

Reservations

- Have you ever booked a hotel room? If yes, in which way?
- Which of the online booking systems seem more user-friendly to you?
- Do people usually read guest reviews before choosing a hotel? How do the reviews influence a person's choice of accommodation?

profile (noun)

- a set of data or a short written description that provides information about someone or something

Profile: John Smith (Age: 31, Position: CEO)

Name: John

Surname: Smith

Patronymic:

Birthday: 1978.05.14 Sex: Male Status: Working

Working since: 2008.01.01 Position: CEO

Department: Directors

Description:

Location:

Language: English ☐ Test entering from right to left

☒ Enable calls via SIP

 Prefer to dial via SIP:

☐ Replace + with 00

☒ Compact layout

☐ Disable automatic notification about changes

Calendar type: Gregorian Example: 2013.08.29

Timezone: Auto Detection

☐ Daylight Saving Time enabled



commission (noun)

- a payment to someone who sells goods (related to the amount sold)



markup (noun)

- difference between the buying and selling price
- the amount by which the price of something is increased before it is sold again
- *Most products sold in those stores are sold at a 5% markup.*



fee (noun)

- an amount of money paid for a particular service



workload (noun)

- the amount of work to be done

end user (noun)

- the person or organization that uses something rather than an organization that trades in it

package (noun)

- a related group of things when they are offered together as a single unit

vendor (noun); vending machine

- someone who is selling something



- 1. The students are holding a demonstration to protest against the increase in their _____
- 2. The software can be modified to suit the particular needs of _____
- 3. She gets 15% _____ on every washing machine she sells.
- 4. The retail _____ on their product is 25%.
- 5. Students find that their _____ increases throughout the course.
- 6. All the sales people in this store work on _____
- 7. Employees are complaining about their heavy _____ during high season.
- 8. The computer comes with a software _____

Benefits of Online Booking Systems

Reading comprehension, SB pp. 4 & 5

Benefits of Online Booking Systems

- Answer the questions.
 - In what ways can reservations be made?
 - What kind of tool is an online reservation system?
 - What properties of online reservation system allow end users to package their trip?
 - What privileges do online reservation systems offer to individuals and businesses?
 - What benefits do hotels derive from online reservation systems?
 - What situation is defined as “no-show”? How can a hotel prevent no-shows?

Read the statement and choose the right answer.

- A client has booked two rooms in a hotel on the 5th of July. On the 6th of July he called to say that he would be needing an additional room.
- The reservations agent would:
 - Make a reservation
 - Change the existing reservation
 - Cancel the reservation

- The reservations agent got a call from a guest asking for room from the 8th of May to the 12th of May. The agent would:

- Make a reservation
- Give hotel information
- Cancel the reservation



- A client booked in the hotel for a future date says she would not be coming then. The reservations agent would:

- Make a reservation
- Change the existing reservation
- Cancel the reservation



- While asking for rooms in the hotel the client asks if the hotel has a swimming pool, gym and spa. The reservations agent would:
 - Make a reservation
 - Give hotel information
 - Cancel the reservation

- Give hotel information
- Make a reservation
- (confirm reservation)
- Change the existing reservation
- Cancel the reservation

Join the words with their meaning

- insight
 - open date
 - hassle
 - revenue
 - no-show
 - add-on
 - upselling
 - query
- 1 an extra part that is added, especially to an especially organized plan, system, agreement, etc.
 - 2 the act of trying to persuade a customer who is already buying something to buy more, or to buy something more expensive
 - 3 the income that a government or company receives regularly
 - 4 a clear, deep, and sometimes sudden understanding of a complicated problem or situation
 - 5 a person who is expected but does not arrive
 - 6 a future available date
 - 7 a question, often expressing doubt about something or looking for an answer from an authority
 - 8 (a situation causing) difficulty or trouble

Join the words with similar meaning.

