

Hotel requests: video A

A hotel in Marseilles. Mélanie Léger works here with her colleague Marie-Noëlle Letallec. They are receptionists.

Marie-Noëlle: "Good bye. Have a nice day and see you tomorrow."

A large part of their work is to answer guests' questions.

Like: "(Have you got) the keys for 38, please?"

Marie-Noëlle: "There. "

Client: "Thank you. "

Marie-Noëlle: "You're welcome."

Apart from the keys, what do customers ask you?

Marie-Noëlle: "Is there a lift in the hotel? I say yes, not a problem, go up the three steps and it is just there on your left."

Nathalie: "Ah! You have to go up three steps!"

Marie-Noëlle: "Yes you do!"

Nathalie: "And you Mélanie?"

Mélanie: "Well often they will ask if there is parking available at the hotel. So we direct them to the closest car-park that we have an arrangement with."

Client: "Is there a car-park here please?"

Marie-Noëlle: "Yes you go out, take the first right, go along a bit and you will see a sign for it."

Client: "Ah, ok. Thank you very much."

More difficult questions often start with "Would it be possible...?" "Could you... ?".

Mélanie: "Could you recommend a restaurant to us for tonight? Yes. Er...
Could I have an extra towel in my room? "

Marie-Noëlle: "Please could you... er... look after our luggage until this evening?" "That's not a problem..."

Nathalie: "You are both very pleasant!"

Nathalie: "How would I ask if I'm missing a pillow in my room?"

Mélanie: "Well, you'd say: would it be possible for you to bring us an extra pillow for the room please?"

Nathalie: "Are there polite ways of saying things? How do you say thank you in French?"

Marie-Noëlle: "The magic formulas! Er... Thank you for your friendly smile and we will be coming back again soon...er ... "

Nathalie: "It's true that with a..."

