



How do you feel?



At the beginning of the lesson



scared



angry



bad



bored



clever



sad



sleepy



okay



fine



happy

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!