

### Hotel requests: video B

Mélanie Léger and Marie-Noëlle Letaltec 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!"

