

# Hospitality and Tourism English Dialogue Lab

Realistic field-specific dialogues, role-play variations, and observer checklists

**Audience: hotel managers, front-desk teams, guest-relations staff, event coordinators, restaurant managers, tour operators, revenue managers, and destination-service professionals**

Focus: A hospitality and tourism English curriculum for guest complaints, service recovery, reservations, revenue management, events, vendor coordination, cultural expectations, reviews, and operational briefings.

Designed for advanced ESL learners who already use professional English and need industry-specific terminology, realistic meetings, role-play pressure, careful pushback, and polished workplace outputs.

Teaching stance: this is language and workplace-communication training, not legal, medical, financial, safety, or regulatory advice. Instructors should connect every scenario to the learner's current company policies, local rules, and approved procedures.

## Dialogue Practice Method

Read each exchange once for meaning, once for tone, and once for decision structure. Then replace the ESL learner line with a version from the learner's own workplace.

### 1. Guest Arrival and Front-Desk Escalation

#### Setting

A guest arrives early and their room is not ready.

Speaker	Line
Front-office manager	Upgrade them immediately.
Guest	Inventory, loyalty status, housekeeping, policy, and guest emotion need balance.
ESL learner	I understand the goal, but we need to separate urgency from control. For this decision, I need to confirm check-in, room inventory, the owner, and the evidence standard before we commit.
Front-office manager	What would let us move forward without slowing everything down?
ESL learner	Let's document the assumption, define the risk trigger, and create a short arrival recovery script. Then we can decide whether to proceed, escalate, or revise the plan.

#### Language notes

- The learner names the field-specific control point instead of giving a vague no: check-in, room inventory.
- The response preserves the business goal while adding evidence, owner, and next-step discipline.

#### Role-play variation

#### Observer checklist

- Did the learner name the decision and the risk?
- Did the learner use at least two industry terms accurately?
- Did the learner give a concrete next step without overpromising?

### 2. Complaint Handling and Online Reviews

#### Setting

A guest posts that staff were rude and the room was dirty.

Speaker	Line
Guest-relations lead	Offer a full refund publicly.
General manager	Investigation, privacy, brand tone, and recovery options must be considered.
ESL learner	I understand the goal, but we need to separate urgency from control. For this decision, I need to confirm guest complaint, online review, the owner, and the evidence standard before we commit.
Guest-relations lead	What would let us move forward without slowing everything down?

Speaker	Line
ESL learner	Let's document the assumption, define the risk trigger, and create a short review response draft. Then we can decide whether to proceed, escalate, or revise the plan.

**Language notes**

- The learner names the field-specific control point instead of giving a vague no: guest complaint, online review.
- The response preserves the business goal while adding evidence, owner, and next-step discipline.

**Role-play variation**

**Observer checklist**

- Did the learner name the decision and the risk?
- Did the learner use at least two industry terms accurately?
- Did the learner give a concrete next step without overpromising?

**3. Reservations, Overbooking, and Walks**

**Setting**

The hotel is oversold during a citywide event.

Speaker	Line
Revenue manager	Tell late arrivals there is nothing available.
Front-desk supervisor	Walk policy, partner hotel, transportation, compensation, and empathy are needed.
ESL learner	I understand the goal, but we need to separate urgency from control. For this decision, I need to confirm overbooking, walk, the owner, and the evidence standard before we commit.
Revenue manager	What would let us move forward without slowing everything down?
ESL learner	Let's document the assumption, define the risk trigger, and create a short overbooking response. Then we can decide whether to proceed, escalate, or revise the plan.

**Language notes**

- The learner names the field-specific control point instead of giving a vague no: overbooking, walk.
- The response preserves the business goal while adding evidence, owner, and next-step discipline.

**Role-play variation**

**Observer checklist**

- Did the learner name the decision and the risk?
- Did the learner use at least two industry terms accurately?
- Did the learner give a concrete next step without overpromising?

## 4. Revenue Management and Pricing

### Setting

A corporate client questions a rate increase.

Speaker	Line
Sales manager	Say demand is high.
Corporate client	Demand, compression nights, contract terms, and value need careful explanation.
ESL learner	I understand the goal, but we need to separate urgency from control. For this decision, I need to confirm ADR, RevPAR, the owner, and the evidence standard before we commit.
Sales manager	What would let us move forward without slowing everything down?
ESL learner	Let's document the assumption, define the risk trigger, and create a short rate-change explanation. Then we can decide whether to proceed, escalate, or revise the plan.

