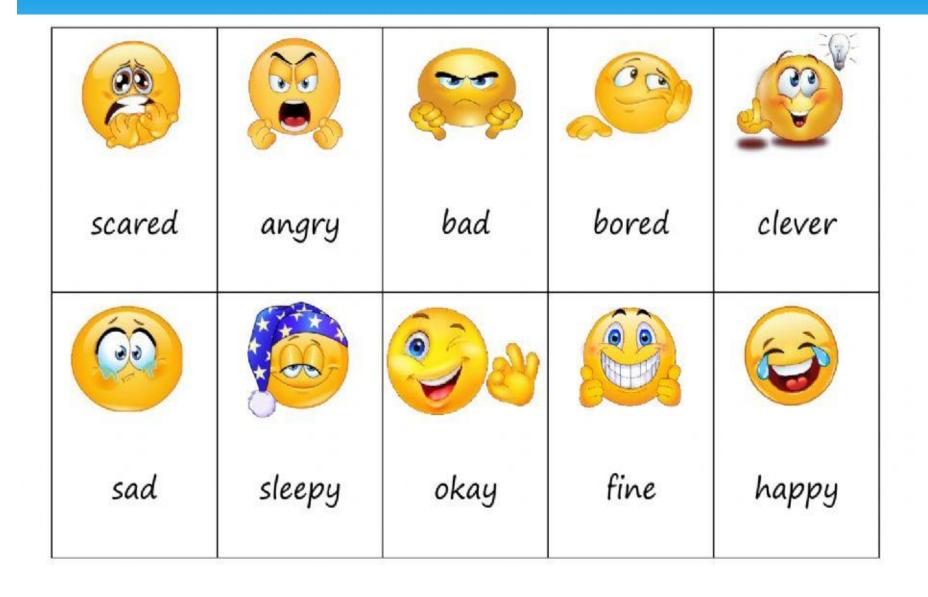
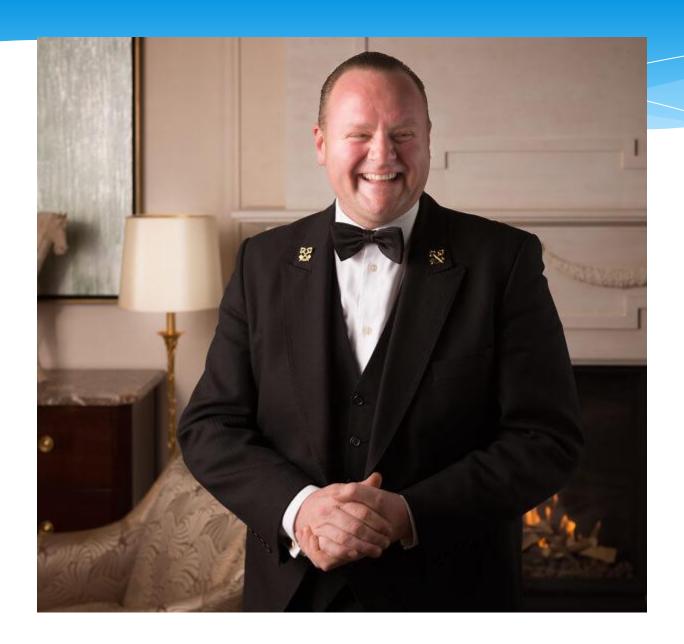


