

RESERVATION INQUIRY OVER THE TELEPHONE

Unit 4

- Control book
- Wall chart
- Computer file
- Guest history records

Hotel Soaltee
Kathmandu
Density Booking Chart
Month..... Year...

| Room Type | Date | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |
|------------|---------|---|---|---|---|----|---|----|---|---|----|----|----|----|----|----|----|----|----|
| | Room No | S | M | T | W | TH | F | SA | A | M | T | W | TH | F | SA | S | M | T | W |
| Single Bed | 101 | | | X | X | X | X | | | | | | | | | X | | | |
| | 106 | | | | | | | X | X | X | | | | | | | | | |
| | 105 | | | | X | X | | | | X | X | X | | | | | | | |
| Double Bed | 108 | | | | | | | X | X | X | | | | | | | | | |
| | 101 | | X | X | X | X | | | | | | | | | | | | | |
| | 109 | | | | X | X | | | | X | X | X | X | X | | | X | | |
| Twin Bed | 112 | | | | | | | X | X | | | | | | | | | | |
| | 115 | | | X | X | | | | | X | X | X | X | | | | | | |
| | 103 | | | | | X | X | | | | | | | | | | | | |
| Duplin | 110 | | | | | | | X | X | X | | | | | | | | | |
| | 115 | | | | | | | | | | X | X | X | X | | | | | |
| | 114 | | X | | | | | | | | | | | | X | X | X | X | X |

GUEST HISTORY CARD

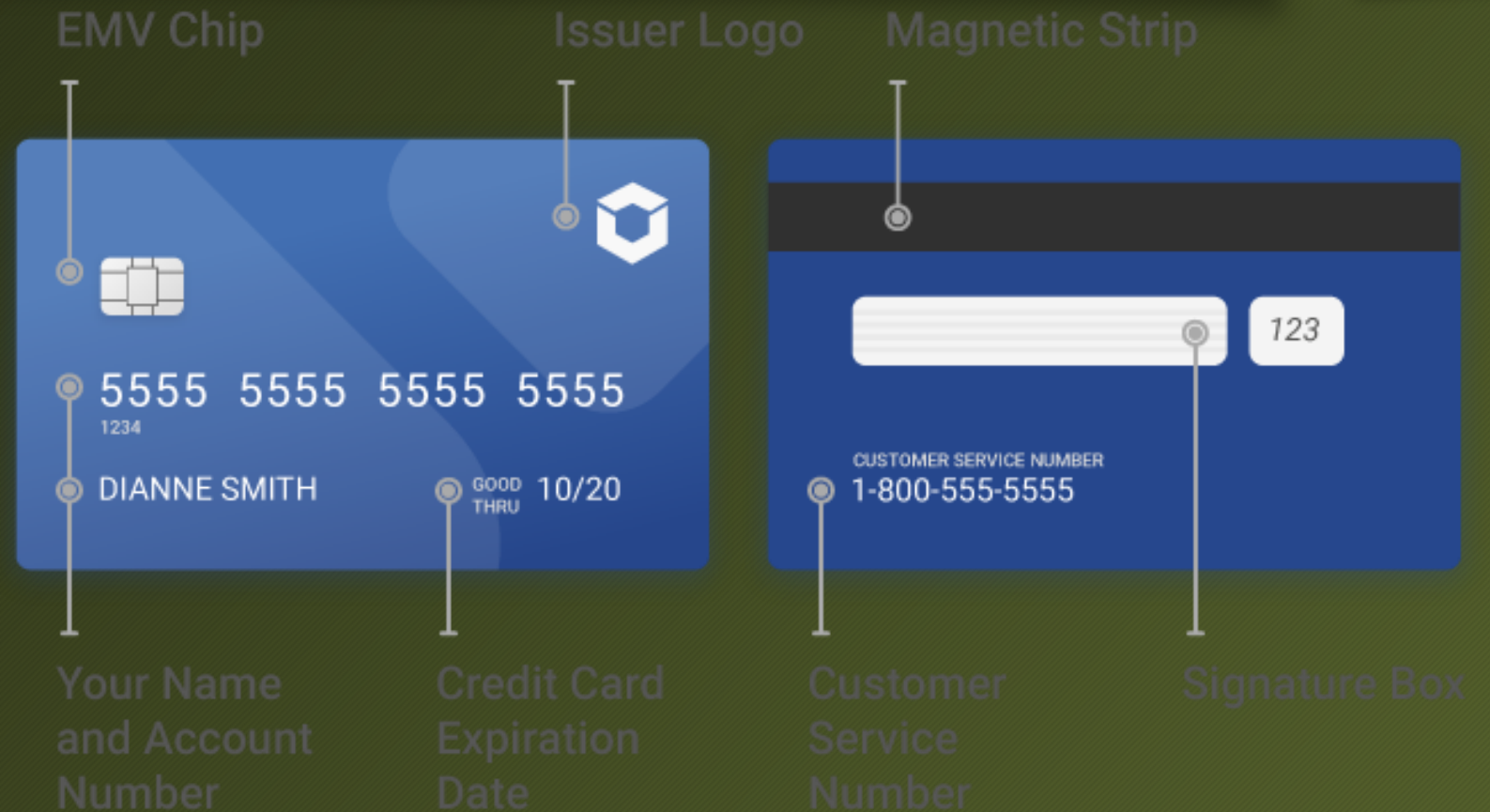
Name Of The Guest : Mr.Solman
Designation : AVP
Credit : Allowed
Marriage Anniversary :23/11/2009

