

Ma France Unit 22 Hotel requests: video A Translation

A hotel in Marseilles. Mélanie Léger works here with her colleague Marie-Noëlle Letallec. They are receptionists.

Marie-Noëlle: "Good bye. Have a nice day and see you tomorrow."

A large part of their work is to answer guests' questions.

Like: "(Have you got) the keys for 38, please?"

Marie-Noëlle: "There. "

Client: "Thank you. "

Marie-Noëlle: "You're welcome."

Apart from the keys, what do customers ask you?

Marie-Noëlle: "Is there a lift in the hotel? I say yes, not a problem, go up the three steps and it is just there on your left."

Nathalie: "Ah! You have to go up three steps!"

Marie-Noëlle: "Yes you do!"

Nathalie: "And you Mélanie?"

Mélanie: "Well often they will ask if there is parking available at the hotel. So we direct them to the closest car-park that we have an arrangement with."

Client: "Is there a car-park here please?"

Marie-Noëlle: "Yes you go out, take the first right, go along a bit and you will see a sign for it."

Client: "Ah, ok. Thank you very much."

More difficult questions often start with "Would it be possible...?" "Could you... ?".

Mélanie: "Could you recommend a restaurant to us for tonight? Yes. Er..."

Could I have an extra towel in my room? "

Marie-Noëlle: "Please could you... er... look after our luggage until this evening?" "That's not a problem..."

Nathalie: "You are both very pleasant!"

Nathalie: "How would I ask if I'm missing a pillow in my room?"

Mélanie: "Well, you'd say: would it be possible for you to bring us an extra pillow for the room please?"

Nathalie: "Are there polite ways of saying things? How do you say thank you in French?"

Marie-Noëlle: "The magic formulas! Er... Thank you for your friendly smile and we will be coming back again soon...er ... "

Nathalie: "It's true that with a..."

Marie-Noëlle: "Thanks a lot, Thank you for everything."

Nathalie: "Ah Yes! Thank you for everything."

Marie-Noëlle: "There you are..."

Nathalie: "Thanks a million?"

Mélanie: "Thank you for your welcome."

Marie-Noëlle: "Yes! They also say thanks a million!"

Mélanie: "Our stay has been very nice and we have been very happy... er ... It has been a very pleasant stay."

Marie-Noëlle: "Yes, they also tell us it has been great! We have had a very pleasant stay. Fantastic! "

Nathalie: "Fantastic, I hadn't seen that one!"

Ma France Unit 22 Hotel requests: video B Translation

Mélanie Léger and Marie-Noëlle Letallec are receptionists. And the most important quality to have for this kind of work is without a doubt: Patience.

Mélanie: Here you are!

Client: "Thank you."

Mélanie: "Not at all."

Nathalie: "Are clients appreciative?"

Marie-Noëlle: "Oh completely! And... the hotel has regular clients as well.

In fact we have two ladies who live in Corsica, and once when they came back here, they brought me some 'Figatelles', that's Corsican sausage.

And I found that very nice, very kind actually. It shows they find... they are happy coming here I think."

Nathalie: "Do some of your clients, admit or confess to breaking things in the rooms?"

Marie-Noëlle: Yes. Sometimes it does happen that they break something...in the room.

Generally, they'll come down and they'll say... they will apologise at least. I'm so sorry but we dropped our drink on the carpet... and it has left a mark or the carpet is wet because we flooded the shower.

Still... they will generally come and tell us at the reception.

Nathalie: "They tell you, they own up?"

Marie-Noëlle: "Yes. Generally yes."

Nathalie: "Does it happen that people don't..."

Marie-Noëlle: " Oh yes! We have had people not tell us! Definitely! You get a big surprise when you go into the room!"

Nathalie: " Or what has been the most bizarre or the most unbelievable request you've ever had?"

Mélanie: "Well recently, this woman actually came into the hotel and asked if she could just have a shower.

That's it, then leave straight after."

Nathalie: "Just like that?"

Mélanie: "Just like that!"

Marie-Noëlle: "We certainly explained to her that it was not possible."

Nathalie: "Then, what do your clients usually forget?"

Mélanie: "Ah! What we find the most often in the rooms are socks! Er...Mobile phone chargers and also beach towels, a lot of those!"

Marie-Noëlle: " Oh! We get everything from underwear to trousers as well! I don't know how they manage to forget their trousers... what do they go out in! Sometimes it's shoes... underwear... they forget that the most...under the bed! Hidden, what's more!"

Nathalie: " OK!"