUAN KE 11



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There may be rare occasions when a hotel employee has the opportunity to give instructions to a guest on how to do something or explain a situation or process. For example, a health center staff may have to provide instruction on how to operate a piece of equipment, or a business center staff may have to explain to guest how to operate a copier or FAX machine, or a front desk staff explain to a guest the process needed to extended a visa.

When asking for instructions or giving explanations there are several standard expressions that can be used. Look at these examples:

How do you operate.....(this tread mill)

Can you show me how to(operate this FAX machine)

What's the best way to (hold a putter)

Do you know how to (....get visa extended)

How do I go about (....cahnaging my departure flight)?

When giving instructions or explaining things it is useful to use sequence markers, words which guide the listener or reader through the instructions. It is also important to keep the instructions or explanations short and simple. Some of the more common sequence markers are listed below.

First	second	third	forth
After that	next	before that	then
You begin by	the last step is	now	finally



Conversation

Guest: How do you operate this tread mill?

Staff: First, turn it on then set the controls for speed, distance, or time. Last, press the star button

Guest: How do I send a FAX?

Staff: First, put the paper in to the feeder. Then, enter the phone number it is being sent to. Finally, hit send

Conversation

Guest: Could you tell me, how to fill this form?

Staff: Yes sir, let me assistance you

First, you can fill your identity and the last you can sign here

Guest: Oh I see, thank you

Staff: my pleasure sir



Conversation

Guest: Excuse me, How do operate this facilities. I mean for bicycle

Staff: Yes ma'am. For using bicycle available for every morning start from 07.00-09.00 You must make reservation before, fill the list and the staff will contact by your telephone on your room

Guest: Ok thank you

Staff: My pleasure ma'am. Have a nice day

😊 END 😊

