

Chapter

1 Room Reservations

客房预订

Objectives 学习目标:

- How to receive reservations 如何接待预订
- How to confirm reservations 如何确认预订

Listen-in 热身活动

A. Listen to a passage about hotel room types. Put appropriate terms under the pictures.

1. Connecting Room
2. Double Room
3. Double-double Room
4. Family Room
5. Junior Suite
6. King Room
7. Quad Room
8. Queen Room
9. Single Room
10. Suite Room
11. Triple Room
12. Twin Room



A.



B.



C.



D.



E.



F.

English Scenarios



G.



H.



I.



J.



K.



L.

B. Discussion.

1. To make a room reservation, what information do you need to get from the guest?
2. Put the following items in logical order.

Random Order	Logical Order
Name of the Guest	(1) _____
Contact Address	(2) _____
Room Types	(3) _____
Room Rates	(4) _____
Date of Arrival	(5) _____
Date of Departure	(6) _____
Mode of Payment	(7) _____
Special Remark (if any)	(8) _____
Reservation Made by Person or Company	(9) _____

Part I Dialogues

Dialogue 1 Taking an FIT Reservation^① 接待散客预订

Context: Su Hui works as the reservationist for Evergreen Hotel. She is receiving reservation requests from Ms. Johnson on the phone.

Pre-listening questions: 1) With the help of the pictures given below, could you describe the hotel room that Ms. Johnson would like to reserve?



2) The staff made a mistake when taking Sarah's reservation. What was it?

Staff: Good morning. Reservations. Su Hui speaking.^② How can I help you?

Sarah: Good morning. I'd like to reserve a room for my husband and me, please.

Staff: Certainly, madam. And what type of room do you prefer?^③

Sarah: Do you have a double room for next Thursday?

Staff: Just a moment. Let me check, please.

Sarah: Oh, we'd like the one with the balcony facing the courtyard. Non-smoking if possible.

Staff: That would be one of our business suites. They all have queen size beds.

Sarah: That's fine.

Staff: For how many nights do you stay?

Sarah: Three. Thursday, Friday and Saturday. From January the 10th to the 12th.

Staff: Good. We have a room available, non-smoking.

Sarah: Okay. How much is it?

Staff: It's RMB 1,500 yuan per night including breakfast.

Sarah: Okay. That'll be fine. And could you reserve a table for us in the restaurant? You see we are arriving in the evening at about 7:30.

Staff: Yes, madam. Would you like me to book a table for you, say, at 8:00 on Thursday evening?

Sarah: Yes, please.

Staff: May I have your name, please?

Sarah: Ms. Sarah Johnson.

Staff: That's Sarah S-a-r-a.

Sarah: r-a-h. Johnson, J-o-h-n-s-o-n.

Staff: Yes, madam. Sarah Johnson. And could I have a contact number?

Sarah: Yes. My mobile number is 04565456484.

Staff: Good.

Sarah: Can you say that back to me, please?

Staff: Certainly, Ms. Johnson. 04565456484.

Sarah: That's right.

Staff: Good. So you've booked a queen-sized room from next Thursday, January the 10th to Sunday, January the 13th.

Sarah: Actually, instead of the 13th, it should be the 12th, Saturday.

Staff: That's it. Sorry about that. Three nights, Thursday, January the 10th to Saturday, January

English Scenarios

the 12th. Checking out on Sunday, the 13th. Is that right?

Sarah: Exactly.

Staff: Non-smoking with the balcony facing the courtyard.

Sarah: Perfect.

Staff: And I've reserved a table for you and your husband in the restaurant at 8 p.m.

Sarah: Great.

Staff: Will there be anything else, Ms. Johnson?

Sarah: No, that's all.

Staff: Thank you for choosing the Evergreen. Goodbye. Have a nice day.

Sarah: Thanks. Bye.

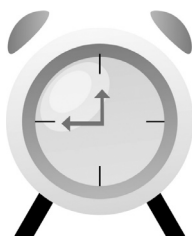
Dialogue 2 Taking a Corporate Reservation^④ 接待公司预订

Context: John Evens with Leslie International Ltd. is calling the reservations of Evergreen Hotel to reserve rooms for his colleagues. Su Hui takes his requests.

Pre-listening questions: 1) What is the hotel's check-in time? Choose the correct answer from the following:



A.



B.



C.



D.

2) Who will confirm the payment details?

Staff: Good afternoon. Reservations. Su Hui speaking. How may I help you?

Guest: Good afternoon. This is John Evens with Leslie International Ltd. here. Please reserve two single rooms.

