

Front office

Reservation procedures

Reservation procedures:

1. The guest books a room or calls to request a room
2. the reservations agent has to check availability and provide a brief description of the facilities such as bed size, number of beds in the room, in-room facilities, etc if necessary
3. the reservations agent should inform the potential guest about the reservation cancellation policies as well as check in and check out time, pick up service, parking, fees etc.
4. the reservation clerk provides a reservation confirmation number
5. The reservation clerk asks a potential guest to confirm their booking in writing.
6. The reservation clerk sends a letter of confirmation

Reading comprehension

- What information about reservation should a reservation agent collect?
- Why is repeating reservation information important?
- What are the advantages of telephone bookings?
- What is the meaning of the term FIT?
- How does the reservations agent record reservations?
- How do hotels handle reservations of groups and of individuals?
- What information does a letter of confirmation contain?

What information does a letter of confirmation contain?

- Name and address of guest
- Date and time of arrival
- Room type and rate
- Length of stay
- Number of persons in a party
- Reservation classification (guaranteed / non-guaranteed)
- Reservation confirmation number
- Special requests, if any
- A letter of confirmation may also include a request for a deposit or prepayment.

Essential vocabulary

RESERVATIONS/TO RESERVE

- to reserve a room in a hotel = to book a room in a hotel
I'd like to book = reserve a single room for two nights.
- reservation = booking
- reservation request
- advance reservations

*The advance reservations clerk deals with **reservation enquiries** and with **allocation of accommodation***

Essential vocabulary

- guaranteed / non-guaranteed reservation
- to make a reservation
- to accept a reservation
- to reject = refuse a reservation to cancel a reservation
- to change a reservation
- to confirm a reservation (in writing)
- to fill in = complete a reservation form

BOOKING

- to make a booking
 - to cancel a booking
 - to accept a booking
 - to refuse a booking
 - Overbooking
-
- *It is necessary to monitor the number of reservations in order to control overbooking.*

TO ARRIVE, ARRIVAL

- to arrive
- Remember: the most usual prepositions after *arrive* are *in* and *at*.
arrive in a country/city/town etc.: *I arrived in England on a beautiful morning in May.*
- arrive at a building: *Call me when you arrive at the airport.*
- arrival
- arrival date = date of arrival

TO STAY, A STAY

- to stay (verb):

to live or be in a place for a short time as a visitor
I stayed in Montreal for two weeks.

- to stay in/at

- *They said they would stay at /in a hotel.*

- Stay (noun):

- *She planned a short stay at /in a hotel to celebrate their anniversary.*

TO DEPART / DEPARTURE

- to depart (from a place) = to leave

We would like to remind all our guests to leave their keys at reception before they depart.

