

Chapter

1 Room Reservations

1 Room types

Look at the following pictures and identify the room types. Then listen to four conversations about reservations in a hotel and say what type of room does each guest require?



1. _____



2. _____



3. _____



4. _____

The room type each guest requires:

Conversation 1: _____

Conversation 2: _____

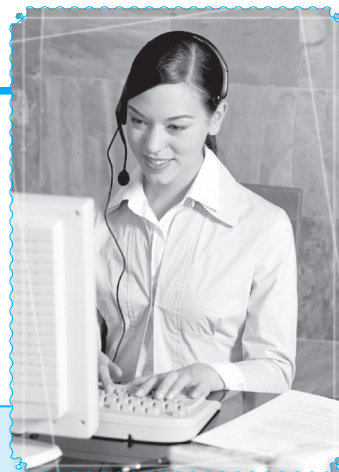
Conversation 3: _____

Conversation 4: _____

2 Taking an FIT reservation

Read and listen to a conversation and fill in the booking form.

Context: Su Hui is the reservations clerk for Evergreen Hotel in China. She is taking a reservation request from a customer on the phone.



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: _____

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

Guest: Good morning. I'd like to reserve a room for next Thursday, the 18th.

Staff: Yes. For how many nights, please?

Guest: Three nights.

Staff: And what type of room would you prefer?

Guest: A twin room, please.

Staff: We can do a standard twin room for RMB 800 per night, and a deluxe twin is available at the special rate of 1,000 per night.

Guest: Er... I'll take the deluxe twin, please.

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

Guest: Yes, my name is Curtis White.

Staff: How are you arriving?

Guest: By air.

Staff: Could you tell me the flight number and arrival time?

Guest: Yes, Flight MU 736, arriving at Pudong International Airport at 2:30 p.m. Beijing time.

Staff: Let me confirm the details with you, Mr. White. One deluxe twin, check-in date Thursday the 18th, check-out date the 21st, in the name of Curtis White. The room rate will be RMB 1,000 per night. Is that correct?

Guest: Yes, exactly. Thank you. Goodbye.

Staff: Thank you for your reservation, Mr. White. Goodbye.

3

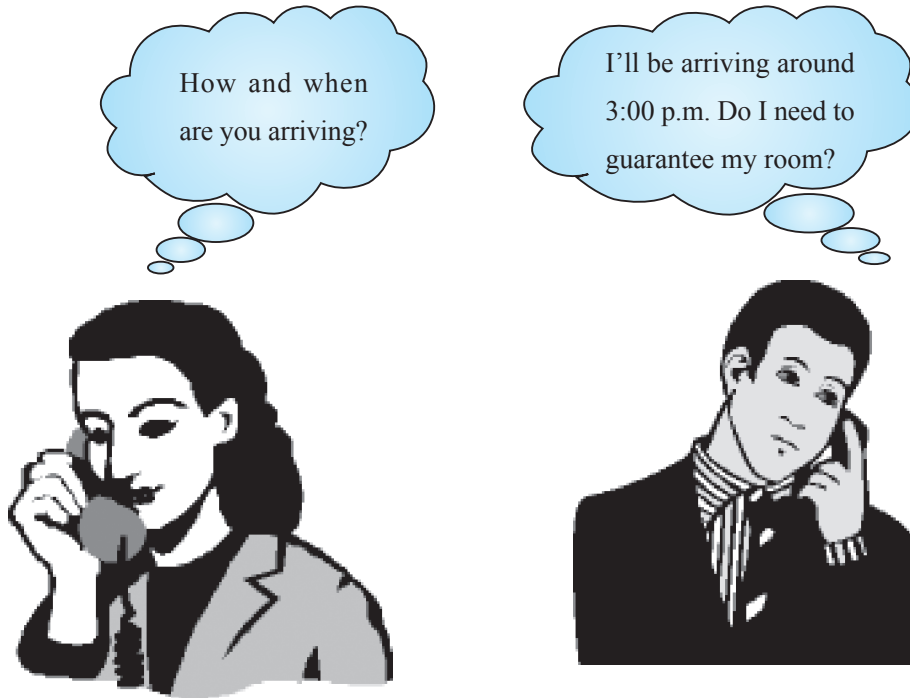
Match the words on the left with the definitions on the right.

- | | |
|------------------|---|
| 1. reserve () | a. prepared and ready for use |
| 2. rate () | b. tell sb. that a possible arrangement, date, time, etc. is now definite |
| 3. guarantee () | c. a fixed amount of money that is charged or paid for sth. |
| 4. available () | d. arrange for tickets or lodgings, for example, in advance |
| 5. confirm () | e. promise to do sth.; promise sth. will happen |

4 Do I need to guarantee my room?

A guest is calling Evergreen Hotel to book a room. Here is an extract from the conversation.

Discussion: Is it necessary to guarantee the guest's room?



Knowledge Link

A guaranteed reservation assures the guest that the hotel will hold a room until a specific time of the day following the guest's scheduled arrival date. This time may be check-out time, the start of the hotel day, or any time the hotel chooses. The guest, in turn, guarantees to pay for the room, even if it is not used, unless the reservation is canceled according to the hotel's cancellation procedures. Guaranteed reservations provide some protection for the hotel's revenues even in the case of a no-show, a situation in which a guest makes a reservation but does not register or cancel the reservation.