Staff: When is that for, please?

Guest: Two nights. From October the 15th through October the 16th.

Staff: Please hold the line for a moment. I see your company has an arrangement with this hotel for deluxe rooms. The rate will be RMB 989 yuan per night.

Guest: OK, that'll be fine.

Staff: May I have the guests' names, please?

Guest: That's Mr. T for Tom Long, and Mr. D for David Smith.

Staff: What time will they be arriving?

Guest: They are arriving by air on Flight MU 536, at 12:10 p.m.

Staff: MU 536, arriving at 12:10 p.m. Our check-in time is 2:00 p.m., so we will try our best to accommodate the guests should they check in before that time.^⑤

Guest: Yes, I understand.

Staff: Will the company settle the full account?

Guest: The guests will settle their own expenses on check-out, except the accommodation.

Staff: Can you confirm those payment details in writing, please?

Guest: Yes, I'll fax our confirmation to you.

Staff: Two deluxe singles at a rate of RMB 989 each per night, in the names of Mr. Tom Long, and Mr. David Smith, check-in date Friday October the 15th, check-out date Sunday October the 17th. You will confirm the billing arrangement in writing.

Guest: Yes, that's correct.

Staff: Thank you, Mr. Evens. I hope we can be of help again soon. Goodbye.

Dialogue 3 Taking a Guaranteed Reservation[®] 接待有保证预订

Context: Mr. Roberts telephones the reservations of Evergreen Hotel to reserve one guaranteed single room. The reservation clerk asks for the necessary details.

Pre-listening questions: 1) How long will the customer be staying in the hotel?
2) How does the guest guarantee the reservation?

Staff: Good morning. Reservations. Su Hui speaking. How may I help you?

Guest: Good morning. I'd like to reserve a single room. I'll be going to Shanghai from New York next month.

Staff: May I know your arrival and departure dates, please?

Guest: From Tuesday October the 3rd to Thursday October the 5th.

Staff: That'll be two nights. One moment, please. ...Yes, we can do a standard single for RMB 800 yuan per night, or a superior single for RMB 1,000 yuan per night. Which do you prefer?^⑦

Guest: I'll take one standard single room.

Staff: May I have your surname and initials, please?

Guest: Yes, my name is Mr. D. Brown, B-R-O-W-N.

Staff: Is this a company booking, Mr. Brown?

Guest: No, I'm on a personal trip.

Staff: Do you wish to guarantee the room?

Guest: Yes, I need to.

Staff: Will that be your credit card or will you pay in advance?

Guest: My credit card, please.

Staff: May I know the type of card and the card number?

Guest: Yes, it's my American Express. The card number is 8643-2003-2105, expiration date 12/28/2018.

Staff: Thanks, Mr. Brown. One standard single room arriving on Tuesday October the 3rd and departing on Thursday October the 5th, in the name of Mr. D. Brown. The rate for the room will be RMB 800 yuan per night. This is a guaranteed reservation and the room will be held for you if you arrive at the hotel after 6:00 p.m. Your credit card number is 8643-2003-2105. Am I correct?

English Scenarios

Guest: Yes, that's correct. Thank you for your help. Goodbye.

Staff: Goodbye, Mr. Brown. We're expecting your coming.

Dialogue 4 Changing the Booking 变更预订

Context: Mr. Clinton, a local travel agent, has booked rooms in Evergreen Hotel in the name of Claude Travel. But due to his customer's requests for changes in the booking, he calls the Reservations again to alter his booking.

Pre-listening questions: 1) What are Mr. Clinton's requests for changes in the booking?
2) How does Su Hui confirm the changes?

Staff: Good morning. Reservations. Su Hui speaking. How may I help you?

Guest: Good morning. Claude Travel. I'm calling to revise the reservation we made yesterday.

Staff: Can you tell me who made the reservation, please?

Guest: Our secretary, in the name of[®] Leslie Fong.

Staff: Just hold the line for a moment, sir. ... Yes, I can see it. What are the changes?

Guest: We'd like to cancel one double room.

Staff: No problem. What else, sir?

Guest: Our customers want to have deluxe singles instead of standard singles, if possible.

Staff: One moment, please. Yes, deluxe singles are available. I'll upgrade ten standard singles to deluxe rooms. May I have your name, please?

Guest: My name is Mr. L. Clinton, C-L-I-N-T-O-N.

Staff: What is your telephone number?

Guest: 66558899, extension 208.

Staff: That's 66558899, extension 208. Are there any other changes, Mr. Clinton?

