



CAMTESOL

Certificate of Attendance

This certificate recognises and
acknowledges the participation of

Denok Lestari

D0004

at the **11th Annual CamTESOL Conference**
Phnom Penh, Cambodia, 28 February - 1 March 2015

SRENG MAO
Conference Convenor and Country Director
IDP Education (Cambodia)

The CamTESOL conference series is an
initiative of IDP Education



To: Denok Lestari
Presenter
11th Annual CamTESOL Conference on
English Language Teaching
Phnom Penh, Cambodia, 28 February - 01 March 2015

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Subject: *Presenter Recognition*

This letter serves as recognition that you presented at the 11th Annual CamTESOL Conference on English Language Teaching, held in Phnom Penh, Cambodia on 28 February - 01 March 2015.

Details of your presentation are recorded below:

Name of Presenter: Denok Lestari

Title of Presentation: Teaching ESP for hotel staff: A study of pragmatics

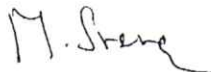
Mode of Presentation: 30 Minute Workshop

An initiative of IDP Education, the Annual CamTESOL Conference Series commenced in 2005. The aims of the conference are to:

- provide a forum for the exchange of ideas and dissemination of information on good practices within English Language Teaching;
- strengthen and broaden the network of English language teachers and all those involved in the ELT sector in Cambodia and the region;
- increase the links between the ELT communities in Southeast Asia and the international ELT community;
- showcase research in the fields of language and language education.

Attendance at this conference averages 1500-1700 delegates. International registrations exceed 500, with delegates coming from approximately 30 countries. Details of this conference series may be found on the conference website: www.camtesol.org

This letter is provided by way of official recognition of your presentation at the above conference.

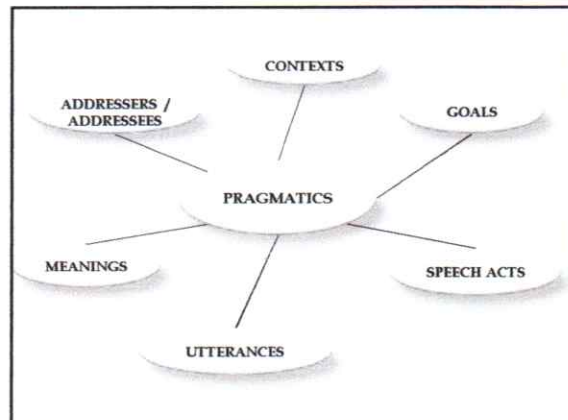


Sreng Mao
Conference Convenor
Country Director,
IDP Education (Cambodia)

TEACHING ESP FOR HOTEL STAFF: A STUDY OF PRAGMATICS

By:
Denok Lestari
Sekolah Tinggi Pariwisata Bali Internasional

Presented in the 11th CamTESOL
Phnom penh, Cambodia
28 February - 1 March 2015



The teaching of ESP

- ▣ The needs of English speaking skills for tourism sectors in Bali
- ▣ The competence of hotel staff in speaking English

Course plan

- | | |
|----------------------------|---|
| 1. The check-in | - check-in dialogs, changes in booking |
| 2. The hotel bedroom | - describing the rooms and differences in hotel bedrooms, dialogs between porter and guests, the mini bar |
| 3. Services in the hotel | - explaining the hotel services and facilities, opening and closing time |
| 4. Giving direction | - explaining where services are, direction inside and outside the hotel, suggesting places to visit |
| 5. Room service | - taking room service orders, explaining the availability of services |
| 6. Dealing with complaints | - understanding guests' problems and giving solution, apologizing and giving reasons |
| 7. In the restaurant | - welcoming guests, taking orders, describing menu, dealing with the bill |
| 8. The check-out | - presenting the hotel bills, methods of payment, saying goodbye |

English for Housekeeping

Study these sentences

1. Good morning / Good afternoon / Good evening, welcome to the *Sunset* Hotel.
2. How may I assist you?
3. Can I help you with your luggage, madam?
4. Shall I take the small green bag too?
5. This way please, the lift is just right here.
6. Here we are, madam. Room 214.
7. If you need anything, please feel free to contact us.
8. Please dial "0" to call the reception.
9. Have a nice stay with us, madam.

The bellboy is taking the guest's luggage to the room. Put the sentences in the correct order to make a conversation.

- Guest : Thank you, and here's something for you.
 Guest : Oh yes, please bring it as well.
 Guest : Yes, please. Those two red suitcases are mine.
 Bellboy : Can I help you with your luggage, madam?
 Bellboy : This way, please, madam. The lift is just over there.
 Bellboy : Shall I take the small green bag too?
 Bellboy : Here you are, madam. Room 235.
 Bellboy : Thank you very much, madam. I hope you enjoy your stay.

Discussion:

- a. What problems usually happen during the check in?
- b. How do you solve the problems?
- c. What are the stages of escorting the guest to the room?

Study this dialog

Bellboy : May I show you to your room now, gentlemen?
Guest : Yes, please.
Bellboy : Are you sure these are all your belongings?
Guest : let me see... yes, that's all.
Bellboy : Follow me, please. Your room is on the second floor. It has a nice view of the pool.
Guest : That's wonderful.
Bellboy : Are you here on vacation?
Guest : Yes, we have two weeks holiday. We stay here for three days and then we will visit Gili Trawangan.
Bellboy : Lombok is a nice place to visit, too. ... This is your room, let me unlock the door.
Guest : You were right. There's a beautiful view from up here.
Bellboy : I'm glad you like it, sir. I put your luggage over here. Is there anything else I can do for you?
Guest : That's all for now, I guess. Thank you.
Bellboy : Alright then. If you need anything, please dial "0" to contact the reception. Have a pleasant stay with us.

Now work with a partner and create a dialog about escorting the guest.

Complete the sentences below using the words :
Soap / washbasin / socket / extra tissues / towels

- a. We keep ... and toilet paper in the cupboard.
- b. The ... is on the wall next to the mirror.
- c. The bin is here under the ...
- d. The ... are on the rack over the bathtub.
- e. We put plenty of ... and shampoo near the tap.

Asking for directions:

- a. Excuse me, How can I get to Kuta Beach?
- b. Is this the way to traditional market?
- c. I'm looking for ATM machine.
- d. Which way is to the Discovery Shopping mall?
- e. Can you tell me the way to the bus stop?
- f. Is it near here? / Is it far from here?

Giving directions:

- a. Go straight ahead.
- b. Turn left into Sunset Road
- c. Take the first turning on the left.
- d. It's the road on the left.
- e. The Cafe is straight down here.
- f. You can walk there in five minutes.

Discussions:

1. Can you explain the location of your hotel?
2. Tell your guests how to get to these places from the guest's room.
 - a. Restaurant
 - b. Swimming pool
 - c. Bar
 - d. Car park
 - e. Meeting room

You may use these phrases:

- near
- next to / beside
- between
- along
- opposite / across from
- in front of
- behind
- It is on the left side
- on your right
- on the corner of
- at the end of
- Downstairs / upstairs
- On the first floor
- On the corner
- Roundabout
- Intersection
- T-junction

Role play

The guest is asking about places outside the hotel:

- a. A place for dinner
- b. A night club
- c. Clothes Shopping
- d. Souvenir shopping
- e. Massage

Tell the guests the direction to those places.