

Revision

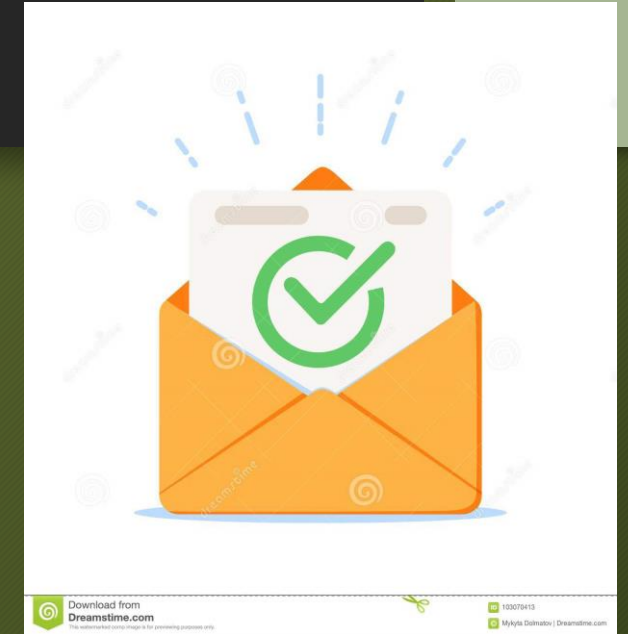
- 1.To reserve a room = to b_____ a room
 - 2.To reach a place = to a_____
 - 3.To leave a place = to d_____
 - 4.To refuse a reservation = to r _____
 - 5.To create a reservation = to m_____
 - 6.To sell more rooms than available = to o_____
 - 7.To allocate = to a_____ a room
 - 8.You can arrive _____a country/city or _____ the building (insert preposition)
 - 9.A sum of money you pay as the first part of the total payment = a d_____
 - 10.Revenue = p_____
 - 11.Check availability _____
 - 12.Cancellation policy -
- 1.to book
 - 2.to arrive
 - 3.to depart
 - 4.to reject
 - 5.To make
 - 6.To overbook
 - 7.To assign
 - 8.in/at
 - 9.Deposit
 - 10. profit
 - 11 see if a room is available for the particular date
 - 12 what happens if the reservation is cancelled

on, at, of, in, from...to

1. I'm ____ the airport. Where are you?
2. The room is ____ the first floor.
3. I was born ____ 6th ____ May ____ 1987.
4. -Where is Sam? - He is ____ school.
5. I usually watch TV ____ the evening.
6. I go to the swimming pool ____ summer.
7. The train leaves ____ 10.30.
8. We arrived ____ Friday. We left ____ Monday. So, we stayed in a hotel
____ Friday ____ Monday.

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.