Guest: No, so far so much.

Staff: Very good, sir. Let me confirm the details with you. You've reserved ten deluxe singles and five twin-bedded doubles for five nights in the name of Claude Travel. The changes and cancellation were made by Mr. L. Clinton. And your confirmation number is C55662.

Guest: Yes, sorry to have caused you the trouble.

Staff: Not at all. I'm always at your service.

Vocabulary Study 词汇学习

reservation /ˌrezə'veɪʃn/ n.	预订
FIT reservation	散客预订
reservationist /ˌrezə'veɪʃnɪst/ n.	预订员
Evergreen Hotel	长青饭店
courtyard /'kɔ:tjɑ:d/ n.	庭院
business suite /swi:t/	商务套房
queen size bed	大号床

contact number	联系电话
corporate /'kɔ:pəreɪt/ adj.	公司的
corporate reservation	公司预订
hold the line	别挂断电话
deluxe /dr'lʌks/ adj.	豪华的
rate /reɪt/ n.	价格；费用
check-in	入住登记
accommodate /ə'kɒmədeɪt/ v.	提供住宿
settle /'setl/ v.	结账
account /ə'kaʊnt/ n.	所欠账目
check-out	离店结账
confirm /kən'fɜ:m/ v.	确认
fax /fæks/ v.	传真；用传真发送
be of help	提供帮助
guarantee /,gærən'ti:/ v.	保证
guaranteed reservation	有保证订房
departure date	离店时刻
initial /ɪ'nɪʃl/ n.	起首字母
on a personal trip	私人旅行
credit /'kredɪt/ n.	信用；（银行）存款
credit card	信用卡
in advance	提前
American Express	美国运通卡
expiration /,ɛkspɪ'reɪʃn/ n.	信用卡截止有效日期
hold /həʊld/ v.	保留
travel agent	旅行社
due to	因为，由于
alter /'ɔ:ltə(r)/ v.	变更
revise /rɪ'vaɪz/ v.	修改
cancel /'kænsəl/ v.	取消
instead of	取代
if possible	如果可能的话
available /ə'veɪləbl/ adj.	有空的
upgrade /ʌp'greɪd/ v.	升级
extension /ɪk'stenʃn/ n.	（电话）分机号
so far so much	到目前为止就这些
confirmation number	确认号
at one's service	乐意效劳/帮助

Notes: 注释

1. Taking an FIT Reservation 接待自由行（境外）散客预订

FIT: Free (Foreign) Independent Traveler, normally requiring accommodation only. 自由行（境外）散客。通常只需要住宿服务。

2. Su Hui speaking. 我是苏慧。

此句是电话用语This is Su Hui speaking.的缩略形式。类似的说法还有：This is Su Hui. 或Speaking.等，但Speaking.不适合饭店接待要求。

3. And what type of room do you prefer? 您要哪种房型？

宾馆或饭店客房分类方法有多种。按房间内床位数量与大小来分，有以下房型：

房型	房内床位数	每间客人数
单人房 (Single)	1	1
双人对床房 (Twin)	2	2
双人房 (Double)	1	2
套房 (Suite)	房内分两个区：卧室和休息室。套房卧室内放置一张特大双人床	

按房内装修程度，客房可分为：

房型
标准单人房 (Standard Single)
高档单人房 (Superior Single)
豪华单人房 (Deluxe Single)
标准双人房 (Standard Double)
高档双人房 (Superior Double)
豪华双人房 (Deluxe Double)
标准双人对床房 (Standard Twin)
高档双人对床房 (Superior Twin)
豪华双人对床房 (Deluxe Twin)
套房 (Suite)

4. Taking a Corporate Reservation 接待公司预订

公司订房是饭店收入的一个重要客源。客人包括来公司商谈的散客，还包括参加公司活动、会议、销售培训、商务论坛等的团体客人。其他预订还包括旅游团预订（GIT—Group Inclusive Tour）。

5. ...so we will try our best to accommodate the guests should they check in before that time. 如果他们在此时间之前入住登记，我们将尽量为他们安排。

Should they check in before that time : If they should check in before that time.

e.g. Should someone ask for me, ring me up. 如果有人找我，就打电话通知我。

6. Taking a Guaranteed Reservation 接待有保证预订

有保证客房预订是通过下列方式来完成：1) 预收款（Prepayment）保证预订：客人提前支付足额房租；2) 信用卡（Credit Card）保证预订：记下客人信用卡号码，如果客人没有按预订要求来饭店使用客房，饭店可向持卡人收取费用。这是最常用的一种有保证预订方式。世界著名信用卡有：美国运通卡（American Express）、万事达卡

