

Chapter One Front Desk Service

前台服务

Unit One Check-in

服务技能 1 入住登记

Unit Two Complaints and on the Guest's Request

服务技能 2 处理投诉和回应客人要求

Service Position 服务岗位

The Front Desk / Reception Desk/ Front Office / General Service Counter(中文为前台,总台,总服务台)is not only a very important position of the Front Office Department, but also the hub of activities of the hotel. It is mainly responsible for selling the products and services of the hotel, and dispatching the operation of the hotel. The service effect and the service quality represent the whole level of the management of the hotel. The Front Desk is called as “Nerve Center” or “Open Window” of a hotel.

In most of the hotels, the Front Desk is located near the main entrance.

Skills and Attainments 服务技能与素养

The receptionists of the Front Desk need to complete the following main services in English:

Check-in for the guests or the group with reservations, handling walk-in guests; extending the stay; changing the room; assigning the rooms; leaving a message; meeting the needs of the guests, dealing with the guests' complaints; giving the information that the guests want.

The Front Desk is the answer station for residence halls. If a guest has questions about housing, needs assistance, or does not know the direction to a new location, he will stop by or call and ask the desk clerks. Sometimes, the guests will ask how to get to the hotel. So the staff of the Front Desk ought to know how to get to it by car, by bus or by subway. Besides the courteous and warm-hearted attitude, the receptionists must have the excellent English ability of services. Only in this way, can they answer the guests' inquiries, meet the guests' needs and solve the guests' problems and deal with the guests' complaints.

Key Words and Expressions

| | |
|-------------------------------|-----------|
| the Front Desk | 前台 |
| hub (n.) | 中心, 中枢 |
| room reservation | 客房预订 |
| the FIT reservation | 散客预订 |
| hotel product | 酒店产品 |
| service quality | 服务质量 |
| dispatch (n. & vt.) | 调度, 处理 |
| entrance (n.) | 入口, 大门(口) |
| extend/cancel the reservation | 延长/取消预订 |
| walk-in guests | 没有预订的客人 |
| extending the stay | 延宿 |
| be knowledgeable about | 知道, 了解 |
| residence (n.) | 居住, 居留 |
| check-in(n.) | 入住登记 |
| room rate | 房价 |

Unit One

Check-in

服务技能 1 入住登记

Procedure of Service 服务流程

Check-in for the guest

- Greet the guest.
- Ask the guest whether he has a reservation with the hotel.
- Find out the reservation in the computer for confirmation.

For a walk-in guest:

Check the reservation list for the vacancies in the computer, and introduce them to the guest.

- Ask the guest to show his identification.
- Ask the guest to fill in the registration list.
- Ask the guest how to make the payment.
- Form the check-in record.
- Give the key card to the guest.
- Tell the guest that the bellman will show him to the room.
- Extend best wishes to the guest.

Registering the group that has a reservation

- Find the tour leader.
- Self-introduce.
- Confirm the group name and the number of rooms.
- Ask the group leader whether there is any change in the schedule or in the number of the persons.
- Ask the group leader to help his members to complete the registration cards.
- Form the checking-in record.

- Give the key cards and breakfast vouchers to the group leader.
- Tell the group leader about the arrangement such as:
 - The place and the time of the activities.
 - How and where to collect the luggage when they leave.
- Wish them to enjoy their stay.

Service Conversation 1

You Are Our Guests

R: Receptionist

G: Guest

R: Good morning. Welcome to China World Hotel. Is there anything I can do for you?

G: We'd like to check in, please.

R: Do you have a reservation?

G: I'm afraid not.

R: Please wait a moment, sir. Let me check the registration list.

Thanks for waiting so long. We only have a suite available.

G: What's the room rate per night?

R: One hundred and seventy-five US dollars.

G: We'll take it.

R: How long do you intend to stay?

G: Two nights.

R: May I see your passports?

G: Certainly. Here you are.

R: Thank you. Please fill in the registration forms—your nationality, age, occupation, passport number, and your signature.

G: OK. Is that all right?

R: Yes. Thanks. How would you like to make your payment?

G: In cash.

R: Would you please pay 150 US dollars as a deposit?

G: OK. Here you are.

R: Here is the receipt. Please keep it.

G: Thank you.

R: Here are your key cards and your breakfast coupons. Your rooms are on the sixteenth floor.

G: Thank you.

R: My pleasure. You are our guests. Just a minute, please. The bellman will show you to

your room. I hope you enjoy your stay here.

