

Registration or check-in

Unit 5

REVISION U4

❖ Guest history

- ❖ A record maintained for each guest who has stayed at the hotel

The screenshot shows a software interface for managing guest records. The window title is 'Guest: Frank, Urs'. It features several tabs: 'Address', 'Statistic Codes', 'Family', 'Company', 'Comments', 'Guest History', and 'Summary'. The 'Address' tab is active, displaying a form with the following fields and values:

- Title (short/long): Mr
- Name: Frank
- First Name: Urs
- Street1: Freimatten 11
- Street2:
- Street3:
- State/Province:
- ZIP / City: 8700 Küsnacht
- Country: CH
- Country Code: 1
- Gender: ☒ Male ☐ Female ☐ Family ☐ Other
- Nationality: CH
- Passport No: 12496890-YG
- Profession: Director
- Acad. Rec. Number:
- Guest ID: 1128
- Phone 1: ++41 44 712 00 56
- Phone 2:
- Fax: ++41 44 712 01 56
- Mobile: ++41 76 123 45 67
- email address: ufrank@winlabs.ch
- Date of Birth: 14.06.1954
- Place of Birth: Zolingen
- Language: 2 German
- Mail Language: 2 German
- Car Registration #: ZH 2201
- Guest Type: ☒ Guest History ☒ Keep Details
- ☒ Guest ☐ Agent ☐ Company ☐ Other ☐ Internal

At the bottom, there are buttons for '< >', 'Delete', 'Save', and 'Cancel'.

❖ Stages of a reservation process

1. Picking up a phone
2. Connecting the caller
3. Collecting information about a caller and accommodation
4. Checking availability
5. Accepting/rejecting reservation
6. Registering the reservation
7. Informing the guest about the reservation
8. Saying goodbye

Check-in at a hotel

- to check in - to say who you are when you arrive at a hotel so that you can be given a key for your room
- Welcome the guest
- Check the guest's reservation status
- Create the registration record
- Assign/allocate the room and rate
- Establish the method of payment
- Give/issue the room key (card)
- Fulfil special requests

Welcome the guest

- Good morning/afternoon/evening
- How can I help you? / It's nice to s



Check reservation status

- Do you have a reservation? / Can you give me your reservation number/ Can you give me your name, please?
- May I have your passport/ID?



Creating the registration record

- - a collection of important information about the guest
 - name, address, phone number
 - length of stay
 - method of settlement
 - special requests

Registration card

www.setupmyhotel.com



Hotel Cloud 9
Well Mount Road
22nd Block
PH: 11 11 11111
FAX: 11 11 11112
www.setupmyhotel.com
admin@setupmyhotel.com

REGISTRATION CARD

Title		Family/Surname*		First Name*	
Arrival Date		Departure Date		Daily Rate/Guests	
6					
Room No.		Membership		Company Name	
1016				www.setupmyhotel.com	
American Express <input type="checkbox"/>		JCB <input type="checkbox"/>		Credit Card Number & Expiry Date	
Diner's Club <input type="checkbox"/>		Visa <input type="checkbox"/>			
Euro/MasterCard <input type="checkbox"/>		Other <input type="checkbox"/>		VA XXXXXXXXXXXX1111 XX/XX	
Business Address <input type="checkbox"/>		Private Address <input type="checkbox"/>			
Street		State/Postal Code		City	
Country*		Telephone		E-Mail	
United States					
Date & Place of Birth*		Nationality*		Passport/ID Number*	
Issue Date*		Place of Issue*		Expiry Date*	

Important: Money, jewels and other valuables are brought to the Property (your hotels name premises) at the guest's sole risk. The Property (Mention your hotel name) and / or the management accept no liability and shall not be responsible for any loss or damage thereto and guests remain solely responsible for the safekeeping of any such items.

Notwithstanding any method of payment, I agree that I am personally liable for all costs and charges incurred in the event that any such costs and charges are not paid in full and confirm that my responsibility and liability in that regard is not waived or released in any way.

I consent to the usage of my personal information for administrative and marketing purposes. The hotel guarantees not to disclose information to third parties other and affiliated companies.

By signing this form, I consent to the use of my personal information for the purpose described above

Guest Signature	Date	Checked In By

We respectfully remind you that check-out time is 12 noon

Assign/allocate room and rate

- The room rate is \$100 per night, including continental breakfast.

Establish method of settlement/payment

- How are you going to settle the account?
- How do you plan to pay, in cash or by credit card?
- Can I have your credit card, please?
- Your company is covering all the expenses.



Give/issue /hand the room key (card)

- Here's your key (card).
- Don't say the room number out loud.



Special requests

- Ground floor
- Airport transfer
- Pets
- Cribs
- Rollaway bed
- Smoking/non-smoking suit



bellperson

- shows/follows/escorts the guest to the room
- takes the luggage
- informs the guest about the hotel facilities, restaurant working hours etc.



Walk-in

- someone who goes to a place (e.g. hotel, restaurant) without an appointment (= an arrangement made in advance) / (reservation)
- *Although the restaurant will take walk-ins, reservations are recommended.*



Essential vocabulary

- To register
 - Registration
 - Registration card/record
-
- To sign
 - Signature

A handwritten signature in black ink, reading "Paul Winfrey". The signature is written in a cursive style with a large, circular initial "P" and a long, sweeping underline.

p.45 ex 1 - Explain the following terms

- Walk-in guest
- Method of settlement
- Registration record
- Registration card
- Rollaway bed
- Room rate
- Emergency exit

hand/assign/fill in/sign/confirm/escort/stay/ pick up

- Our hotel is attractive to pilots because we offer transport to and from the airport. That is why 40 pilots _____ in our rooms every week. We made our check-in process very easy for them. Reservations _____ rooms to pilots as soon as they get reservation requests from the air company. We usually _____ pilots from the airport. The driver _____ each pilot a special packet. It includes a registration card and a room key. The pilots don't have to _____ the registration card because Reservations prepare it in advance using a computer file. Each pilot checks it and _____ the card. In this way, they _____ room rate, arrival and departure dates, room number. The driver takes them to the hotel where a bellperson meets them and _____ to their rooms.

