

Proposal Of Materials For Hostess Pupils: Case Of Hotel And Restaurant Learners In Democratic Republic Of Congo

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Abstract

The conception of this article was motivated by the need to show the importance and the purpose of suggesting materials for teaching English in Hostess section which is still new in this area of Oicha Township. This would consequently encourage the concerned teachers of English to prepare and teach objective lessons that really meet the thirst of pupils of Hotel and Restaurant option. Indeed, it is important to select materials related to this section. D. Cristal (2008) ‘‘suggests that the goals of vocabulary teaching are to let learners master new words and expressions’’. Thus, lessons of these kinds should cover a certain number of words to facilitate easy expressions and decrease the list of words be taught. If teachers use the needed English, aiming at letting learners to become capable to use the English as the tool to communicate with different clients, they will have helped learners to be international in their career as far as English is a lingua franca of the contemporary world.

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I. Introduction

English has been spoken world widely since the nineteen nineties. In our century, if someone has no notion in English, they are classed among illiterate people. Our country had put English among courses to be taught in secondary schools with the idea that pupils should use it one day and become important to the Congolese society within the world. This course of English is even taught in universities in Democratic Republic of Congo, though it is French speaking country. There are some options in DRC where knowing English is a compulsory case: hostess options, tourism, business management and others are the examples. The fact that our country is a French speaking one, make inspectors not focusing on making sufficient materials that would help learners of these domains to get data of their need. We hope that by this article, they will mind about making effort to supply materials to pupils of the hotel and restaurant field.

Since a long period, there is only one series of book that teachers of English are accustomed to use: English for Africa. We have teacher's book and pupils' ones. When we flip them, there is nothing concerning pupils of hotel and restaurant option neither other special options. This book is important to pupils of general options such as pedagogy, latin-philosophy, commercial... there is a great need to make so many other materials to pupils of specific domains.

II. Problem of the Work

For this particular paper, the problem to treat results from the fact that pupils of hostess option, the section of hotel and restaurant seem not to be able to speak English of their profession. This is because their teachers never use technical items of English in hotel and restaurant register. Many problems may be at the basis of such deficiency. For this, in order to conduct investigation, we have formulated those problems in the following questions: why are pupils in Hostess sections unable to use technical English? , what can teachers of English face as problems while teaching in hotel and restaurant section? What can be done to help and solve these issues?

These are the three basic questions that this work attempts to answer and which serve as the foundation of our Research Paper.

III. Work Objective

This work aims at identifying the problems relating to the teaching of English in Hotel and Restaurant section after this; it aims at suggesting some solutions to the so-called problems. Some being from learner's side; other ones being at teacher's side during professional English lessons.

IV. Conceptual Frame Work

There are many aspects to consider for teaching English lessons to be successful. In the present Work, we are going to focus mostly on one aspect: the selection of materials including technical terms related to the option concerned and the way to adapt teaching strategies to the local realities inherent to technical English.



The explanation of the scheme above is that the work will provide professional English to teachers of English. The latter will master and look for them so that they may transmit them to pupils. Some works have recently been conducted in the field of teaching technical options. This one essentially put at the teachers and pupils' disposal materials in relation with restaurant and hotel hostess which is a newly opened option in Oicha secondary schools, thus solving a real problem. The work will focus on elementary notions likely to help the beginning learners of English of third and fourth forms of secondary schools of Oicha Township.

V. Hypothesis

A hypothesis is defined by the English android dictionary as "a tentative conjecture explaining an observation, investigation and, or experimentation". With regard to this definition and the questions we have put in the problem of the work, we would assume the following; concerning the pupils failure to speak their professional English:

- The lack of interest in learning English,
- Insufficient hours of teaching English in hotel and restaurant section and a subsequent poor learning of technical English,
- The bad environment in which pupils are learning English; without concrete materials of their domain and
- Lack of qualified teacher in the domain.

To solve these issues an appropriate selection of adapted materials and methodology would be effected. These are just assumptions.

