



[12주차]

# Unit 9. Housekeeping Service

05/23/22  
담당교수: 민세원

# 소피텔 서울



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# Warmup (pg.75)

다음은 객실관리부 (housekeeping dept)에서  
담당하는 서비스 입니다.



bed making



babysitting



laundry

What have you  
LEARNED?

**crispy**

바삭바삭 튀김옷



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# shrimp

새우



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# salmon

연어



# asparagus

아스파라거스



베이비 아스파라거스 100g  
3,790원

연하고 부드러운 줄기채소



냉동 아스파라거스 250g  
4,590원

필요할 때 꺼내 쓰는 간편 식재료



간편 스테이크용 가니쉬 모듬채소  
8,490원

한 팩에 속 담은 가니쉬용 채소와 허브

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# roasted

(오븐 속이나 불위에 대고) 구운



# lamb

양고기



garlic

마늘



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# onion

양파



# mimosa

half orange juice + half champagne

오렌지 주스 반 + 샴페인 반



# margarita

데킬라(멕시코 고유의 술)를 베이스로 하여 만든 새콤한 맛의 칵테일

**마가리타**  
[ Margarita ]

분류 칵테일(Cocktail)  
베이스 Tequila



마가리타

Margarita는 창작자의 연인 이름이라고 한다.

1949년, 미국의 내셔널 칵테일 콘테스트의 입선작. 작자는 장 두레서. 처음에는 데킬라 45ml, 라임 주스 30ml, 레몬 주스 30ml, 화이트 루코스 7ml를 바 불현더로 혼합하고, 소금으로 스노 스타일로 만든 심폐인 잔에 따르는, 상큼히 신맛이 강한 칵테일이었다.



# Screwdriver

보드카 반 + 샴페인 반

## 스크루드라이버

[ Screwdriver ]

분류 칵테일(Cocktail)

베이스 Vodka



스크루드라이버

Screwdriver는 나사를 돌리는 드라이버를 말한다. 이란의 유전에서 일했던 미국인이 보드카와 오렌지 주스를 드라이버로 섞어서 만들었다고 한다. 감칠맛이 좋으며, 비교적 독하기 때문에 레이디 킬러(Lady Killer)라는 별명이 있다.

오렌지 플로섬(Orange Blossom)은 베이스를 드라이진으로 바꾼 것. 또한 갈리아노 2tsp.를 첨가하면 하베이 월뱅거(Harvey Wallbanger)가 된다.