(Master)、大来俱乐部卡 (International Diner's Club)、维萨卡 (Visa)、长城卡 (International Great Wall) 等; 3) 押金 (Advanced Deposit) 保证预订: 客人提前支付一天房租; 4) 合同/协议 (Contract or Agreement) 保证预订: 饭店与公司有协议在先, 无论公司预订客房是否被使用, 房租均由公司承担。

7. **Yes, we can do a standard single for RMB 800 yuan per night, or a superior single for RMB 1,000 yuan per night. Which do you prefer?** 是的, 我们提供每晚800元的标准单人房, 也备有每晚1,000元的高档单人房。您倾向于选择入住哪种房间?

该句体现了预订员的增销 (upselling) 技巧。增销其实就在于接待员问客人一个简单的问题: “Would you like a better room?”, 或者 “We can do a standard single room for \$250 per night, or a deluxe single room for \$ 500 per night. Which do you prefer?” 如果得到了客人的同意, 既可以增加客人的体验价值, 也可以为饭店和员工带来更多利润。前厅部的增销主要取决于入住登记时的客房出租情况。根据前厅增销规定, 接待员有给予客人一定折扣的自主权。当然, 管理方会规定一个 rack rate (标准价), 在入住以外的场合报 rack rate, 还会规定一个 floor rate 或 minimum premium (最低优惠价)。在向客人建议更昂贵的客房选择时, 要解释房型和房内设施有何不同。通常, 临时客人、大家庭和来饭店举行庆祝活动的客人是理想的增销对象。另外, 增销对象还包括那些不了解客房类型的客人, 尤其是那些通过旅行社, 助理等第三方预订客房的客人。

8. **in the name of** 以 (某人) 的名义, 在 (某人) 的名下

e.g. She called Evergreen Hotel to reserve fifteen deluxe double rooms for three nights in the name of Fortune Travel.

她打电话到长青饭店, 以财富旅行社的名义订了十五间豪华双人房, 时间是三个晚上。

课内练习

Exercise 1: Match the expressions on the left with the best meaning on the right. 找出下列各词的意义。

- | | |
|------------------|---|
| 1. ___ reserve | a. able to be used |
| 2. ___ rate | b. to tell sb. that a possible arrangement, date, time etc. is now definite |
| 3. ___ guarantee | c. a fixed standard room charge or payment |
| 4. ___ available | d. to arrange for a place in a hotel, restaurant, plane etc. to be kept for sb. |
| 5. ___ confirm | e. to promise to pay for the room even if it is not used |

Exercise 2: Complete the following with words or expressions from the dialogues. 用对话中所学到的词汇或短语完成下列句子。

- C _____ guaranteed reservations are the most common form of guaranteed reservation.
- A guaranteed reservation assures the guest that the hotel will h _____ a room until a specific time of the day following the guest's planned arrival date.

English Scenarios

3. A prepayment reservation requires that a payment in full be received i _____.
4. If a guest stays until the night of the 12th and leaves on the morning of the 13th, the d _____ is the 13th, not the 12th.
5. He telephones the hotel to book eight single rooms for three nights i _____ Erica Travel.

Part II Listening & Speaking

1. Functional Sentences 功能句

接预订电话或接待上门预订客人

Good morning. _____

Reservations. Su Hui speaking.	早上好！我是订房部苏慧。
Reservations. Su Hui speaking. How may I help you?	早上好！我是订房部苏慧。有何吩咐？
How can I help you?	早上好！有何吩咐？
Welcome to Evergreen Hotel! May I help you?	早上好！欢迎您光临长青饭店。有何吩咐？

获取预订信息

_____ do/will you _____ ?	
How many nights ...require the room	请问您要住几天？
How long ...plan to stay	请问您打算住多久？
What type of room ...require	请问您要哪种房型？
How many rooms ...require	请问您要几间房？

May I have _____ , please?

your surname/initial/your telephone number/your fax number/the company name/the company address/credit card number/the way to contact you	请问您的姓氏/起首字母/电话号码/传真号码/公司名称/公司地址/信用卡号码/如何与您联系？
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_____ , please?