VI. Methodology

To deal with this Work, we used Field Work method in which we had a direct contact with pupils and the teacher of English at the school organizing the hotel and restaurant section. We proceeded with the oral interview technique rather than questionnaire. The other method was Desk Work here we used documentation technique. All documents were retrieved from internet as we could not get them in local libraries.

This enabled me to gather most of knowledge concerning the teaching materials in the targeted section. we also retrieved some documents and read articles to our topic from internet. This is what we call desk work method in its technique called documentation.

VII. Body of the work

According to A.S. Hornby (2010) a hostess is "a woman who welcomes the customer in a restaurant". <http://w.w.w.meriamwebster.com> proposes us three definitions of the word hostess in these terms:

- A woman who is entertaining guests on a television or radio show,
- A woman who is entertaining guests socially or as a job,
- A woman whose job is to greet and help people in a restaurant or an air plane or a ship.

As far as my work is concerned, I am going to give a profile of what a hostess working in a hotel and restaurant should be.

A Look at a Hotel Hostess Job Description

A hostess is generally one whose job description entails welcoming and greeting guests as they walk onto their respective rooms. And upon their departure, the hostess also checks them out. These ideas and more are to be read at the site

<https://www.jobdescriptionandresumeexample.com>.

The same web site continues to say that the hotel's hostess is always at the front desk. She always must have computer notions because she works with the computer in front of her. That computer is always connected to internet and having hotel's data base. Through that she manages bookings for rooms, allocate and collect payments. The hotel hostess roles include performing several administrative tasks like properly keeping all paper work logged and filed depending on the hotel. A hostess may also be responsible for handling concierge service.

The same web site still argue that the functions of a hostess in a hotel environment vary from hotels, but generally, the following job description example shows the major duties and responsibilities most of them normally have to perform.

A hotel hostess must:

- Ensure that customers needs and desires are met,
- Relate with head chefs, maintenance, transportation and security managers,
- Order supplies and coordinate services from outside vendors,
- Room bookings over the phone calls,
- Ensure that lobby area is tidy and presentable,
- Greet customers as they step into the hotel facility,
- Attend to customer complaints,
- Provide helpful and inviting environment for guests,
- Ensure maintenance of hotel facility,
- Constantly reminding services of hotels to which guests are waiting responses,
- Answer questions asked by guests,
- Coordinate the activities of other hotel workers,
- Ensure book registration of each guest as they arrive.

All these roles are to be coordinated by only one hotel hostess. She works hands in hands with the other services of the hotel. Whoever desires to be a hotel hostess should verify if she can cope with these recommendations.

Qualities of a Great Restaurant Hostess

According to Rogers Well's post on the web site www.thequalityofthegreatrestaurant.com a restaurant hostess should have the following qualities if they want to perform their jobs:

1. **Friendly:** It goes without saying that a restaurant hostess must be friendly. Every customer should be welcomed with a smile and their requests attended to in an efficient manner. As the what is to come, so she should aim to make every guest feel important and comfortable at the same time. A great hostess will endeavor to say "yes" to every request!
2. **Work well under pressure.** On a busy time, such as Saturday night, where there could be a lot of covers a hostess is the puppet-master pulling the strings, responsible for ensuring a smooth experience for every part of the restaurant. Therefore, a great hostess will be able to work well under pressure, anticipating problems before they rise to accommodate the needs of each guest. They often work under the radar, proactively coordinating with other members of staff to present solutions.
3. **Confident:** as the first impression of a business, a hostess must appear to be confident, speaking with conviction and assuring customers throughout their dining experience.
4. **Well-spoken:** Communication is essential across any hospitality role, but it is especially important in a hostess job. Therefore, a great hostess will be good speaker articulating herself clearly and effectively both in person and on the phone. She should be able to adapt her communication style to the audience and situation responding to situations calmly and without delay. Let us remind that this is an important skill that this work is expected to develop.
5. **Adaptability:** AS a hotel hostess, everyday has its reality. So, it is essential that she can keep a cool head in difficult situations. From missing reservations to delayed orders, there is plenty of room to go wrong so working with her team to find a suitable solution often at short notice is a valuable skill.
6. **Presentable:** As a hostess represents the restaurant as a whole, it is vital that she looks presentable at all times. This means maintaining a neat appearance, with tidy hair, polished shoes and clean clothes. She should have her uniform ironed before starting her shift.
7. **Attention to details:** The difference between a good and great dining experience can be found in the details. As the hostess, she is responsible for ensuring special requests, such as dietary requirements and special requests, such as dietary requirements and special occasions. A complimentary glass of champagne for an anniversary for example, is one of the small touches that can elevate the experience. In fact, taking notes of these details for return customers can also make a huge difference; remembering a regular customer by name, or reserving their favorite table will have customers returning time and time again.
8. **Team-player:** No restaurant runs with just one staff member, so if looking for a hostess job, she needs to be able to work well with others, collaborating to provide the highest levels of service to her guests. Whether

