



Listening for detail

3  2:73 Listen to a conversation between Riaz Hussain and Frederick, the front office manager at the Jeddah Royal Beach Resort, and complete the customer database entries.

<p>Customer:</p> <input type="text" value="Ms Koeppele"/>	<p>Customer:</p> <input type="text" value="Mr Kobayashi"/>	<p>Customer:</p> <input type="text" value="Mrs Saman"/>
<p>Company:</p> <input type="text"/>	<p>Company:</p> <input type="text"/>	<p>Company:</p> <input type="text"/>
<p>Company credit rating:</p> <input type="text" value="good / average / poor / unknown"/>	<p>Company credit rating:</p> <input type="text" value="good / average / poor / unknown"/>	<p>Company credit rating:</p> <input type="text" value="good / average / poor / unknown"/>
<p>Current credit limit:</p> <input type="text" value="0"/>	<p>Current credit limit:</p> <input type="text"/>	<p>Current credit limit:</p> <input type="text"/>
<p>Credit limit requested:</p> <input type="text"/>	<p>Credit limit requested:</p> <input type="text"/>	<p>Credit limit requested:</p> <input type="text"/>
<p>Notes:</p> <input type="text"/>	<p>Notes:</p> <input type="text"/>	<p>Notes:</p> <input type="text"/>

4  2:73 Listen again and answer the questions.

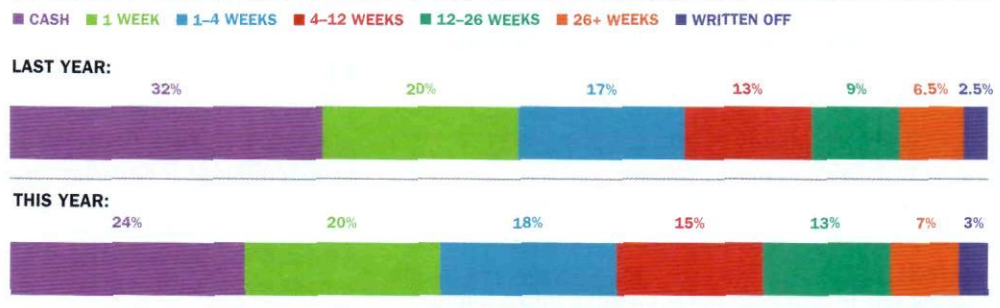
- 1 Why doesn't Riaz like having rock groups in the hotel?
- 2 If Ms Koeppele leaves today without paying, how much will the hotel lose?
- 3 How much credit is Riaz prepared to allow her?
- 4 Why does Frederick think Mr Kobayashi is a difficult customer?
- 5 Why is Frederick suspicious of him?
- 6 What happened with Mrs Saman's company last year?
- 7 Why are Mrs Saman and her brother important for the hotel?

Discussion

5 Look at the chart showing the Jeddah Royal Beach Resort's customer payments. Describe the trends for:

- 1 cash payments
- 2 short credit periods
- 3 longer credit periods
- 4 uncollectibles.

CUSTOMER PAYMENTS



6 With a partner, talk about these questions. Then change partners, compare and explain your decisions.

- 1 How can the trends in payments be explained?
- 2 How can the hotel improve its cash flow?
- 3 How should Riaz Hussain deal with each of the three customer applications in Exercise 3?

Writing

7 Write a short letter to each customer explaining your decision.

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armoury
loyalty
uncollectible
vulgar
word of mouth