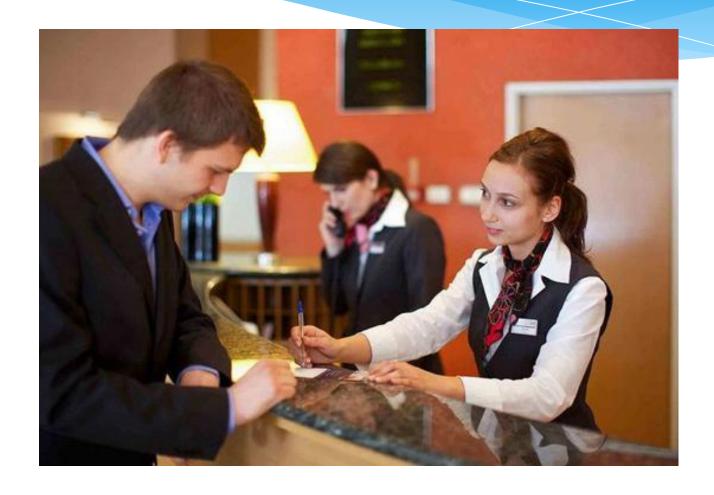
# At the beginning of the lesson

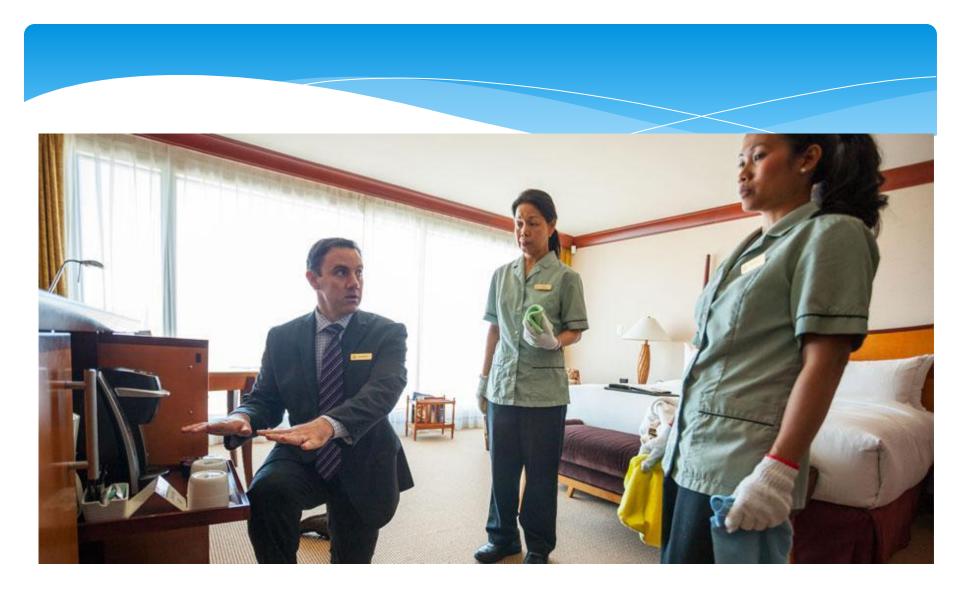


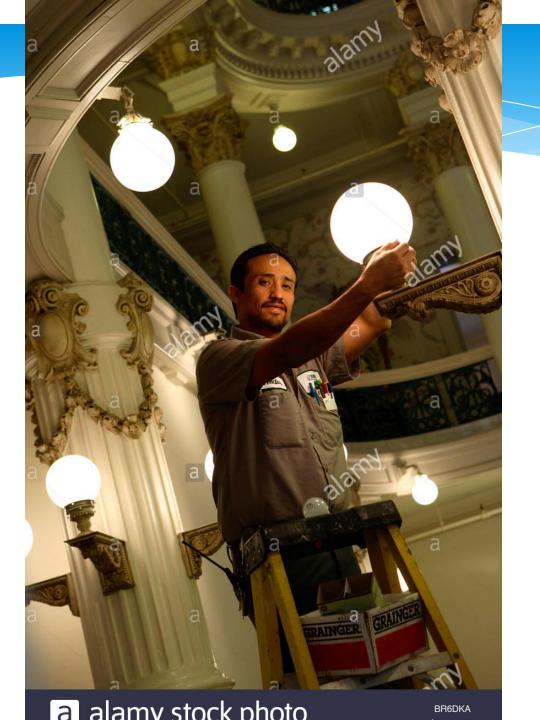
# Who are these people?

What are they responsible for? What are they doing at the moment?















# Watch the video and answer the questions

# How Hotel Ritz Madrid's chief concierge runs his legendary desk

- \* 1. What does he think about working at the Ritz Madrid?
- \* 2. What are his responsibilities as a chief concierge?
- \* 3. How many people are there in his department? Who are they?
- \* 4. What is very important in a concierge's work? (What is "a must"?)
- \* 5. Has he ever said "no" to guests? If "yes", in what cases?
- \* 6. What is a good concierge from his point of view?
- \* 7. What did he say about front-of-the-house?

## At the end of the lesson

# Summing up

- \* I know.....
- \* I've learned.....
- \* I can speak about .....
- \* New vocabulary:
- \* New facts:

### My progress

## Put yourself on the appropriate step

I've understood all the basic information, but still have difficulties in speaking and using new vocabulary. I'm good at speaking about hotel staff. But there is still something that I have to improve. I'm excellent at speaking about hotel staff. I've learned all the necessary vocabulary and can use it to express my own thoughts.

# What emotions do you feel? I feel... Why?

... was (not) bored/... worked hard / ... didn't relaxed /... was active /... emotional /... fulfilled the task







#### **Positive emotions**

satisfaction
happiness
success
admiration
proud
surprise

#### **Negative feelings**

dissatisfaction irritation boredom sadness fear anxiety

# Thank you for your work!