communicating special dietary requirements to chefs, or jumping into the floor when the waiter staff is overwhelmed, being able to work well in a team makes a hostess one of a restaurant's most valuable players.

There are skills which are needed both for a hotel and a restaurant hostess. A careful reader will find that even some cited above seems to be the same in a way or another.

Skills Required for a Great Hotel and Restaurant Hostess

Findings we got the post of Nicky Helley on www.glassdoor.com say that the hostess is the first point of contact with customers and is the person who sets the tone for the restaurant and the hotel. Hostesses remain professional and friendly also have the patience to work with all types of people. A good hostess will be able to keep their composure when confronted with rude customers and is the person who sets the tone for the restaurant and hotel. The hostess need to promptly respond to the needs of customers and be able to take care of their requests.

Comments

One first thing to notice is that hostesses in a restaurant or hotel almost have the same requirements for their job, which, in short consist of making their customers feel at ease and satisfied with their services of course. In hotels, there is more to do than in a restaurant. Indeed, in a restaurant, clients spend less time as their need is almost limited to eating and drinking. In contrast, at the hotel, the guests or visitors stay longer and during their stay, they will need during their stay, services such as guidance, room booking, meals accommodation among many others. But with all this, it is the language to hold with the customer that conducts all the rest, if it is well adapted to the situations. Thus, this work does not pretend to deal with all the skilled required for hostesses as enumerated earlier, but the type of language to use.

A second point to remind would be that job description above fits for an ideal and well developed place like big towns, where international travelers meet for tourism and other businesses. With regard to this, some people might find it not adapted to Oïcha, the place I am concerned with her. But this would be wrong, as education has been adapted to the place but the universal aspect should not be neglected as well. In fact, as said earlier, people can be needed to work anywhere in DRC or in the world.

For this, in the light of the job description presented above, we are now going to suggest in the coming chapter some materials that we assume are likely to meet somehow the language requirements of hotel and restaurant hostesses pupils.

Teaching Material Proposal

Some Hospitality Expressions

According to Henry Floyd on www.fluentu.com/blog these expressions are very important to be used when somebody works as a hostess in the hotel or in the restaurant and a teacher in this section is called to teach them accordingly and seriously to the pupils of 3rd and 4th forms:

