



# Describing Facilities

## PERTEMUAN KE 13

Most tourism industry 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, program for children, business center, etc. Throughout the course of the day a guest may ask a hotel employee about any one of them. Questions that a guest might have are: does the hotel 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.

Guest may also ask or places outside industry. Such places may be a diving school, an historical site to visit or a panoramic vista. The list could be endless. The more knowledgeable a staff is about the local facilities and points of interest, the better service they will able to give to the guests.

**Below are lists of various facilities or activities that guest may inquire about**

**At hotel**

**Restaurant**

**Café**

**Spa**

**Sauna**

**Fitness Center**

**Conference Rooms**

**Squash Courts**

**Children Program**

**Lounges**

**Gift Shops**

**Business Centers**

**Swimming pools**

**In the community**

**Shopping mall**

**Snorkeling**

**Island Tours**

**Elephant Treks**

**Museums**

**Open market**

**Golf**

**Zoo**

**Sea kayaking**

**Boat Charters**

**Scuba Diving**

**Nature Treks**

# Restaurant



# Restaurant



# Fitness Center



# Lounges



# Lounges



# Swimming Pool



# Snorkeling



Look at these examples of guest's request about facilities:

Is there a.....(sauna at the hotel)?

Which restaurant (..in the hotel has a western menu)?

Where can we (.....see a good live band)?

I am looking for (.....a hot night club. Do you know of any)?

Where's a good place (.....to see a movie)?

What is there to do (....here that is different)?

# Conversation

Guest: Excuse me, We are looking good restaurant for dinner?

Staff: What kind of food you interested in?

Guest: Since we are in Thailand, we want to try Thai food

Staff: The Thai thai restaurant is always a good choice

Guest: Thank you so much, We'll try it

Guest: I need to check my email. Is there an Internet café near here?

Staff: Certainly sir, the business center at the hotel has internet access

Guest: Can I also surf the internet there? I need to find some information for a meeting

Staff: absolutely sir

Guest:: Ok thank you

Staff: My pleasure sir

**Go to  
amusement park**

**Go sailing**

**See a  
Movie**

**See buddist  
temple**

**Go to eat**

**Go  
shopping**

**Where would  
you go if yo  
wanted to**

**See historical  
sites**

**Go surfing**

**See animals**

**See the beauty  
of nature**

😊 END 😊