For how many/How many was it for	请问有几位要订房？
For how many nights/For which dates	请问您要住几天/住哪几天？
Who is the booking for	请问您要以谁的名义订房？
Can you spell the surname	请问如何拼写您的姓氏？
Your date of arrival/Your date of departure	请问抵店/离店日期？

How would you like _____ ?

a deluxe double/a deluxe suite	您觉得一间豪华双人房/豪华套房怎么样？
the way of payment/to pay the prepayment to guarantee the booking	您想要何种付款方式？/如何交预付款？ 您想要何种保证订房？

Is it _____ ?

a company booking/a private booking/a group booking/a guaranteed reservation	请问您是公司订房吗/个人订房吗/团队订房吗/有保证预订吗？
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请客人等待

_____, please, sir/madam.

One moment/Just a moment/Hold the line for a moment/Let me have a check	请稍候/请稍等/请别挂机/让我核查一下, 先生/女士。
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房价

We can do _____ for _____ per night.

a standard twin-bedded room ...RMB 860	我们有标准双人对床房, 每间每天860元。
a deluxe twin ...RMB 1,000	我们有豪华双人对床房, 每间每天1000元。
a standard twin-bedded room ...RMB 860, or a deluxe twin ...RMB 1,000	我们有标准双人对床房, 每间每天860元; 我们还有豪华双人对床房, 每间每天1000元。

We charge _____ for _____ per night.

RMB 860 ...a standard twin-bedded room	标准双人对床房, 每间每天860元。
RMB 1,000 ...a deluxe twin	豪华双人对床房, 每间每天1000元。
RMB 860 ...a standard twin-bedded room, or RMB 1,000 ... a deluxe twin	标准双人对床房, 每间每天860元; 豪华双人对床房, 每间每天1000元。

The price /rate for _____ is _____.

a deluxe single ...RMB 960 per night	豪华单人房, 每间每天960元。
a minimum of ten rooms ... 15 percent off	如果起订十间房, 可以享受八五折的优惠。

询问航班班次和抵达时间

How are you arriving? 请问您的抵达方式?

Do you have _____?

the flight number and the arrival time for the guest	您有客人航班号和抵达时间吗?
the estimated time of arrival	您大概几点钟抵达?

确认预订

We (can) confirm _____.

ten standard doubles from May the 7 th to the 9 th	我们确认十间标准双人房, 时间是从五月七日至九日。
your credit card guaranteed reservation	我们确认您的信用卡保证房预订。
your prepayment guaranteed reservation	我们确认您的预付款保证房预订。
advance deposit guaranteed reservation	我们确认您的押金保证房预订。
travel agent guaranteed reservation	我们确认您的旅行社代理保证房预订。
contract guaranteed reservation	我们确认您的合同保证房预订。

We can guarantee/hold _____.

you the rooms booked after October the 17 th	我们保证您十月十七日以后的订房。
the room until 6:00 p.m.	我们将您的订房保留到下午六点钟。

English Scenarios

订房已满

I'm sorry, but _____.

all rooms are taken	对不起，所有客房都已经订满了。
we have no vacancies at the moment	对不起，现在没有空房。
we're booked up	对不起，我们没有空房。

2. Answer the following questions, using courteous and professional English. 用礼貌和专业的英语回答下列问题。

For each question, choose one or more appropriate answers. Then listen for the correct answers and repeat after the recording, paying attention to the fluency and tone of your voice. 根据本章要点，选择一个或多个恰当的表述语。然后听录音，并跟读，注意流畅及声调。

- 1) What would you say when receiving a reservation call?
 - A. Good morning. Reservations. Su Hui speaking. How may I help you?
 - B. Good morning. Welcome to Evergreen Hotel! May I help you?
 - C. Hi, Reservations, Su Hui speaking. How may I help you?
 - D. Good morning, Miss. How may I help you?
- 2) Could you make courteous phrases, using the guest's name?
 - A. Thank you, Mr. Smith.
 - B. Yes, please, Wang sir.
 - C. For how many nights, please, Mr. Tate?
 - D. Goodbye. Mrs. Jones.
- 3) What would you say to get the guest's name?
 - A. What name, please?
 - B. May I have your name, please?
 - C. Could you spell your name, please?
 - D. What's your name, please?
 - E. May I know your initials, please?
- 4) How would you sell a more expensive type of room to the guest?
 - A. We have deluxe suites. Do you like it?
 - B. I can do a standard twin-bedded room for RMB 800 per night, or a deluxe twin at the special rate of RMB 1,000 per night.
 - C. Since you're traveling on business, I'd definitely recommend the executive level rooms.
 - D. The concierge floor has a lounge.
 - E. As a guest on this floor, you'll have 24-hour access to our executive lounge.
- 5) How would you get the guest's contact information?
 - A. May I have your telephone number?
 - B. Could you tell me your fax number and your address?
 - C. Can you tell me the company name and the company address?