1. *Are you ready to order?* To attract the attention of the guest.
2. *Breakfast is served from (time) to (time).* To inform the hotel guests about the norms of the hotel.
3. *Could I have your credit card?* To ask the payment of the stay at the hotel or restaurant.
4. *Could I have your room number and key please?* This is when the guest sees off the hotel. The hostess asks him such a question.
5. *Did you enjoy your stay at our hotel or restaurant?* A question mostly asked when seeing off the guest.
6. *Do you have a reservation?* To ask the hotel or the restaurant guest if he reserved a table or a room.
7. *Enjoy your meal!* To wish a good appetite to the guest.
8. *Good bye and have a successful day!* A wish to a guest when he goes out the hotel or the restaurant.
9. *Good (morning/afternoon/evening) sir or madam.* Welcome to our hotel or restaurant. This is when a hostess welcomes the guests. Every guest deserves this.
10. *How can I help you? Or Can I help you?* This is to fetch information from the guest about his needs.
11. *How many people is the reservation?* To know how many people will sleep or eat with the guest phoning.
12. *I am sorry about that. Let me see how we can fix that right away.* To tame the guest who is angry (at hotel even restaurant) about bad service he got there.
13. *I am sorry, we are out of that.* To excuse oneself when the restaurant does not have the meal proposed by the guest but which is not available yet being on the menu.
14. *Is there anything else I can help you with?* To make sure the guest is satisfied.
15. *Please, that table is reserved.* To excuse that a given place is already taken in advance.
16. *Was everything alright?* To want to know if the guest felt at ease in his stay at the restaurant or the hotel.
17. *Was the meal delicious?* To ask for information about the taste sounds.
18. *We are looking forward to having you again as our guest.* This is the very attracting expression to tame the guest.
19. *We hope you enjoyed your meal.* To provoke the guest's reaction about the meal.

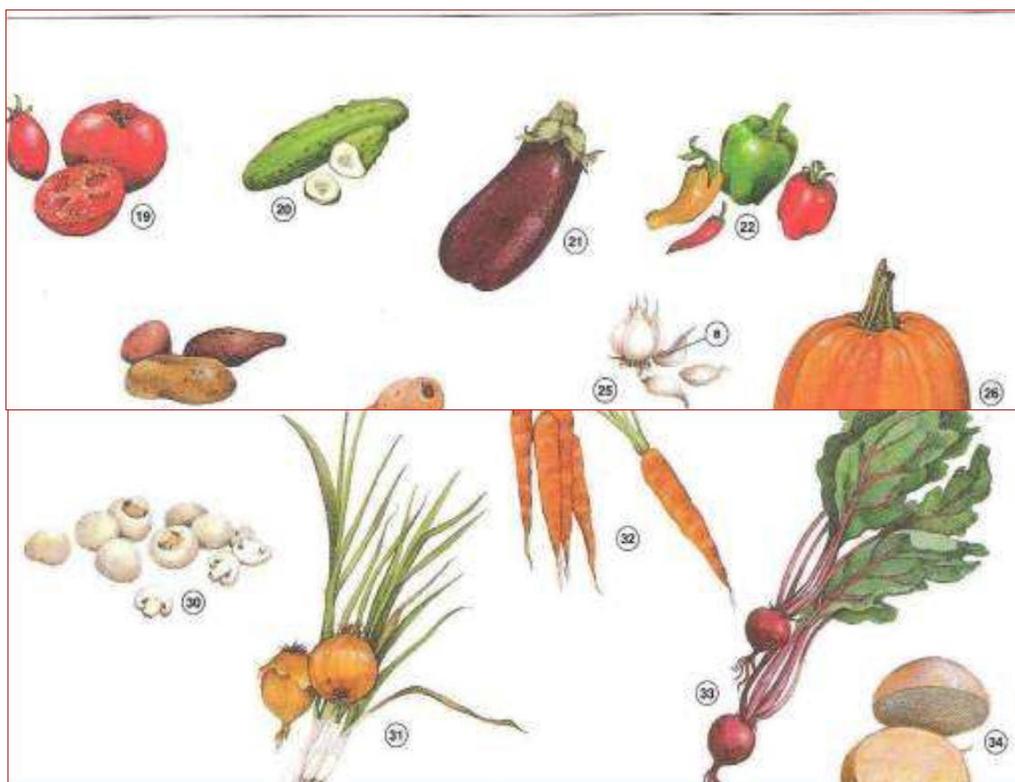
20. *What can I give you for a dessert or starter?* To ask the guest' taste for dessert and starter.
21. *What else can I do for you?* To ask the guest's further needs after having served him a lot.
22. *What is the date of your arrival?* This is for a hotel hostess asking, on phone.
23. *What name is the reservation for?* To know the name that will be written in the register for the reservation.
24. *What type of room or meal do you prefer?* To fetch information about the likes and dislikes of the guest who wants a reservation.
25. *Will you pay by credit card or by cash?* To ask politely money from the guest?
26. *Would you like to take a wine?* To make a campaign of a product this is at the restaurant.
27. *You are our best guest. We propose you a meal for free charge today. What will you order?* This is to be said to a most faithful guest of a restaurant as to encourage him and make campaign of the restaurant.
28. *Your meal will be ready in some minutes.* A way to tame the restaurant guests.
29. *Your room is 6 on (number of the floor).* To give the direction to the guest.