Guaranteed Reservations

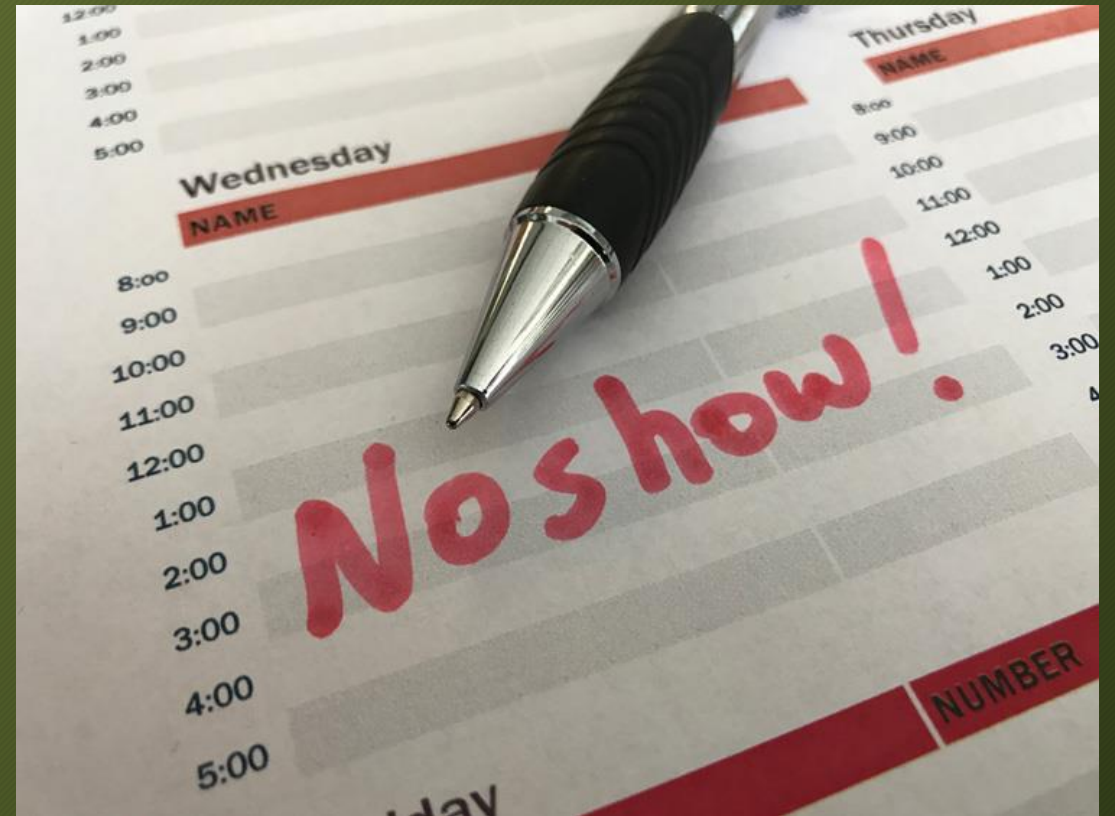
UNIT 3

- to guarantee -to promise that something will happen
- guarantee - a promise that something will happen
- guaranteed reservations
- non-guaranteed reservations



Reading comprehension; vocab.

- hold the room -
Keep the room for a while
- no-show -
a situation in which a guest makes a reservation, but doesn't arrive



- **room rate-**

the price a hotel charges for accommodation

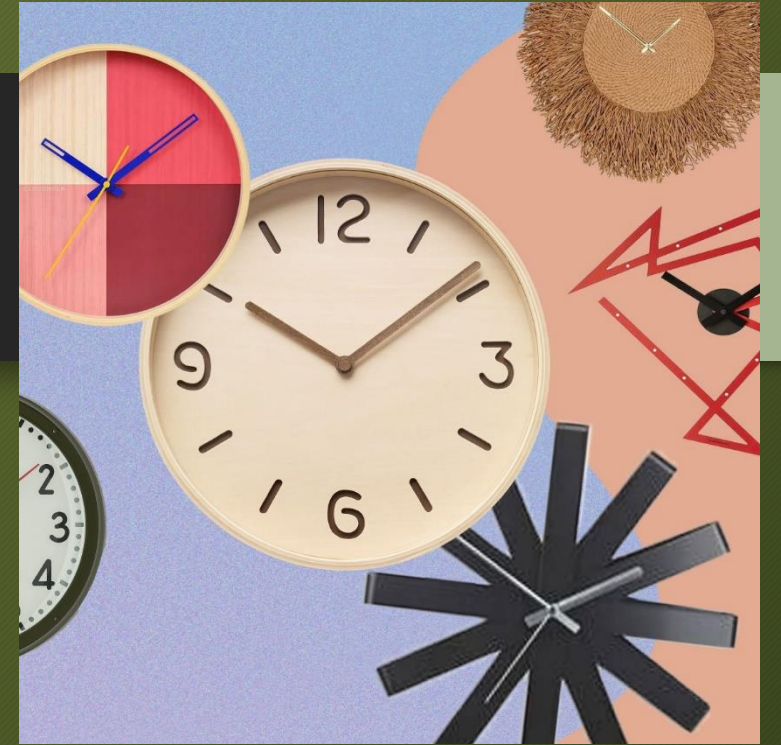
- **tax -**

(an amount of) money paid to the government, which is based on your income or on the cost of goods or services you have bought

- **To retain (the deposit) -**

keep / continue to have

- **Reservation cancellation hour** -
time when reservation is cancelled
and room offered to someone else
- **To release room** -
to add the room to the list of other
rooms available for sale



Guaranteed reservations may be of the following types:

- **Prepayment guaranteed reservations -**

The hotel receives a payment in full before the guest arrives (resort hotels)

- **Credit Card guaranteed reservation -**

A hotel receives payment for *no-show* from the credit card company (commercial hotels)

- **Advance Deposit guaranteed reservations -**

The guest will pay the hotel a specified amount of money before arrival (convention hotels)

Prepayment vs deposit

- paying in full before arrival
 - a sum of money you have to pay in advance
-
- **Advance** -
happening before an event
 - Advance paying/booking
 - Pay in advance

Reading comprehension

Read the text and answer the following questions:

1. What are the main types of reservations?
2. What does a guaranteed reservation assure the guest?
3. What is the guest obliged to do when they make a guaranteed reservation?
4. What does the term “no-show” mean?
5. How do guaranteed reservations protect the hotel’s revenue?
6. What are the main types of guaranteed reservations?
Describe each type.
7. In what types of hotels are they used?
8. What is the usual reservation cancellation hour?