- D. Will you tell me your email address?
- 6) What would you say to repeat the details back to the guest to ensure correction?
- A. You are arriving on the 4th and leaving on the 7th, right?
- B. Can you confirm those payment details in writing, please?
- C. That's 65658899, extension 208. Am I correct?
- D. Let me go over the details. One standard single room arriving on Tuesday October the 3rd and departing on Thursday October the 5th.
- 7) What would you say to close the telephone conversation pleasantly, thanking him or her for the reservation?
- A. Thank you for calling. Have a nice day.
- B. Thank you for your reservation.
- C. Goodbye, Mrs. Jones. Have a nice day.
- D. We look forward to seeing you soon.

课内练习

Exercise 1: Listen to the short dialogues. Fill in the blanks. Then practise with your partner. 听对话，填空，并与同桌对练。

Dialogue 1

Staff: Good afternoon. Majestic Hotel. Reservations. _____. How may I help you?

Guest: Good afternoon. I'd like to book a room.

Staff: What type of room _____?

Guest: A deluxe twin, please.

Dialogue 2

Staff: Good morning. San Felice Hotel. Reservations. Laura speaking. _____?

Guest: Good morning. I'd like to reserve a room for next Monday.

Staff: Yes, for how many nights will you _____?

Guest: Three nights, please.

Dialogue 3

Staff: May I have your _____, please?

Guest: Yes, my name is Mrs. D. Truman.

Staff: _____ the surname, please?

Guest: Yes, it's T for Tom, R for Ronald, U for Uganda, M for Mike, A for Alpha, N for Nancy, and _____.

Dialogue 4

Staff: Do you have the guest's _____?

Guest: Yes, they are arriving by air on flight AY 336, arriving at 11:01 a.m.

Staff: AY 336, 11:01 a.m. Thank you. Will the company _____?

Guest: Yes. Please send the bill for all the expenses to this company.

English Scenarios

Dialogue 5

Staff: Good morning. Regency Hotel. Lionel speaking. How may I help you?

Guest: Hello, Regency Hotel? I am just calling because I need to change the _____
_____. It's booked under my name, Nancy Reeds, R-E-E-D-S.

Staff: I'll just have a look. Ah yes, a _____ from the 27th
of July to the 2nd of August during the London Olympics.

Guest: Can you _____ one room from single to double?

Dialogue 6

Guest: Arriving on the 20th of March, for two nights.

Staff: So that will be _____, the 22nd?

Guest: Yes, please.

Staff: Please hold the line for a moment. We can _____
_____ at RMB 980 per night.

Exercise 2: Listen and fill in the missing information. 听录音，填表。

Reservation #: _____

Mr/Mrs/Miss/Ms: _____

Arr. Date: _____

Dep. Date: _____

ETA: _____

No. of Nights: _____

Room Type: _____

No. of Rooms: _____

No. of Persons: _____

Rate Quoted: _____

Contact/Company Name: _____

Address: _____

Phone No.: _____

Fax No.: _____

Method of Payment: _____

Gtd Booking: _____

Notes: ETA = Estimated Time of Arrival; Gtd = Guaranteed

Exercise 3: Listen again and fill in the blanks. Then practise with your partner. 再听一遍录音，填空，并与同桌对练。

Staff: Good afternoon. Reservations. _____. How may I help you?

Guest: This is _____. I'd
like to reserve rooms for my group.

Staff: _____ do you prefer?

Guest: We have 30 people. _____.

Staff: _____, Mr. Richard?

Guest: _____.

Staff: _____. Yes. We still
have those rooms available.

Guest: Then how much do you charge for each room?

Staff: _____, equivalent to 97 US dollars.

Guest: Fine. One more thing, may we use the hotel meeting room during our stay in your hotel? We are to have a meeting on the afternoon of January the 23rd, from 3:00 p.m. to 5:00 p.m.

Staff: No problem. _____, _____
the use of the hotel meeting room.

Guest: Oh, I see. Can you give us a special rate since ours is a company booking?

Staff: _____ within five
days. _____?

Guest: You may fax at area code 0527-54321818.

Staff: _____.

Exercise 4: Complete the dialogue orally with the Chinese prompts. 根据汉语提示，口头完成对话。

Staff: _____
(早上好。我是预订部的Julia。有何吩咐?)

Guest: This is Henry Smith calling from Australia. I'd like to reserve a room, please.