## a la carte

with a separate price for each item on the menu

알라카르트

각 코스가 각각 분리되어 가격을 지불하는 방식

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# draft

taken from a cask or barrel, not a bottle

// cask (특히 술을 담아두는 나무로 된) 통



## on tap

ready to be served from a cask or barrel

(맥주가 꼭지 달린) 통 안에 든



beers on tap

# decide

to choose; to select

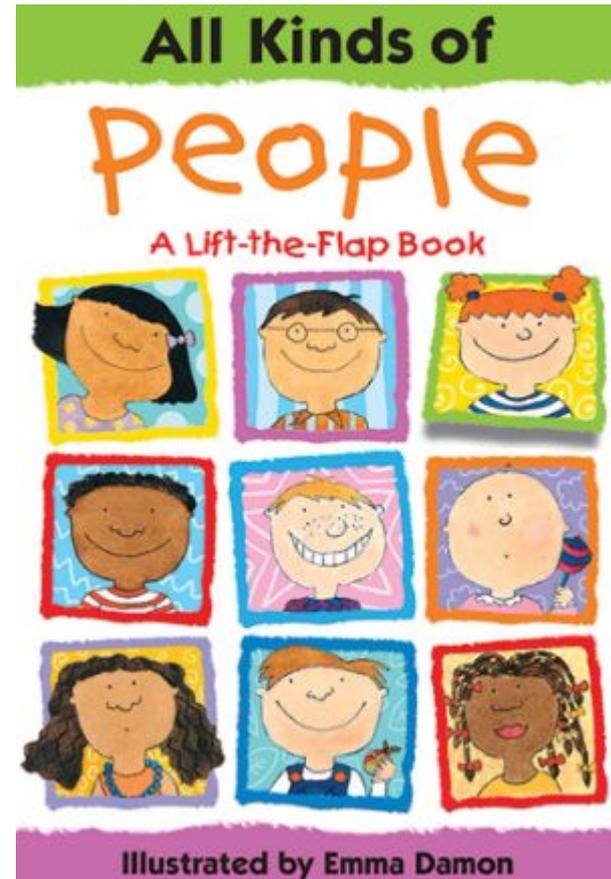
결정하다



# all kinds of

many types of

많은 종류의, 다양한 종류의



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# Staple

to join papers together with a small piece of metal

호치케스



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## be familiar with

to know about; to know how to use

~에 익숙하다



---

# take care of

to do something

~을 돌보다



---

# arrange

to set up; to organize

정리하다, 배열하다



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## dressing room = changing room

a place where people change clothes

탈의실



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# honeymoon

a trip that newlyweds take after getting married

신혼여행



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# cost

to require a certain amount of money to pay for

값, 비용





# total

a complete price; a full price

총 금액

	A	B	C	D	E	F
1					BudgetTotal	\$ 3,500.00
2		<b>Item</b>	<b>Budget</b>			
3		Rent	\$ 962.00		Remaining	\$ 732.00
4		Travel	\$ 800.00			
5		Postage	\$ 56.00			
6		Supplies	\$ 950.00			
7		Advertising				
8		TOTAL	\$ 2,768.00			

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# thoughtful

kind; considerate

배려심 있는, 친절한

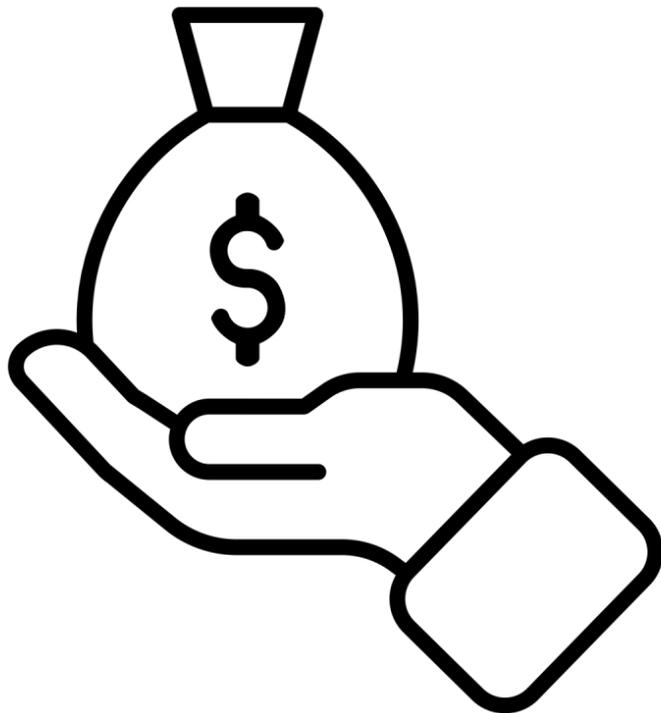




# charge

to bill

(상품에 대한) 요금





# mini bar





# air conditioner

에어컨





# bathrobe

목욕가운





## in-room safe

safety box 금고



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# Vocabulary (pg.75)