Explain the meaning of the following terms.

1.No-show

2.resort hotel

3.commercial hotel

4.convention hotel

5.guaranteed reservation

6.advance deposit

7.cancellation hour

8.check-out

9.revenue

1.a person who is expected but does not arrive

2. hotel which often contains full-sized luxury facilities with full-service accommodations and amenities.

3.a hotel for transients that caters especially to salesmen

4.A hotel that provides facilities and services designed to host meetings or gatherings

5.reservation secured by a credit card number, deposit or prepayment

6.A sum of money you pay in advance as the first part of the total payment

7.time when reservation is cancelled and room offered to someone else

8.Leave the hotel

9.Profit, income

Complete the sentences using the proper verb: accept, receive, cancel, accept, confirm, reserve

1. Hotels_____ reservation requests in different ways: by mail, by fax, or through an tourist agency.
2. When a reservations agent_____ a reservation, they complete a reservation form and enter information in a reservation diary.
3. I'm sorry, but we cannot_____ the reservation because we don't have a single room available.
4. Mr Jones phoned to _____ his reservation. He apologized and said the trip was put off till May
5. Do you have a single room available for two nights from Friday May 6th? If so, please reserve it for me _____ by fax.
6. Please, _____ one double room with balcony to May 3rd. We'd prefer en suite bathroom, with shower. We require full board.

Practice

If and Unless

- We use if to say that a particular thing can or will happen only after something else happens or becomes true:

I'll pay you double if you get the work finished by Friday.

The first conditional

- *WILL + bare inf. / PRESENT SIMPLE*

1. If it _____ (rain), I _____(not go) to the park.
2. If I _____ (study) today, I _____ (go) to the party tonight.
3. She _____ (be) late if the train _____ (be) delayed.
4. She _____ (miss) the bus if she _____ (not leave) soon.
5. If you _____ (see) her _____ (you/say) hello?

UNLESS means 'except if', 'only if'.

- *You can't get a job unless you've got experience*
- (= *you can only get a job if you have experience*):
- Instead of unless it is often possible to say if not:
- *We'll be late unless we hurry.*
- *We'll be late if we don't hurry.*

Choose the correct word for each sentence

1. A lot of shops won't accept cheques if / unless you have a banker's card with you.
2. A lot of people would be out of work if / unless the factory closed down.
3. They threatened to kill him if / unless he did as they asked.
4. Most wild animals won't attack if / unless they are provoked.
5. I'll let you in if / unless you give me the password.
6. I can't let you in if / unless you give the password.
7. If / unless you work much harder, you won't pass the exam.

- 1.If / unless you work much harder, you'll pass the exam.
- 2.I'm not going to look for another job if / unless the company gives me more money.
- 3.I'm going to look for another job if / unless the company gives me more money.
- 4.He won't speak to you if / unless you ask him a question.
- 5.I'll never speak to her again if / unless she apologises to me.
- 6.You won't know what to do if / unless you listen carefully.
- 7.If / unless you don't listen carefully, you won't know what to do.

SUCCEED, FAIL and
MANAGE.

Succeed - achieve something that you have been aiming for

- *She's been trying to pass her driving test for six years and she's finally succeeded.*
- *He succeeded **in** getting a well-paid job.*



Fail - to not succeed

- *He failed in his attempt to break the record.*
- *She failed to reach the Wimbledon Final this year.*

Sorry,



You Failed



Manage - to succeed in doing something

- *Did you manage to get any bread?*
- *I can't manage all this work on my own.*
- *Don't worry about us | we'll manage!*



Complete the following sentences using the verbs FAIL or MANAGE in the proper form.

1. If this project _____, it will affect not only our department, but also the whole organization.
2. The car's quite full, but we could _____ to squeeze another couple of people in.
3. If you _____ these exams, you can try to pass them next year.
4. How did you _____ to get such a great job.
5. It doesn't matter if you _____, just do your best.
6. I don't know how actors _____, to learn all those lines.
7. Agricultural companies _____ to convince consumers that GM foods are safe.
8. I'm afraid I have to go out for a while. Will you be able to _____ on your own?
9. How do you _____ to work in this heat without air conditioning?
10. My parents will be very angry when I tell them I have _____ my exams.