SERVICIO NACIONAL DE APRENDIZAJE

BRIGADE WORKSHOP

Name:_____ Date:_____ group:__3141828 Trim 2___

ANSWER THE FOLLOWING QUESTIONS. Develop the following guide in a separated paper, handwritten and take care of presentation and punctuality.

1. Identify the main Key symbols you can see around SENA HOTEL and explain to a guest what they mean (What kind of service or advice each one of them means)

2. When you are assisting the reception, you usually interact with guest. Make a video in the reception doing a check in process (asking for personal information and giving information about the rooms and prices)

3. Draw the Assistance car to prepare the hotel room. Mention the elements that are included into it and explain their use comparing some products **(using comparatives**) and saying what it the best one **(using superlatives).** For this explanation, make a video explaining the elements.

4. When you are in the lobby hotel, you must greet and serve our guest as best as possible. Mention here at least 3 formal ways to greet the clients, 3 expressions about how you offer the products and how you close the conversation in the lobby hotel.

5. Mention the different types of services and facilities around the Sena Hotel. In a video or in a personal presentation mention **the TIMES OF SERVICE** of each facility (mention at least 5)

"What time does the bar open? - The bar opens at 4:00 o clock on Tuesday, Wednesday and Friday"

6. In this term you must demonstrate your competence in Speaking, so make a video or prepare a presentation in the room where you explain the different types of rooms, the elements that are present inside it, how you would explain to a guest the time of the services offered by the hotel (bar, restaurant, etc), and the times of cleaning while the guest is staying in the hotel.

7. Identify the main roles in the hotel (Receptionist, belly boy, housekeeper, supervisor, etc) and mention 5 duties this person did in this position during this term. Include **actions using simple present, the time and routines.**

8. When you are in the Laundry service identify the following elements and explain:

a. Products to remove stains from cloths

b. How is the process to classify different fabrics and colors when you want to wash them?

c. Draw the different elements that you wash and Iron in the laundry service.

d. Attach the receipt of related to the borrow- reception of elements in the laundry service.