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# flicker

to blink off and on continually

깜박거리다



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# require

to need

필요하다

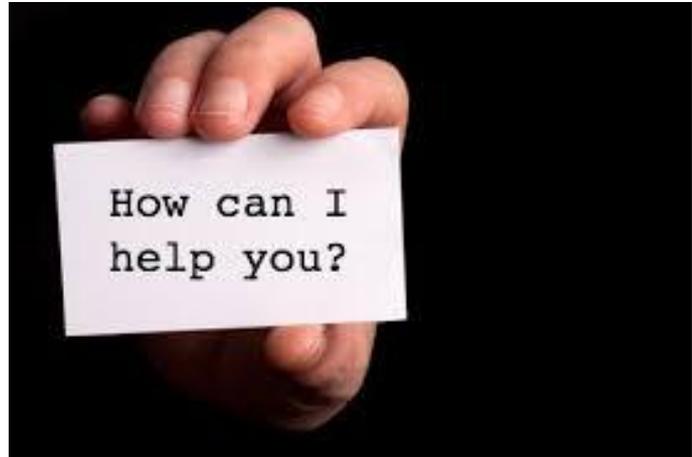


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## be of service

to help someone

~에게 도움이되다, 유용하다





properly

correctly

제대로, 적절히





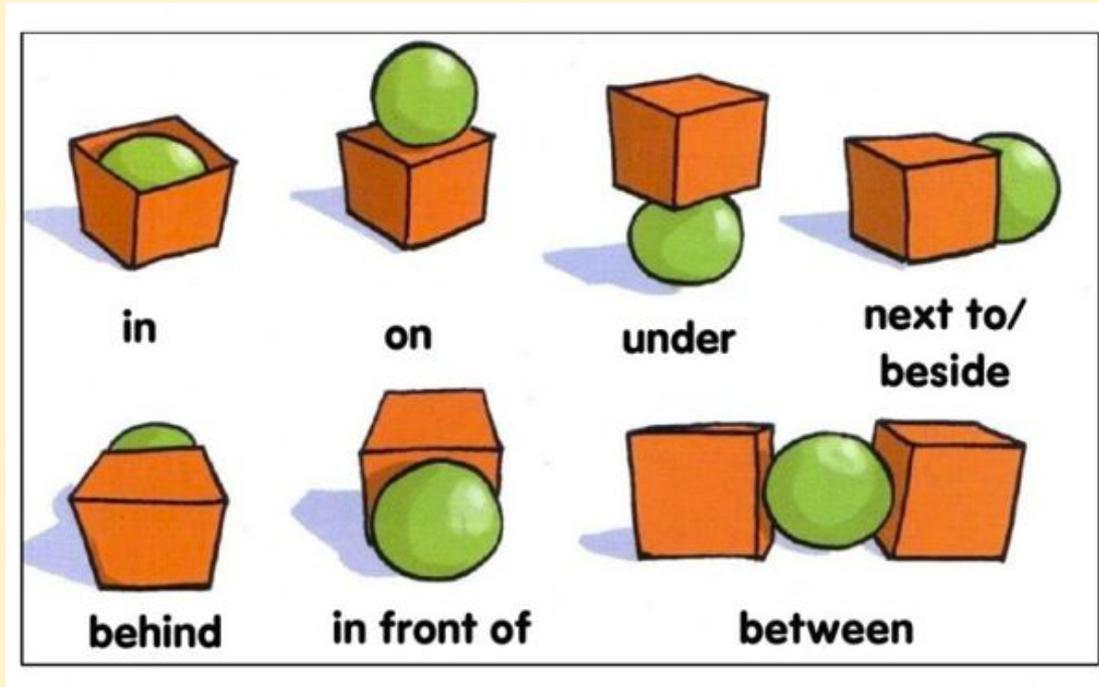
# bar

a small piece of something, such as soap



# preposition

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## Warmup Listening (pg. 75)

1. How may I be of service to you?
  - a. Could I have some more towels?
  - b. This hotel provides many services.
2. Can you explain the problem?
  - a. Yes, I have a problem.
  - b. The TV won't turn on.
3. What else is wrong?
  - a. No, you're not wrong at all.
  - b. I can't get the air conditioner to work.



## Conversation I (Handling Complaints about Room Problems)

Housekeeping Order Taker: Good evening. This is Housekeeping. How may I be of service?

좋은 저녁입니다. 하우스 키핑입니다. 무엇을 도와드릴까요?

Guest: Hello . I'm calling from room 201. Is it possible to get some clean towels here?

저는 201호 손님입니다. 혹시 깨끗한 타월을 좀 받을 수 있을까요?

Housekeeping Order Taker: Aren't they already some in your room?

이미 객실에 있지 않나요?



Guest: Yes, there are, but we need two more.

네 하지만 2개 더 필요합니다.

Housekeeping Order Taker: I understand. I'll bring them up to you in a few minutes. Do you require anything else?

네 알겠습니다. 곧 올려드리겠습니다. 혹시 더 필요하신것은 없나요?

Guest: There's one more thing. I can't find any soap in the bathroom.

한가지 더 있습니다. 욕실에서 비누를 찾을수가 없습니다.



Housekeeping Order Taker: I apologize for the mistake. I shall bring you several small bars of soap.

죄송합니다. 제가 지금 바로 올려드리겠습니다.

Guest: Thank you for your assistance.

도움 주셔서 감사합니다.