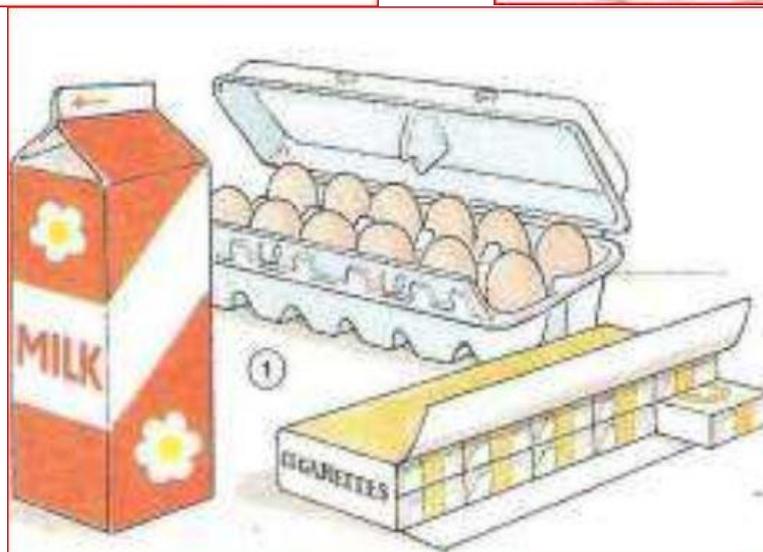
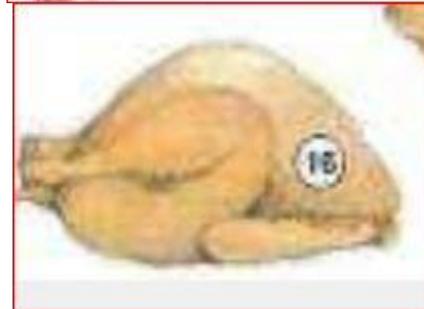
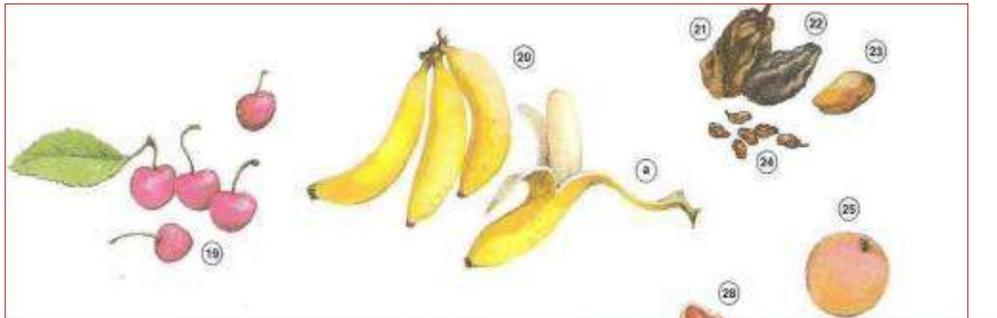
The Foods and Ways of Cooking Foods

As we guess, hostesses or waitress must be familiar with the foods names the ways of cooking them and the names of some intercontinental recipes in order to understand and execute the orders of the clients. Thus, this topic is very worthwhile.