- departure
- departure date = date of departure

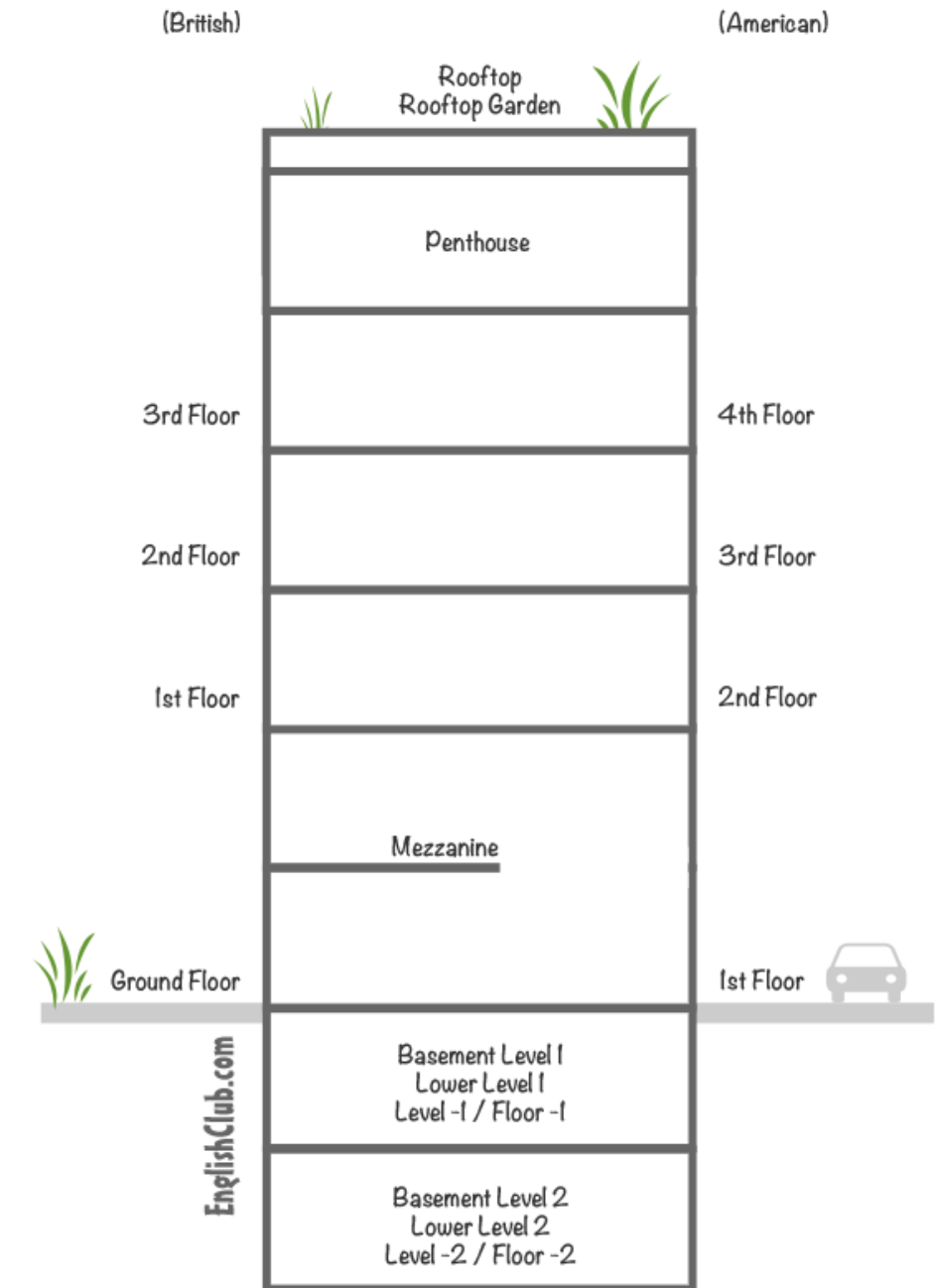
DEPOSIT

- deposit - a sum of money which you pay as the first part of the total payment for something
- to pay a deposit
- *You'll have to pay a deposit. A deposit isn't required.*
- *Is a deposit required?*

TO ASSIGN/ALLOCATE

- to assign a room
- to allocate a room on the ground (first, second, ...) floor
- allocation of accommodation

Floors Of A Commercial Building (Hotel, Shopping Plaza, Office Block Etc)



1. The restaurant is so popular
2. Please let us know if you wish to cancel
3. The concierge can
4. Many campsites require reservations, especially during
5. They advised us to book early
6. As the hotel was fully booked up,
7. The advance reservations clerk deals
8. Hotels have to monitor the number of reservations
9. Guests should leave room keys at the reception desk

- A the receptionist advised us to try some other hotel.
- B it's almost impossible to get a reservation.
- C the summer holiday season.
- D in order to control overbooking.
- E if we wanted to get a room.
- F before they depart.
- G with allocation of accommodation.
- H your reservation.
- I make dinner or theatre reservations for you.

Reservations; Examples of written communication

An e-mail (from a travel agent perhaps):

Date: 13 March, 2010

From: Kate James

To: Park Hotel

No of pages 1.

Subject: Reservation

Could you please reserve a double room with private bath for Mr. and Mrs Thomas Bright? They will be arriving on the 30th of March and staying for 3 nights (departing on the morning of the 2nd of April). They are an elderly couple and want a quiet room near the lift. Look forward to receiving your confirmation, with exact cost.

Regards.