## Key Expressions (pg. 76)

1. **This is Housekeeping.** 객실관리부입니다.
2. I'll **bring** them up to you in a few minutes. 그것들을 곧 가져다 드리겠습니다.  
= **deliver** (배달하다), **send** (보내다)
3. I **apologize** for the mistake. 실수에 대해 사과 드립니다



## Useful Phrases (pg. 76)

물건의 단위를 나타내는 표현

a bar of soap	비누 한개	a couple of towels	수건 두어 장
a pair of slippers	슬리퍼 한 켤레	a bottle of water	물 한 병
a roll of toilet paper	두루마리 휴지 한개	a few cotton swabs	면봉 몇 개
a box of tissues	화장지 한 갑	a pad of writing paper	메모지 한 묶음

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# Basic Drills (pg. 77)



**A. 주어진 문장에 어울리는 대답을 고르세요.**

1. I can't find any soap in the bathroom.  
c. I apologize for the mistake.
2. Do you require anything else?  
b. There's one more thing.
3. Is it possible to get some clean towels here?  
a. I'll bring them up to you in a few minutes.



## B. 괄호 안의 말을 순서대로 배열하여, 주어진 의미를 영어로 표현하세요.

1. 객실관리부입니다.  
This is Housekeeping.
2. 그것들을 곧 가져다 드리겠습니다.  
I'll bring them up to you in a few minutes.
3. 실수에 대해 사과 드립니다.  
I apologize for the mistake.



## Buildup Activities

Housekeeping Order Taker: Good afternoon. Housekeeping. What can I do for you?

Guest: Hello. I'm calling from room 409. Can someone bring some (a) \_\_\_\_\_ to my room?

Housekeeping Order Taker: Didn't the (b) \_\_\_\_\_ already leave some in your room?

Guest: Yes, she did, but I need (c) \_\_\_\_\_ more, please.

Housekeeping Order Take: I see. Someone (d) \_\_\_\_\_ them in a couple of minutes. Can I do anything else for you?

Guest: Yes, you can. There's no (e) \_\_\_\_\_ in the bathroom.

Housekeeping Order Taker: I'm (f) \_\_\_\_\_ about that. I'll bring a couple of bottles along with your towels.

Guest: Thanks alot. I appreciate it.



## Buildup Activities

Housekeeping Order Taker: Good afternoon. Housekeeping. What can I do for you?

Guest: Hello. I'm calling from room 409. Can someone bring some (a) clean towels to my room?

Housekeeping Order Taker: Didn't the (b)maid already leave some in your room?

Guest: Yes, she did, but I need (c)three more, please.

Housekeeping Order Take: I see. Someone (d)will deliver them in a couple of minutes. Can I do anything else for you?

Guest: Yes, you can. There's no (e)shampoo in the bathroom.

Housekeeping Order Taker: I'm (f)really sorry about that. I'll bring a couple of bottles along with your towels.

Guest: Thanks alot. I appreciate it.



1. How many towels does the guest request?

a. two

b. three

c. four

2. What else does the guest request?

a. a menu

b. some shampoo

c. some soap



1. How many towels does the guest request?

a. two

b. three

c. four

2. What else does the guest request?

a. a menu

b. some shampoo

c. some soap



## Conversation II (Handling Complaints about Room Problems)

Guest: Hi. Is this the Housekeeping Department?

안녕하세요. 혹시 하우스키팅 부서인가요?

Housekeeping Order Taker: Yes, it is. Is there something I can assist you with?

네 그렇습니다. 무엇을 도와드릴까요?

Guest: I hope so. I'm staying in room 824, but there are a couple of problems.

네 그래주시면 좋겠습니다. 저는 824호에 투숙중인데 몇가지 문제가 있습니다.



Housekeeping Order Taker: Can you explain what's wrong?

무슨 일인지 설명해 주시겠습니까?

Guest: Sure. First, the air conditioner isn't working properly. I turned it on, but there's no cold air coming from it.

물론입니다. 먼저 에어컨이 제대로 작동하지 않습니다. 제가 에어컨을 키면 차가운 바람이 나오질 않아요.

Housekeeping Order Taker: All right. what's the other problem?

네. 다른 문제는 무엇입니까?

Guest: The light by the bed is flickering. It keeps turning off and on. It's really annoying.

