



SHIFT in Orality preparatory materials – Intellectual Output 5

SHIFT in Orality Summer School of Remote Interpreting – Forlì, June 11th-16th, 2018

NON- SCRIPTED ROLE-PLAY

Role play: travel company-hotel manager discussion

Scenario description

This is a conversation between a travel company representative and a hotel manager. The representative is accompanying a group of tourists staying at the hotel and some of the guests have complained to the representative about the hotel. The representative has arranged a meeting with the manager to inform him/her of the guests' dissatisfaction and to try to resolve the issues.

Speaker 1 (the travel company representative) has been bringing guests to this hotel for the last three years and knows the hotel manager relatively well. There have never been any issues with the hotel in the past, and the representative is keen to maintain a good working relationship with the hotel and the manager. **Speaker 2** (the hotel manager) is proud of the hotel's attention to detail and prides himself that guest satisfaction has improved since he/she took over as manager five years ago. The hotel's reputation is very important to the hotel manager and he/she is keen to rectify any problems as soon as they arise.

The meeting takes place in the hotel manager's office and has been scheduled to last for 30 minutes. When the meeting was set up, the hotel receptionist arranged for an interpreter to be present via video-link.

Brief for Speaker 1: Travel company representative

Your role

You have been working for a small, independent travel company, which specialises in hand-picked holidays for the past 10 years. You accompany the guests on their holiday and your job is to ensure that their holidays are as enjoyable as possible. The hotel that you are currently staying at is one that you recommended to your employer as you had identified the hotel's excellent customer service and attention to detail.

General purpose and content of the meeting

The aim of this meeting is to inform the hotel manager of the complaints that some of the guests have brought to you and to try to find ways to resolve the issues to the satisfaction of all involved. You are keen to maintain a good working relationship with the hotel manager, particularly since you found the hotel and suggested to the travel company that you work for that it would be a positive addition to their selection of hotels.

Information about your interlocutor

The hotel manager took over the management of this hotel 5 years ago and since then has significantly improved the hotel's customer service and the hotel's reputation. He/She is very aware of the impact of social media on the travel industry and how online recommendations can boost the hotel's profile while negative comments can also affect the hotel's business.

Aspects / questions

- Stress your intention to maintain a good working relationship



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<p>that should be addressed</p>	<ul style="list-style-type: none"> • Indicate what the guests' complaints are <ul style="list-style-type: none"> ➤ These might include, for example: the swimming pool not being cleaned regularly; noise in the evenings from the bar opposite the hotel; air conditioning units only working intermittently in some guest rooms; some of the excursions listed on the hotel website are not being offered at the time of the stay. • Ask what the hotel manager can do about these issues and what you can tell the guests in the meantime • Find out when the hotel manager expects these issues to have been resolved • Find out whether the guests can receive any compensation for the inconvenience caused
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Brief for Speaker 2: Hotel manager

<p>Your role</p>	<p>You have been the manager of this hotel for the past five years and in that time have significantly improved the customer service offered by the hotel staff. You are very proud of the hotel's reputation and are keen to improve it even further. You are very loyal to your staff and always give any member of your staff an opportunity to give their side of the story if a complaint is made against them.</p>
<p>General purpose and content of the meeting/encounter</p>	<p>The travel company representative has asked to talk to you about a number of issues but you do not know what issues these are before the meeting. You would like to find out what these issues are so that you can address them if necessary.</p>
<p>Information about your interlocutor</p>	<p>Your interlocutor is a representative of a small travel company that brings guests regularly to your hotel. Although the numbers of guests are not large, bookings from this travel company are lucrative for your hotel because the guests are often financially well-off and spend extra money while staying at the hotel via excursions and food and beverages. You like working with the travel representative, although he/she sometimes has unrealistic expectations of your hotel which you simply cannot meet given that your hotel is relatively small.</p>
<p>Aspects / questions that should be addressed</p>	<ul style="list-style-type: none"> • Find out what issues the guests have with their stay at the hotel • Address these points as necessary • Stress that customer satisfaction is your highest priority but do not accept that everything the representative says to you is fact • Offer solutions as to how these issues may be resolved, where necessary



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	<ul style="list-style-type: none">• Give an indication of timeframe for these issues to be resolved• If the representative raises the issue of compensation for the guests, negotiate with the representative in accordance with your normal hotel policy.
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Brief for the interpreter

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General information	Two days ago you received a telephone call from the remote interpreting service provider asking you to interpret a meeting between a hotel manager and one travel company representatives staying at the hotel. You have not been given any further details about the meeting. You have interpreted for the hotel manager before, but you have never met the travel company representative. You have been booked to interpret remotely for a 30-minute meeting.