- an e-mail from the guest
(a Letter of reservation)
- an answer from the Reservations
manager
(Confirmation letter)

Letter of reservation, Letter of confirmation

Practice

A letter of reservation

The Manager
Hotel Adriatic
Piazza Rumbold
Brindisi
Italy

Dear Sir,

Could I please book a double room with bath and a single room with bath from 18 to 25th June? My wife and I will be arriving by car with my father, who is quite elderly. I would appreciate if the rooms are quiet and on the ground floor. Please advise me if a deposit is required.

Yours faithfully,
William Bond

A confirmation letter

Dear Mr Wilson,

In reply to your letter of April 22nd, we have pleasure in confirming the reservation of a comfortable twin-bedded room with private bathroom, facing the lake, for three nights, from <ay 28th to May 31st for Mr and Mrs Willson.

The room rate is \$80 per night per person, and it includes a continental breakfast. A deposit isn't required. Your confirmation number is LH2831/5/2.

We are looking forward to your arrival.

Thank you for choosing our hotel.

Yours sincerely,
Elizabeth Jones,
Reservations manager

Mr. / Mrs. / Miss. / Ms.

Dear Sir / Madam,

.....

Yours faithfully.

Dear Mr. Smith

.....

Yours sincerely

A less formal way to end a letter or e-mail is *Best wishes*.

acceptable, guarantee, booked, reply,
accommodation, available, regret

Dear Mrs Blackpool,

In _____ to your letter of the 9th July, for which we thank you, we _____ to say that we are unable to offer you _____. In this hotel during the first fortnight of August, as all our rooms have been _____ for the official delegates of the Arts Congress, which is to be held during the above-mentioned period.

There are still several rooms _____ at the Eden Hotel. The terms at the Eden are slightly lower than at the Grand, but we offer interchangeable lunch and dinner vouchers, making it possible for you to dine, once a day, at the Grand Hotel open/air restaurant.

If this is _____. May we ask you to book as soon as possible, as it is impossible to _____ accommodation after 22nd July

We enclose a booklet and the tariff of the Eden Hotel

Days, dates, numbers

- British English

- 27 Oct
- 27 October
- 27 October 2021
- 27th October 2021
- the 27th of October 2021
- the 27th of October, 2021
- Saturday, 13 April 2019
- Saturday the 13th of April, 2019

- American English

- Sept 6
- September 6
- September 6, 2019
- Monday, September 6, 2019

04/03/19 (m/d/y) - AmE
04/03/19 (d/m/y) - BrE

- April 3 - American English
- 4 March - British English

Days of the week - capital letter

- Monday, Sunday ✓
- monday, sunday X

Months - capital letter

- April, May ✓
- april, may X

prepositions

ON

- days, dates: on Monday , on the first of August

AT

- for clock times and particular periods like weekend: at 7 o'clock, at weekend

IN

- for periods of time, months, a certain year, seasons, parts of the day: in June, in 2010, in spring, in the morning (but at night)

from...to/till...

- from morning till night, from 8 a.m. to 8 p.m.

prepositions

- I never get up early _____ weekend
- The train leaves _____ 7 o'clock
- We arrived _____ Friday and left early _____ the morning _____ Monday
- The sea is usually warm _____ June.
- I'll be in my office _____ 9a.m. _____ 3 p.m.
- We went to the restaurant _____ the evening
- _____ night it began to rain
- They were not at home _____ the second _____ July

ordinal numbers

- 1st
- 31st
- 2nd
- 42nd
- 3rd
- 73rd
- 20th
- 29th
- 40th
- 87th
- 94th

- 1st - first
- 31st thirty-first
- 2nd - second
- 42nd - forty-second
- 3rd - third
- 76rd -seventy-sixth
- 20th- twentieth
- 29th - twenty-ninth
- 40th - fortieth
- 87th - eight-seventh
- 94th - ninety-fourth

- (23/6) Could I reserve a double room for_____
- (1/5 - 30/9) The swimming pool is open from _____to_____
- (15/7) My holidays begin on _____
- (28/11) The guests from room 879 are leaving on_____
- (31/8) We'll be arriving on _____
- (12/7, 13/7) I have a reservation for a single room with bath for two nights, _____

Room numbers

- Room 104
- Room one hundred and four
- Room one oh four
- Say the following numbers:
 - Room 502, 650, 211, 323,
413, 149, 287