침대 옆 조명이 깜박입니다. 계속해서 꺼지고 켜져서 정말 짜증이 납니다.



Housekeeping Order Taker: I'm very sorry about that. I'll send a maintenance man to your room right away, ma'am. He should be there with five minutes.

정말 죄송합니다. 수리공을 즉시 객실로 보내드리겠습니다. 수리공이 5분안에 객실에 도착할 것입니다.



## Key Expressions (pg. 78)

- 1) Can you explain what's wrong?  
무엇이 문제인지 설명해 주시겠습니까?
- 2) The air conditioner isn't working properly.  
에어컨이 제대로 작동하지 않아요.
- 3) I'll send a maintenance man to your room right away.  
수리공을 즉시 객실로 보내 드리겠습니다.



## Useful Phrases (pg. 78)

right away 즉시, 곧

= immediately

= as soon as possible

= at once

= shortly

= in no time

= instantly

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# Basic Drills (pg. 79)



**A. 주어진 문장에 어울리는 답을 고르세요.**

1. I'm staying in room 824, but there are a couple of problems.  
b. Can you explain what's wrong?
2. The light by the bed is flickering.  
a. I'll send a maintenance man to your room right away.
3. Is this the Housekeeping Department?  
c. Yes, it is. Is there something I can assist you with?



## B. 괄호 안의 말을 순서대로 배열하여, 주어진 의미를 영어로 표현하세요.

1. 무엇이 문제인지 설명해 주시겠습니까?  
Can you explain what's wrong?
2. 에어컨이 제대로 작동하지 않아요.  
The air conditioner isn't working properly.
3. 수리공을 즉시 객실로 보내드리겠습니다.  
I'll send a maintenance man to your room right away.



## Buildup Activities (pg. 79)

Guest: Hi. Am I speaking with someone in (a)\_\_\_\_\_?

Housekeeping Order Taker: Yes, you are. Do you need some assistance?

Guest: Yes, I do. I'm in room 774. The room has a (b)\_\_\_\_\_ problems.

Housekeeping Order Taker: Can you tell me about them, please?

Guest: Sure. First, the (c)\_\_\_\_\_ seems to be broken. I turned it on, but it's not cooling down the room.



Housekeeping Order Taker: Okay. (d)\_\_\_\_\_ is wrong?

Guest: The light in the (e)\_\_\_\_\_ is flickering off and on. It's bothering me a lot.

Housekeeping Order Taker: I'm terribly sorry. A (f)\_\_\_\_\_ man will arrive at your room within ten minutes. He'll fix everything.

1. What is the problem with the air conditioner?
  - a. It will not turn on.
  - b. It is making the room cool.
  - c. It isn't making the room cool.
  
2. Where is there a problem with a light?
  - a. in the bathroom
  - b. above the bed
  - c. by the front door



## Buildup Activities (pg. 79)

Guest: Hi. Am I speaking with someone in (a)housekeeping?

Housekeeping Order Taker: Yes, you are. Do you need some assistance?

Guest: Yes, I do. I'm in room 774. The room has a (b)couple of problems.

Housekeeping Order Taker: Can you tell me about them, please?

Guest: Sure. First, the (c)air conditioner seems to be broken. I turned it on, but it's not cooling down the room.



Housekeeping Order Taker: Okay. (d)what else is wrong?

Guest: The light in the (e)bathroom is flickering off and on. It's bothering me a lot.

Housekeeping Order Taker: I'm terribly sorry. A (f)maintenance man will arrive at your room within ten minutes. He'll fix everything.

1. What is the problem with the air conditioner?
  - a. It will not turn on.
  - b. It is making the room cool.
  - c. It isn't making the room cool.
2. Where is there a problem with a light?
  - a. in the bathroom
  - b. above the bed
  - c. by the front door



## Job Simulation I (pg. 80)

1. This is Housekeeping. What can I do for you?  
I wonder if I can get some more towels.
2. I'd like to have a room service menu.  
I'll bring one to your room in just a moment.
3. There doesn't appear to be any soap in the bathroom.  
I'm very sorry about that.



## Job Simulation II (pg. 81)

1. My room has a couple of problems.  
Can you explain what they are?
2. What's the matter?  
The air conditioner isn't working correctly.
3. One of the lights keeps turning off.  
I'll have a maintenance man visit your room to fix it.