



ENGLISH FOR FRONT OFFICE

— PRAGMATIC-BASED ENGLISH —



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PREFACE

Front office is one of the departments in a hotel that deal with hotel guests directly. Front office departments is responsible to provide any information about the hotel facilities; products and services that the guests need to know. Besides, the front office also deals with the guests' complaints. On top of it, front office is also responsible to make a great first impressions to the hotel guests' hearts.

Because of it, front office staffs should be master many skills. One of them is communication, especially communicate using English since hotel guests are coming from every corner of the world. Being able to communicate well in English helps them to build good connection with the hotel guests. Communication is not the barrier if the front office staffs are able to speak English.

This book is created based on the needs of good English for the front office staffs. The books consists



of 12 chapters that related to the communication done in front office, such as welcoming guests, handling check in and out, escorting guests, explaining hotel facilities, handling guests' complaints, and more related topics.

Each chapter provides an introduction where the readers can read the relevance of the chapter, useful expressions in which the readers can see the expressions that they can use to perform some purposes of communication. Each chapter is also provided with examples of conversation as well exercises.

This book is based on a pragmatic approach by implementing SPEAKING Model and Leech Maxim Theory so then the readers can find things that they need to consider in doing the communication to