Company : Citi bank
Address : Hitec city
Date Of Birth: 03/11/1981_____

| S.NO | C/I | ROOM NO | RATE | C/O | AMT | SP.INST | REMARKS |
|------|------------|---------|------|----------|-------|------------------|-------------------|
| 1 | 26/11/2009 | 509 | 3450 | 30/11/09 | 25000 | ROOM FACING POOL | NON SMOOKING ZONE |
| 2 | 21/12/09 | 610 | 6420 | 29/12/09 | 31000 | UPSET WITH ROOM | |
| 3 | 15/01/10 | 509 | 3450 | 02/02/10 | 65000 | HAPPY | |

Credit card

- Card number
- Expiration date
- To expire



Stages of a reservation process

- ❖ Picking up a phone
- ❖ Connecting the caller
- ❖ Collecting information about a caller and accommodation
- ❖ Checking availability
- ❖ Accepting/rejecting reservation
- ❖ Registering the reservation
- ❖ Informing the guest about the reservation
- ❖ Saying goodbye.

Stages of a reservation process

- ❖ **Picking up a phone** → The Palace hotel. Peter speaking. May I help you.
- ❖ **Connecting the caller** → Hold the line, please. I'll put you through to Reservations.
- ❖ **Collecting information about a caller and accommodation** → Thank you for calling the Palace hotel. This is the reservations office. Richard's speaking. Can I help you sir/madam? What's your name? / What kind of room do you require/like? /When will you be arriving?/ How long do you plan to stay?/ For how many nights?
- ❖ **Checking availability** → Hang on, sir. I'll check availability.
- ❖ **Accepting/rejecting reservation** → Yes, we have a room available for those dates./I'm sorry, but we can't accommodate you, we are fully booked/ We have no single rooms available for that date.
- ❖ **Registering the reservation** → ask about name, address, credit card number, special requests, etc.
- ❖ **Informing the guest about the reservation** → Your reservation number is / Please confirm in writing.
- ❖ **Saying goodbye.**

- Examples of phone calls
- pp. 33-35

- Practice
- pp. 36-41

Write the corresponding nouns p.36 ex.1

arrive

depart

reserve

book

stay

confirm

cancel

settle

expire

arrival

departure

reservation

booking

stay

confirmation

cancellation

settlement

expiration

join the words to get a special term p.36 ex.2

arrival
phone
expiration
card
guest
check-in
cancellation
computer
wall
reservation
home
non-smoking

history
chart
time
hour
file
number
diary
list
number
address
suite
date

arrival list
phone number
expiration date
card number
guest history
check-in time
cancellation hour
computer file
wall chart
reservation diary
home address
non-smoking suite

complete the sentences

- A guaranteed reservation ensures that your room will be held after 6p.m._____
- If the guest intends to settle their account with a credit card, you should take _____and_____.
- Please inform the guest that our _____ is 11a.m.
- I'm allergic to smoke (cigarettes). Does the hotel have _____?
- Since 1985 the details of all guests who stayed in the hotel are on the computer. The _____ records are not just names, _____,_____ and favourite rooms, they tell a lot about guests' likes and dislikes.
- Before computers became common in hotels, reservation agents recorded reservations in a _____ .
- Based on reservation records and expected arrivals, front office agents create _____for each day.
- In automated hotels, information about a guest's stay is kept in a _____

- cancellation hour
- card number and expiration date
- check-in time
- non-smoking suite
- guest history records, phone number, home address
- a reservation diary
- arrival list
- a computer file

present, past or future simple p.37, ex 3.

- 1. What kind of room_____ (you/require)?
- 2. No, you_____ (not have) to pay full price for children under 12.
- 3. I'm afraid, we _____ (be) fully booked now. I_____ (put) you on the waiting list.
- 4. I_____ (ring) you if there is a cancellation.
- 5. Our hotel_____ (not allow) pets.
- 6. There _____ (be) three reservation cancellations yesterday. At the same time, one person_____ (not cancel) the reservation, but_____ (not arrive).

Frequently asked questions p.37,ex4

1. serve breakfast/lunch/dinner
2. parking
3. fitness centre
4. allow dogs/pets
5. weekend discounts
6. accept credit cards
7. organize sightseeing trips

p.38, ex.1

I'll arrive around 6 in the evening.

I'm going to stay for one week.

My company will pay.

Yes, the company is willing to cover all the expenses.

The daily rate is \$120 per person.

It's an individual booking.

Yes, I will. It's American Express.

For the night of 24th March.

Booking a table