### Language notes

- The learner names the field-specific control point instead of giving a vague no: ADR, RevPAR.
- The response preserves the business goal while adding evidence, owner, and next-step discipline.

### Role-play variation

### Observer checklist

- Did the learner name the decision and the risk?
- Did the learner use at least two industry terms accurately?
- Did the learner give a concrete next step without overpromising?

## 5. Housekeeping, Maintenance, and Turnover

### Setting

Rooms are not turning over fast enough for check-in.

Speaker	Line
Housekeeping manager	Pressure housekeeping to move faster.
Front-office manager	Room status, staffing, maintenance defects, and guest promises need coordination.
ESL learner	I understand the goal, but we need to separate urgency from control. For this decision, I need to confirm room status, out of order, the owner, and the evidence standard before we commit.
Housekeeping manager	What would let us move forward without slowing everything down?
ESL learner	Let's document the assumption, define the risk trigger, and create a short turnover recovery plan. Then we can decide whether to proceed, escalate, or revise the plan.

### Language notes

- The learner names the field-specific control point instead of giving a vague no: room status, out of order.
- The response preserves the business goal while adding evidence, owner, and next-step discipline.

## Role-play variation

### Observer checklist

- Did the learner name the decision and the risk?
- Did the learner use at least two industry terms accurately?
- Did the learner give a concrete next step without overpromising?

## 6. Events, Banquets, and Run of Show

### Setting

A client changes seating and AV needs on event day.

Speaker	Line
Event coordinator	Say yes to every change.
Client	Contract, staffing, setup time, safety, and vendor capacity need review.
ESL learner	I understand the goal, but we need to separate urgency from control. For this decision, I need to confirm BEO, run of show, the owner, and the evidence standard before we commit.
Event coordinator	What would let us move forward without slowing everything down?
ESL learner	Let's document the assumption, define the risk trigger, and create a short event change response. Then we can decide whether to proceed, escalate, or revise the plan.

### Language notes

- The learner names the field-specific control point instead of giving a vague no: BEO, run of show.
- The response preserves the business goal while adding evidence, owner, and next-step discipline.

## Role-play variation

### Observer checklist

- Did the learner name the decision and the risk?
- Did the learner use at least two industry terms accurately?
- Did the learner give a concrete next step without overpromising?

## 7. Tour Operations and Traveler Safety

### Setting

Weather disrupts a tour itinerary.

Speaker	Line
Tour manager	Keep the original plan to avoid complaints.

Speaker	Line
Guest group	Safety, local rules, refunds, timing, and guest expectations must be managed.
ESL learner	I understand the goal, but we need to separate urgency from control. For this decision, I need to confirm itinerary, force majeure, the owner, and the evidence standard before we commit.
Tour manager	What would let us move forward without slowing everything down?
ESL learner	Let's document the assumption, define the risk trigger, and create a short itinerary-change announcement. Then we can decide whether to proceed, escalate, or revise the plan.

### Language notes

- The learner names the field-specific control point instead of giving a vague no: itinerary, force majeure.
- The response preserves the business goal while adding evidence, owner, and next-step discipline.

### Role-play variation

### Observer checklist

- Did the learner name the decision and the risk?
- Did the learner use at least two industry terms accurately?
- Did the learner give a concrete next step without overpromising?

## 8. Cultural Expectations and Service Style

### Setting

International guests complain that service feels cold.

Speaker	Line
Training manager	Tell staff to be friendlier.
Front-line staff	Expectations, language, nonverbal cues, and service standards need coaching.
ESL learner	I understand the goal, but we need to separate urgency from control. For this decision, I need to confirm service standard, cultural expectation, the owner, and the evidence standard before we commit.
Training manager	What would let us move forward without slowing everything down?
ESL learner	Let's document the assumption, define the risk trigger, and create a short cross-cultural service briefing. Then we can decide whether to proceed, escalate, or revise the plan.

### Language notes

- The learner names the field-specific control point instead of giving a vague no: service standard, cultural expectation.
- The response preserves the business goal while adding evidence, owner, and next-step discipline.

### Role-play variation

### **Observer checklist**

- Did the learner name the decision and the risk?
- Did the learner use at least two industry terms accurately?
- Did the learner give a concrete next step without overpromising?