Some Food Names and Images

The word food is defined by Merriam Webster we cited before as “ a material consisting essentially of protein, carbohydrate, and fat used in the body of organism to sustain growth ,repair, vital process and to furnish energy.” That is to mean we have a variety of food in blocks like nuts,fruit, roots, vegetables, meat, etc. Here the illustration of these kinds of foods:





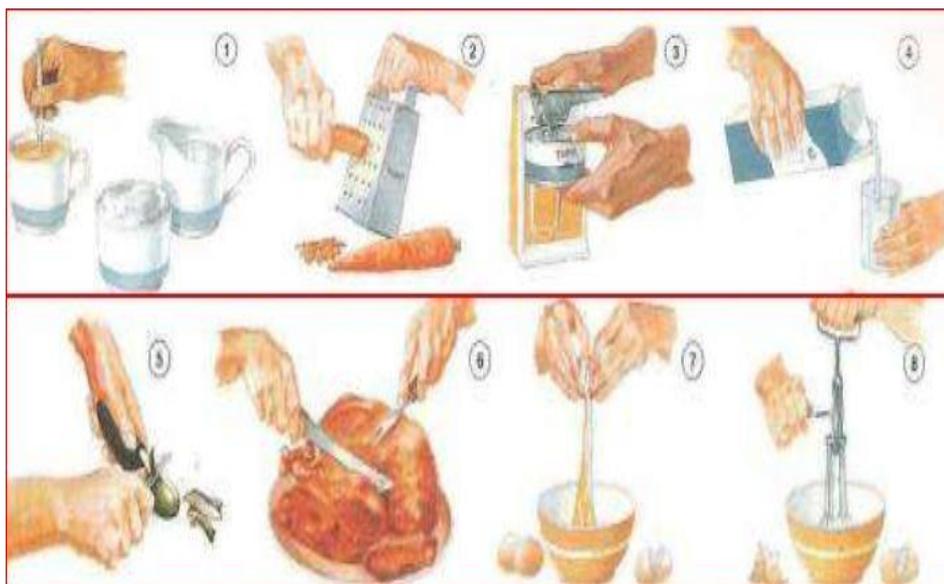
These are food which is not yet cooked also called raw foods. From up to down and left to right we have: Tomatoes, cucumber, eggplant, papers, potatoes, garlic, pump kin, mushroom, onion, carrots, beets, turnip, cherries, banana, fig, prune,date,raisin,orange, pineapple,fish,chicken, beans, box of milk and box of egg.

Verbs Expressing Cooking Preliminaries

Before getting meals, the cook has preliminary activities. Horn by (2010) lists some verbs that I am going to illustrate in my own sentences in context.

1. *To peel*: to take the skin off fruit or vegetables by using the peeler or the knife.
E.g: Have you peeled those bananas?
2. *To grate*: to rub food against a grater in order to cut it into small pieces.
E.g: Grate the cabbage quickly!
3. *To break*: to be damaged and separated into two or more parts.
E.g: The cook is breaking eggs before cooking them.
4. *To chop*: to cut something into slices with a sharp tool such as knife.
E.g: Chop these carrots up into small pieces.
5. *To slice*: to cut something into slices.
E.g: She is slicing the bread.
6. *To pour*: to serve a drink by letting it flow from a container into a cup or a glass.
E.g: The waitress poured wine into my glass.
7. *To knead*: to press and stretch paste.
E.g: He is kneading, he can bake bread today.
8. *To roll*: to make something flat by pushing something over it.
E.g: She is rolling wheat paste to make doughnut.
9. *To carve*: to cut a large piece of cooked meat in smaller pieces for eating.
E.g: Mother is going to carve the meat.
10. *To cut*: to remove something or a part of something using a knife.
E.g: Cut that fish into small pieces.
11. *To beat*: to mix something with short quick movements with a fork.
E.g: Help me to beat this flour and milk together.
12. *To mix*: to stir together.
E.g: Do not mix tea and sugar.
13. *To open*: to make something accessible or allow for passage by moving from shut position.
E.g: Waiter! Open my bottle please!