Staff: _____ (好的，史密斯先生。您要订哪天的房?)

Guest: From June the 14th.

Staff: _____ (您要住几天?)

Guest: Four nights, please.

Staff: _____
(也就是六月十八日结账离店。您打算要哪种房型，史密斯先生?)

Guest: I'd like a double room for my wife and myself. What's the rate?

Staff: _____
(标准双人间每天四百元。豪华双人间四百八十元。您要哪一种?)

Guest: I'll take a deluxe double. It is about 77 US dollars per night, isn't it?

Staff: _____
(是的，史密斯先生。你们要豪华双人间，时间是从六月十四日到六月十八日，是这样吗?)

Guest: Yes, that's right.

Staff: _____ (你们几点钟到店?)

Guest: Around 4:00 p.m. By the way, do you have the airport shuttle bus?

Staff: _____
(是的，史密斯先生。我们在机场有接待处。只要联系那里的机场代表，他们将会向您提供帮助。)

Guest: That's fine. Thank you. Goodbye.

Staff: _____
(谢谢您打来电话，史密斯先生。期待您的光临。再见。)

Exercise 5: Role play. 角色扮演。

	<p>Johnson先生打电话到长青饭店（Evergreen Hotel）订房部，他要为自己和另外两位同事订三间普通单人房（standard single rooms）。事先公司与该饭店有约定（arrangement），他们住宿的所有费用都由公司承担（settle all the accounts）。假如你是预订员，请和你的搭档准备这个对话，并在班上表演。</p>
	<p>假如你是长青饭店的预订员，接到了一位自由行的散客打来的电话。她一人驾车来上海休闲游（leisure travel），要订一间豪华单人房，并用信用卡保证订房（credit card guaranteed reservation）。请和你的搭档准备这个对话，并在班上表演。</p>
	<p>国外一家贸易协会（Trade Association）于近期要在上海召开年会（annual meeting）。会议组织者致电大观园饭店（Grand View Hotel）订房部，要求订十八间标准双人对床房，四间豪华单人房，时间为三天。假如你是预订员，请和你的搭档准备这个对话，并在班上表演。</p>

Part III Practical Writing**Hotel Confirmation Correspondence 饭店确认信函**

饭店预订方式有多种。就直接预订而言，除了电话预订之外，个人或团体还可以用书信、备忘录等书面方式向订房部预订。另外，电子邮件、网络以及传真也是常用的预订手段，而且是最快的预订方式。一个饭店的订房部员工不仅要能读懂相关信函，更有必要掌握各种确认函的写作技巧，如确认信、确认传真等。下面以一个发给饭店订房部的传真预订函为例，说明确认信和确认传真的写作要点。

Universe Travel Agency
Texas Fax: 033-5851632

Date: October 17, 20__
To: Grand View Hotel, Shanghai, P.R.China
From: Mr. L. Johnson, sales manager, Universe Travel Agency, Sydney
Subject: Room Reservation
Message: Pls arrange one double room for four nights starting from November 5.

Notes: 注释

- 1) To后面写收件人或单位；
- 2) From后面写发件人或单位；
- 3) Subject后面简要写明事由；
- 4) Pls为Please的缩写。

确认信 (The Confirmation Letter)

(写信人地址和日期)

Grand View Hotel
 112 Sun Street
 Shanghai, 200010
 P.R.China
 October 18, 20__

Mr. L. Johnson (收信人)

Universe Travel Agency (单位)

320 12th Street (门牌号码、街道名)

San Antonio, TX 78214 (城市、州(省)名首字母缩写、邮编)

USA (国家)

Dear Mr. Johnson, (称谓)

RE: Room Reservation (主题)

Thank you for your fax of October 17. We have, as requested, reserved for you: one double room for four nights starting from November 5 to 9 at RMB 860 per night.

If there is anything additional we can do for you, please do let us know. We appreciate the opportunity to be of any help to you. (正文)

Sincerely yours, (客套语)

Carlos Santos (手写签名)

Carlos Santos (打印签名)

Reservations Department (部门)

Grand View Hotel (单位)

确认传真 (The Confirmation Fax)

Grand View Hotel
112 Sun Street
Shanghai, 200010, Fax 021-7821868

FAX TO: Mr. L. Johnson (收信人)

English Scenarios

Universe Travel Agency (单位)
320 12th Street (门牌号码、街道名)
San Antonio, Texas, USA Fax: 033-5851632 (城市、州(省)名、传真号)
October 18 (日期)

MESSAGE

We are pleased to confirm your reservation of: one double room for four nights starting from November 5 to 9 at RMB 860 per night.