In the case of a non-guaranteed reservation, the hotel agrees to hold a room for the guest until a stated reservation cancellation hour on the day of arrival. This type of reservation does not guarantee that the property will receive payment for no-shows. If the guest does not arrive by the cancellation hour, the hotel is free to release the room, meaning that it can add the room to the list of other rooms available. If the guest arrives after the cancellation time, the hotel will accommodate the guest if a room is available.

5 Taking a guaranteed reservation

Listen to the conversation.
Choose the best answer to the question.

Context: Mr. Brown telephones Evergreen Hotel to reserve and guarantee one single room. The reservation clerk asks for the necessary details.



1. How long will the guest be staying in the hotel? ()
 - a. For three nights.
 - b. For two nights.
 - c. For four nights.
2. What type of room does the guest want? ()
 - a. A superior single room.
 - b. A standard single room.
 - c. A deluxe single room.
3. How does the guest guarantee the reservation? ()
 - a. By paying a deposit.
 - b. By paying in advance.
 - c. With a credit card.
4. What is the room rate? ()
 - a. RMB 600 per night.
 - b. RMB 1000 per night.
 - c. RMB 800 per night.

6 Revising a reservation

One student plays the role of the reservation clerk, and another student plays the role of the guest. Work out a conversation in pairs according to the following situation.

Context: Claude Travel Agency has booked rooms in Evergreen Hotel. But due to the customers' request for changes in the booking, Mr. Clinton, the travel agent, calls the hotel again to alter the booking.

Here are the changes the customers want to make to the reservation.

1. cancel one double room
2. ten deluxe singles instead of ten standard singles

7 Answer the following questions.

Work with your partner to ask and answer these questions. For each point, put down your answer in the blank. Then listen to the recording for model answers and repeat, paying attention to the fluency and tone of your voice.

- a. What would you say when taking a reservation call or greeting a walk-in guest?

- b. Could you make courteous phrases, using the customer's name?

- c. How would you get necessary information from the customers?

- d. How would you sell a more expensive type of room to the customer?

- e. What would you say to ask the customer to spell his / her surname?

f. How would you tell the customer the room rate?

g. How would you get the details of the local contact?

h. What would you say to ask for the flight details?

i. What are the ways to repeat the details back to the customer to ensure they are correct?

j. How would you end the conversation pleasantly?

8 What would you say?

Complete the dialogue orally with the Chinese prompts.

Staff: _____

_____ (早上好。我是预订部的茱莉亚。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.



(好的, 史

Staff: _____
_____ (好的, 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。豪华双人间每天五百八十元。您要哪一种?)

Guest: I'll take a deluxe double.

Staff: _____ (好的, 一个豪华双人间, 从六月十四日到六月十八日共四晚, 对吗?)

Guest: Yes, that's right.

Staff: _____ (你几点钟到?)

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

Staff: _____
_____ (是的, 史密斯先生。我们在机场有接待处。您只要联系那里的人, 他们将为您提供帮助。)

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

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

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Practice

You are a reservations clerk. You are making reservations for the following guests. Work in pairs to make a conversation according to the given situation and role-play it.

- 1) Johnson先生打电话到长青酒店(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)。事先公司与该酒店有约定(arrangement), 他们住宿的所有费用都由公司承担(settle all the accounts)。
- 2) 一位自由行的散客打电话到长青酒店订房部。她一人驾车来上海休闲游(leisure travel), 故想要订一间豪华单人房, 并用信用卡保证订房(credit card-guaranteed reservation)。
- 3) 国外一家贸易协会(Trade Association)近期要在上海召开年会(annual meeting)。会议组织者致电大观园酒店(Grand View Hotel)订房部, 要求订18间标准双人对床房, 4间豪华单人房, 时间为三天。

10 Hotel confirmation fax

You've just received a fax booking as shown below. Write a fax confirmation in your real name for Evergreen Hotel.

Steven High School
1102 North Blvd., San Antonio, TX 78214, USA

FAX TO: Evergreen Hotel, 112 Sun Street, Shanghai
Fax No.: 88 425 6668
October 18

MESSAGE

Please reserve two deluxe doubles for 4 nights starting from November 10. Please guarantee — VISA card number: 6623 50458 1001.

Thanks.
D. Eliot

11 Featured reading

Pre-reading questions:

1) What does "reservation" mean?

2) What are the basic reservation activities?

3) Why is it important to prepare reservation reports?



Reservation Operations

The 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 is profitable.

The staff in the reservations department determine 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 the following reservation procedures. The procedures start with receiving inquiries, i.e., getting from the guest details of 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 providing the latest 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 room.

However, due to occasional late cancellations or no-shows, the hotel may sustain a loss. 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 GIT (Group Inclusive Tour) bookings with a long lead time.

If the request for a reservation is accepted, a reservation form will be completed. 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, often 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, 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 arrival list, turn-away report, and revenue forecast report.

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

Exercise:

Put the following Chinese into English, using the expressions in the passage.

预订程序	可租房报表	应到而未到的 预订客人	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	酒店日志
客房状态信息	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	收入预测报表
社交技巧	收入预测报表	团体综合服务 旅游预订	预订取消表	预订确认信/条