These verbs are only a sample of many other verbs we conjugate in preliminary of cooking foods. Let us illustrate some of them in photos.





To mix, 2. To grate, 3. Open, 4. Pour , 5. Peel, 6. To carve, 7. To break, 8. To beat, 9. To cut, 10. To slice, 11. To chop.

Booking

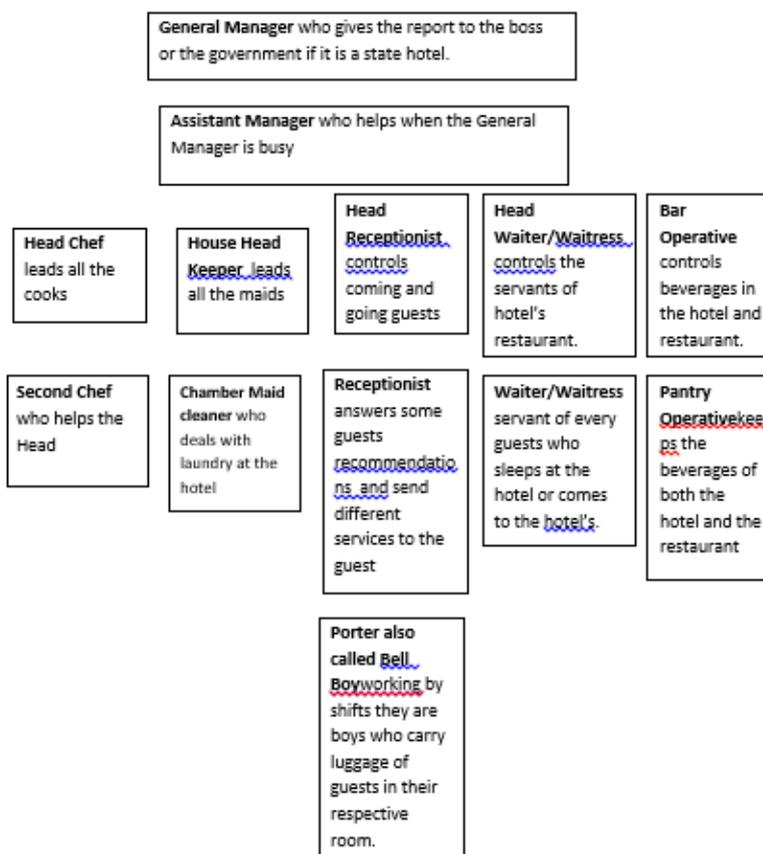
Referring to <https://www.collinsdictionary.com> , booking is the arrangement that consists of making a reservation of something such as a hotel room, a table at a restaurant, a theatre, seat, or place on public transport. Thus, in our context, the word booking is synonym to reservation at hotel or restaurant.

The English for hospitality web site opcit, states that when we book room at a hotel, i.e via a phone call by far, we have the duty of giving clear information about the identity, kind of room or table we need, arrival day and time, the name of the person with whom we shall come(if there is). In some hotels and restaurants, they usually ask for a payment in advance! Dealing with all these situations require the knowledge of appropriate language, especially the relevant vocabulary.

Below, let us speak first about specialties of hotels such as: staff of the hotel, words related to the hotels and services we have there.