- prospective guests
- profit margin
- advantage
- lower the price
- refuse a reservation
- fill in a reservation form
- look for a hotel

markup

to complete a reservation form

potential guests

benefit

search for a hotel

reject a reservation

drop the price

Quick revision

- Single room - a guestroom for one person with a single bed
- Double room - a guestroom for two people with one large double bed
- Twin room - a guestroom for two people with two single separate beds
- Suite - a guestroom consisting of a living room and one or more bedrooms

(royal suite, presidential suite, executive suite etc.)

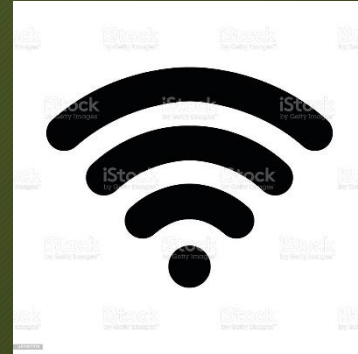
- En-suite bathroom - a bathroom that is directly connected to the bedroom

Connecting vs adjoining rooms

- two rooms connected by the door inside
- Two guestrooms that are next to each other

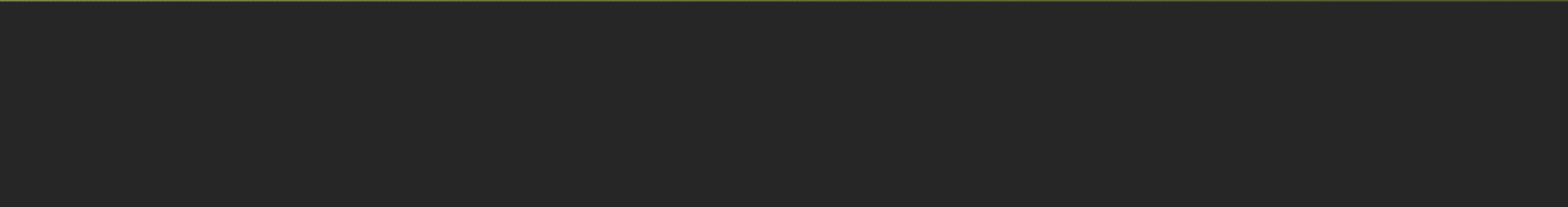



Bedroom and Bathroom Facilities/Amenities



connecting rooms/balcony/showers/en suite/twin room/executive suite/double room/room

1. I'd like to make a _____reservation for three nights from 18th to the 22nd of June.
2. I'd like a _____for me and my wife.
3. My friend and I would like to spend weekend at your hotel. Is there a_____available?
4. Could you please reserve a single room with _____ bathroom for three nights?
5. All our rooms have baths, not _____
6. The room has a _____ with a sea view.
7. I'm sorry to inform you that we don't have a suite on December 25th.But we can offer _____ with private bathrooms and a large common terrace.
8. As you're travelling on business, you'll probably prefer our _____ with all state-of-the-art business facilities.

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1. Room
 2. Double
 3. Twin room
 4. En suite
 5. Showers
 6. Balcony
 7. Connecting rooms
 8. Executive suite

Put the sentences in the right order 1-10

1. Sort the search by Review score and then by all reviews.
2. It is important to know the location of the hotel and whether it is accessible. You can check the location from Show map.
3. Enter the city you wish to visit in the Destination.
4. Now review the customers comments for this hotel. You can do this by clicking on See all reviews.
5. Enter your check-in and check-out dates and number of guests. Then click Search.
6. Then click Book now, enter your payment and contact details and the room is yours.
7. If you think this hotel is OK, click on Back to hotel and book the room you like by scrolling down and choosing the type of room you like.
8. From the left-hand side, filter your search by the price you are willing to pay.
9. It is recommended you choose Free cancellation if you are not sure of the dates of your stay. Review the cancellation policy to find out the limits of cancellation.
10. Click on the hotel you like and view the facilities and description.

3,6,1,7,2,10,8,4,9,5