- Our hotel is attractive to pilots because we offer transport to and from the airport. That is why 40 pilots **stay** in our rooms every week. We made our check-in process very easy for them. Reservations **assign** rooms to pilots as soon as they get reservation requests from the air company. We usually **pick up** pilots from the airport. The driver **hands** each pilot a special packet. It includes a registration card and a room key. The pilots don't have to **fill in** the registration card because Reservations prepare it in advance using a computer file. Each pilot checks it and **signs** the card. In this way, they **confirm** room rate, arrival and departure dates, room number. The driver takes them to the hotel where a bellperson meets them and **escorts** them to their rooms.

grammar

asking people to do something

- Can you wait a moment, please?
- Could you sign here, please?

offering something to people

- Would you like a suite on the executive floor?

making requests/ giving orders

- If you have any problems/questions, please let me know.
- Put your name on the first line, please.
- Don't forget to fill up the mini bar.

ask for permission

- Could I see your passport, please?
- May I have your phone number?

ask someone to do the following - can/could you...

- fill in this form
- sign your name at the bottom of the card
- write your address
- give your date of birth
- Check through the details.
- Indicate the method of settlement.
- write your passport number

Could you fill in this form, please?

...

make offers - would you like...

- A table for dinner
- A room with a balcony
- A non-smoking room
- A room with a bath or shower
- A wake-up call
- A garage space for your car

Would you like a table for dinner?

...

invite someone to do the following - would you like...

- To use our business centre
- To reserve a table for dinner
- To pay in advance
- To make a booking

Would you like to use our business centre?
...

ask for permission - may/could

- See/have your passport credit card number
- have your name, phone number and email address
- clean the room
- leave our luggage in the cloakroom

May I have your credit card number?

...

talking about future: WILL

- **decision at the moment of speaking:**

I'll just check if we have a single room available now.

- **offer to do something:**

I'll fill in the other parts of the form for you.

- **Promise or agreement:**

I'll send the maid to your room right away.

- **questions:** Will you check...? (inversion)

- **negative:** I won't do that again. (=will not + bare inf.)

- This leaflet _____ (tell) you all about the hotel facilities.
- Don't worry, I _____ (wake) you at 3 o'clock in the morning.
- There _____ (not be) a conference this year.
- Do you think the guests _____ (arrive)?
- The guest definitely _____ (not like) it.
- I _____ probably _____ (leave) early.

This leaflet will tell you all about the hotel.
Don't worry, I'll wake you up early.
There won't be a conference this year.
When do you think the guests will arrive?
The guest definitely won't like it.
I'll probably leave early.

Practice pp. 50,51

- Ex 8.

1. John and Mary :

Clean the bath + / make some coffee X

We won't clean the bath now. We'll make some coffee.

- Sweep the floor+ / have breakfast -

2. Ann:

- make the bed + / pack my bag X

- phone my mother + / phone for a taxi X

3. Tom:

- borrow a tent + / buy a sleeping bag X

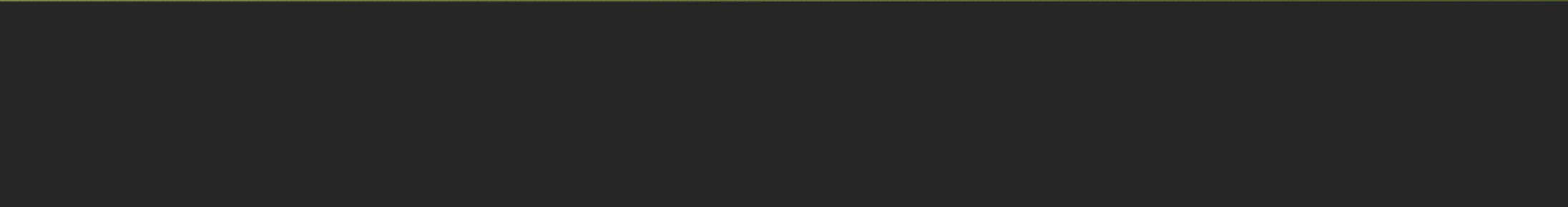

- wash the car + / check the tyres X

Indirect questions: Can you tell me....? / Do you know....?

- I. Is breakfast included into the room rate?
- Can you tell me **IF** the breakfast is included in the room rate?
- II. **Where** is the post office?
- Can you tell me **WHERE** the post office is?

Asking questions. Make up indirect questions from the following direct ones. Begin your new question with:

1. Is breakfast included into the room rate?
2. Have they cleaned the room?
3. Is the room ready now?
4. Are safe deposit boxes available?
5. Do you provide blankets or duvets?
6. Is a bath robe provided?
7. Is there a hair dryer in the bathroom?
8. Have you stayed with us before?
9. Do you have a reservation?
10. Do you prefer a room on the upper or on the lower floors?
11. Does the hotel allow pets in the guestroom?

- 
- 
1. Where's the post office?
 2. When is breakfast served?
 3. When does the restaurant open?
 4. When do they clean the room?
 5. How often do they change bed linen?
 6. How long does it take to get to the post office?
 7. How far is it from here to the cathedral?