OBJETIVO GENERAL

El alumno verificará la información recibida a través de las expresiones lingüísticas y formas gramaticales de nivel principiante, a través de diálogos con vocabulario básico de su area el cual implementara al momento de ofrecer su servicio y de esta manera poder desarrollar una comunicación efectiva.

DIALOGO STANDARD ENTRE RECEPCIONISTA Y CLIENTE

Receptionist: __ Good afternoon, May I help you?

Mrs Ryefield: — Yes. I´d like to book a room, please.

***Receptionist:* — Certainly. When for, madam / Sir?**

Mrs Ryefield: — March the 23rd.

***Receptionist:* — How long will you be staying?**

Mrs Ryefield: — Three nights.

***Receptionist:* — What kind of room would you like, madam?**

Mrs Ryefield: — A double please

***Receptionist:* — Certainly, madam.**

Mrs Ryefield: — Fine. How much is the charge per night?

***Receptionist:* — Would you like breakfast?**

Mrs Ryefield: — No, thanks.

***Receptionist:* — It´s _____**

Mrs Ryefield: — That´s fine.

***Receptionist:* — Who´s the booking for, please, madam?**

Mrs Ryefield: — Mr and Mrs Ryefield, that´s R-Y-E-F-I-E-L-D.

***Receptionist:* — Okay, let me make sure I got that: Mr and Mrs Ryefield. Double for March the 23rd, 24th and 25th. Is that correct?**

Mrs Ryefield: — Yes it is. Thank you.

Mrs Ryefield: — Goodbye.

REGISTRO DE ENTRADA Y SALIDAD VOCABULARIO

ENGLISH	ESPAÑOL
Check – In	Registro de entrada
Check – out	Registro de salida
Arrival	Llegada
Departure	Salida
Time and date	Hora y fecha

Desk	Escritorio
Telephone	Teléfono
Reception	Recepción
Information	Información
Housekeeper	Ama de llaves
Luggage	Equipaje
Bags	Mochilas / maletas
Method of payment	Forma de pago
Cabin	Cabaña
Tents	Casa de campaña
Bonfire	Fogata
Bathroom	Baño
Payment	Pago
Reservations	Reservaciones
Camp site	Area para acampar
Double room	Habitación doble
Single room	Habitación sencilla
King bed	Habitación Kingsize
Suit	Suite
Vacations	Vacaciones

Travel agency	Agencia de viajes
Trip	Viaje
Tour	Recorrido
Rates/cost	Tarifas

FRASES PARA LOS EMPLEADOS DE RECEPCION

English	Español
Can I take your bags?	Puedo llevar sus maletas
How many people are in your group?	Cuantas personas hay en su grupo.
We have cabins	Tenemos cabañas
We have campsites	Tenemos areas para acampar
The time for the boat's tour is at …….	La hora para el recorrido en lancha es……

DIALOGOS STANDARD ENTRE CAMARISTA Y CLIENTE

DIALOGO 1

Housekeeper: Good morning. Do you need anything for the room?
Guest: Yes, I need more towels.
Housekeeper: Bath towels? Do you want 2?
Guest: Yes, that's fine.
Housekeeper: Here you are.
Guest: Thank you.
Housekeeper: Is there anything else you need?
Guest: No, that's great
Housekeeper: My name is _____. Please let me know if there is anything else you need. Have a good afternoon.

DIALOGO 2

Housekeeper: (Knocks) Housekeeping. May I come in?

Guest: Yes.

Housekeeper: I'm sorry, I didn't mean to disturb you. I can come back later.

Guest: Just a minute. When you clean the room, would you mind changing the bed, but not the towels?

Housekeeper: Change the bed but don't change the towels? No problem. I'll come back later.

VOCABULARIO DE ARTICULOS EN UNA HABITACION

ENGLISH	ESPAÑOL
Bath towel	**Toalla de baño**
Conditioner	**Acondicionador**
Coffee	**Café**
Toilet paper	**Papel Higiénico**
Shampoo	**Shampoo**
Bath mat antiderrapante	**Tapete de baño**
Soap	**Jabon**
Hand towel	**Toalla para las manos**
Body lotion	**Crema corporal**
Bed	**Cama**
Bedspread	**Sobre cama**
Sheet	**Sabana**
Pillows	**Almoada**
Mattress	**Colchon**

Iron	**Plancha**
Hanger	**Gancho para colgar**
Wastebasket	**Bote de basura**
Blaket	**Cobija**

DIALOGO STANDARD ENTRE MESERO Y CLIENTE

Waiter: — **Are you ready to order, sir?**

Mr Ryefield: — Yes. I´ll have the fried chicken and my wife would like fried fish.

Waiter: — **Would you like something to drink? We have orange, lemon, Jamaica juice and sodas.**

Mr Ryefield: — We will have lemon juice please.

Waiter: — **Would you like something for dessert?**

Mrs Ryefield: — Yes, we will have the “platanos flameados”

Waiter: — **All right, I will be back soon.**

LATER

Mr Ryefield: — May I have the bill please?

Waiter: — **Sure. Have a nice day**

VOCABULARIO DE ARTICULOS EN UN RESTAURANT

ENGLISH	ESPAÑOL
STARTERS	ENTRADA
Salad	Ensalada
Soup	Sopa
Frech fries	Papas fritas
Baked potato	Papa horneada
Fruit	Fruta
Pasta	Pasta
DISHES AND UTENSILS	PLATOS Y UTENSILIOS

Plate	Plato
Glass	Vaso
Cup	Taza
Bowl	Tazon
Tray	Charola
Knife	Cuchillo
Spoon	Cuchara
Fork	Tenedor

SUPPLIES	SUPLEMENTOS
Napkin	Servilleta
Straw	Popote
Tea bag	Bolsita de te
Hot chocolate	Chocolate caliente
Cream	Crema
Butter	Mantequilla
Salt	Sal
Ketchup	Catsup
Pepper	Pimienta

Sugar Azucar

DIALOGO STANDARD ENTRE LANCHERO Y CLIENTE

Boat operator: Good morning, every body. My name is _____

Welcome to the tour _____. The tour lasts 2 hours in our way to the archeological zone and 2 hours coming back. The cost is _____ per person. You will see monkeys and cocodriles on the way there.

Recommendations

- Please get into the boat carefully and start putting on your life jacket.
- We have to divide the group in two to balance the weight.
- During the tour try not stand up.
- If you want to take pictures let me know to slow down.
- You will have 4 hours for the tour to the archeological zone. I will pick you up at _____.

- Thank you very much and enjoy the trip