Staff of the Hotel

An ideal hotel personnel would cover a certain number of personnel. Every one of them has a well defined job in the enterprise; to facilitate the progress, it asked that they should collaborate from the low job to the higher one. We also have to mention that the staff of the hotels depends on the rank that the hotel belongs to. Hotels are ranked in stars. So, we speak of hotel of 1 star, 2,3, until the top of them which is a 7 star one. The top of hotels has a complete service in restaurant also even the bar connected to the hotel. At their sides, restaurants are ranked in forks rather than stars. Medium ranked until top ranked hotels have the staff as the ones in the following diagrams referring ourselves to Henry Floyd on www.fluentu.com/blog:



This is the staff of a well organized hotel. There is the relation of collaboration in left-right position of the above boxes. In above-below position, there is the relation of orders. i.e. a *Head Receptionist* gives orders to a *Receptionist*. And a *Head Chef* is called to collaborate with a *House Head Keeper*.

Words Related to the Hotel

In every domain there are special words used in that only domain we call it a register. Here are words you will hear at hotels according to <https://www.hotenglish.com> from learnhotEnglish magazine.

1. *Airport Hotel*: a hotel for passengers using a given airport.
2. *Entertainment*: T.v,radio, cartoons, halls,...
3. *Games*: basket, volley ball,...
4. *Hostel*: a steep-go place for students, patients who are not known where they study or are having medicine.
5. *Inn*: a house where people can eat, drink and rent a room.
6. *Laundry*: for washing and ironing clothes.
7. *Mini-Gym*: having different sport devices.
8. *Motel*: a place near the road which has rooms for travelers.
9. *Sauna*: for fitness and weight loss.
10. *Solarium*: for "sun bath".
11. *Spa Hotel*: a hotel where we have services like fitness, weight loss, health, beauty,...
12. *Swimming Pool*: public place to swim; just like a pond.
13. *Toilets*: Bathroom and water closet

Various Hotel Lexicon

Franklin bay posted this list of other words related to the hotel on <https://www.hotel-vocabulary.htm> he said that these words are used in frequent hotel expressions. Thus, they are worth to mentioned in this Paper and EFL teachers of hostess options have to be teaching them seriously.

1. *Adjoining rooms*: (n)two rooms with a door in the center.
2. *Air-conditioner*: (n) a machine that produces warm air in a room.
3. *Amenities*:(n) local facilities such as stores and restaurants.
4. *Bill*: (n)a piece of paper having the amount that of money the guest must pay for his stay at the hotel.
5. *Book*: (v) to arrange to stay in a given room, to do the reservation of a room by phone call.
6. *Brochures*: (n) small booklets that provide information on the local cites and attractions.
7. *Check-in*: (v) to go to the front desk to receive keys and other formalities concerning the hotel
8. *Check-out*: (v) to return the keys and pay the bill at the front desk.
9. *Damage/Charge* : (n) money a guest pays to repair properties he had broken
10. *Deposit*: (n) an amount a guest pays ahead of time to secure his reservation.
11. *Double-bed*: (n) a bed large enough for two people.
12. *Front desk*: (n) a place where the guests pass the check-in and the check-out. It is there that we see the receptionists.
13. *Jacuzzi , Hot Tub and Whirl pool*: (n) a small hot pool for relaxion.
14. *Kitchenette*: (n) a small fridge in the guest's room also a small cooking area.
15. *King-size bed*: (n) extra large bed
16. *Late charge*: (n) a fee for staying past the check-out time proposed at front desk.
17. *Linen*: (n) sheets, blankets, pillow cases.
18. *Towels*: (n) used to dry the body after bathing.
19. *Vacancy*: (n) available room to be taken by given new guest.
20. *Wake-up call*: (n) a telephone call from the hotel that will wake you up at the hotel to ask you what you need in the morning or to greet you.

General Conclusion

This work, aiming at English materials selection for teachings in Hostess option mainly in hotel and restaurant section has hopefully contributed to solving a real problem, that of the lack of teaching materials in hotel and restaurant option in particular, and has put a given way of how to select materials for other technical options in general. In fact, its conception has proposed to EFL teachers how they can get what to teach when they are in a need of them.

This work is a mere attempt to solving problems of hotel and restaurant section. It is just a way to make concerned pupils speak professional English with English guests when they will meet them one day on the ground.

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