If there is anything additional we can do for you, please do let us know. We appreciate the opportunity to be of any help to you. (正文)

Sincerely yours, (客套语)

Carlos Santos (手写签名)
Carlos Santos (打印签名)
Reservations Department (部门)
Grand View Hotel (单位)

课内练习

Exercise: You've just received a fax booking as shown in the following. Write a fax confirmation in your real name for Evergreen Hotel. 写确认传真。

Steven High School
1102 North Blvd. San Antonio, TX 78214, U.S.A
FAX TO: Evergreen Hotel, 112 Sun Street, Shanghai
Fax No.: 88 425 6668
October 18

MESSAGE

Please reserve two deluxe doubles for four nights starting from November 10. Please guarantee—
VISA card number: 6623 50458 1001.

Thanks.
D. Eliot

Part IV Feature Reading

Reservation Operations 订房业务

- Pre-reading questions:**
- 1) What does “reservation” mean?
 - 2) What are the basic reservation activities?
 - 3) Why is it important to prepare reservation reports?

Reservations department is the first contact that a guest has with a hotel. It books or reserves accommodation for the guest for a certain period of time. In the process of reservation, rooms are sold, generating revenues for the hotel and providing important information for the management to ensure the hotel be more profitable.

Staff in the reservations determines the guest’s first impression of the hotel. They must be well-trained in social skills and salesmanship. It’s also their duty to be skillful in following reservation procedures. The procedures start with receiving inquiries, i.e., getting from the guest reservation details as to date of arrival, length of stay, room type and number of rooms, number of persons. What follows is to determine room availability—to check whether the guest’s request can be met. This can be done through the use of forecast boards, reservation charts and a computerized system. A forecast board looks like a calendar posted on the wall and provides room status information. Room availability can also be displayed on conventional charts or density charts. While a conventional chart shows the availability of each room of the hotel by room number, a density chart displays the total number of reservations held for each type of rooms.

However, due to occasional late cancellations or “no-shows”, the hotel may sustain loss in profits. One solution to this problem is overbooking which means deliberately accepting more bookings than the actual number of rooms available to let. In particular, overbooking agreements should be made part of the GIT bookings that takes a long lead-time.

If the request for a reservation is accepted, a reservation form will be completed, and the booking details must be entered into a hotel diary either manually or automatically to update the existing bookings. A confirmation number is then assigned to each reservation that will often be accompanied by a computer-printed confirmation form or slip, or a personalized confirmation letter.

In case of any changes in the reservation, the original should be speedily retrieved and amended, so reservation records must be kept with easy access. A reservation amendment or cancellation form is used to make a record of such changes.

As mentioned earlier, the reservations can provide important management information. Reservation reports are prepared on a basis of time—daily, weekly and monthly, to gather management data and information. These reports fall into different types as follows: expected arrival and departure lists, room availability report, group status report, special arrivals list, turn-away report, and revenue forecast report.

It is said that the reservations also generates customers that other departments live by, and no one can deny the fact that it keeps the hotel running.

课内练习

Exercise 1: Choose from below an appropriate Chinese to match each equivalent in the passage. 在文章里找出与下列汉语表达相应的英文。

预订程序	可租房报表	应到预订客人未到	取消预订	超额预订
预订图表	拒收客人报表	密度图表	订房预报板	饭店日志
房态	特殊客人抵达名单	团体订房状态报表	预订至入住的时间	修改预订
销售技巧	预订申请表	常规图表	预订变更表	可租房
社交技巧	收入预测报表	包团旅游预订	预订取消表	预订确认信/条

Exercise 2: Substitution practice. 替换练习。

- Reservation procedure help(s) to make sure of quick and accurate handling of the guest's request.
 - Social skills
 - Salesmanship
 - Personal quality
 - Interpersonal communication skills
- Information from the room availability report can help a hotel to plan its budget or forecast.
 - group status report
 - special arrival list
 - turn-away report
 - revenue forecast report
- The association convention present(s) the greatest potential for “no-show”.

1) Lots of GIT bookings	1) late cancellations
2) A long lead-time booking	2) overbooking
	3) amendments
- Before accepting a reservation, it is necessary for the staff to check the room availability to avoid excessive overbooking.

1) room status	2) forecast boards	3) reservation charts
4) density charts	5) conventional charts	6) hotel diary
- A reservation form is an important document of reservation records.
 - reservation amendment form
 - reservation cancellation form
 - confirmation letter or slip