Practice

Answer the questions according to the service conversation.

1. The guest has a reservation with the hotel, doesn't he?
2. How does the receptionist deal with the walk-in guest?
3. What does the guest pay 150 US dollars as?

Service Conversation 2

Registering a Group That Has a Reservation

R: Receptionist

G: Guest

R: Good afternoon, ladies and gentlemen. Welcome to our hotel. Who is your group leader?

G: Good afternoon. I'm the group leader. My name is Li Fen. We have made a reservation in your hotel. I'd like to check in for our group.

R: Nice to have you here. I'm Zhou Jun at the front desk. I'd like to confirm the schedule for your stay here first.

G: I see.

R: Is there any change in the number of your group?

G: No.

R: You will have an evening party at 8 this evening, won't you?

G: Yes. Where can we have the evening party?

R: The hall on the second floor. You will have breakfast at 5:40 tomorrow morning, and leave our hotel at 6:20, is that right?

G: Yes.

R: We will arrange a wake up call at 5:20. Will that be all right?

G: That's fine.

R: Could you please place your luggage in front of the desk on the left of the lobby at 6:10? The bellman will pick them up.

G: OK.

R: Could you help your members to fill in the registration cards?

G: Certainly. Here are the registration cards.

R: Thank you. Your key cards and breakfast vouchers are all in the envelopes with your names on them. Your rooms are on the sixth to ninth floors and there are five rooms on each floor. Would you please sign your name here?

G: OK.

R: Thank you. If you have any changes, please contact the front desk. Hope you have a pleasant stay here.

Practice

Answer the questions according to the service conversations.

1. Is there any change in the schedule of the group?
2. What does the hotel arrange for the group to do?
3. How many rooms are there on each floor?
4. What do you think of Zhou Jun's service in the service conversation?

Key Words and Expressions

| | |
|------------------------------|------------|
| check-in (<i>n.</i>) | 入住登记 |
| vacancy (<i>n.</i>) | 空房 |
| registration card /form | 登记卡/表 |
| make the payment | 付款 |
| identification (<i>n.</i>) | 身份证 |
| schedule (<i>n.</i>) | 计划表, 时间表 |
| luggage (<i>n.</i>) | 行李 |
| receptionist (<i>n.</i>) | 接待员 |
| signature (<i>n.</i>) | 签名, 署名, 盖章 |
| receipt (<i>n.</i>) | 收据 |
| breakfast coupon | 早餐券 |
| contact (<i>n.</i>) | 联系, 交涉 |

Points of Service 服务技能要点

Guidance of Service Language 服务语言指南

1. Polite sentences 礼貌用语

Welcome to our hotel. Is there anything I can do for you?

欢迎您来到我们酒店。需要我为您服务吗?

Nice to have you here.

欢迎您来到我们酒店。

My pleasure. You are our guest.

很高兴为您服务, 您是我们的客人。

Just a minute, please. A bellman will show you to your room. I hope you enjoy your stay here.

请稍等。我们的服务员会带您到您的房间。祝您住得开心。

Hope you have a pleasant stay here.

祝您入住愉快!

You're always welcome. We are glad to serve you at any time. Have a pleasant stay here.

不用谢,我们很高兴随时为您提供服务。祝你们入住愉快。

I'm afraid that your room is not ready yet, would you mind waiting, please? We are very sorry for the inconvenience.

恐怕您的房间还没能准备好,请您等会儿好吗? 对由此造成的不便我们深表歉意。

2. Asking the guest whether he has a reservation with the hotel 询问客人是否有预订

Have you made a reservation with our hotel?

Do you have a reservation?

请问你们有预订吗?

In whose name was the reservation made?

用谁的名字预订的?

When was it made?

什么时间订的?

3. Registering a guest 为客人登记

May I see your passports?

我可以看看你们的护照吗?

Would you please fill in the registration form?

请您填写这张登记表。

Please fill in the registration forms—your nationality, age, occupation, passport number, and your signature.

请填写入住登记表——填上你们的国籍、年龄、职业、护照号码等,还要签名。

What's your occupation, please?

请问您的职业是什么?

4. Asking the guest how to make the payment 询问客人怎样付款

How would you like to make your payment?

How will you be paying?

How would you like to settle your bill?

您用什么方式付款?

How would you like to pay, by credit card, in cash or with a traveler's check?

请问您怎样付款,是用信用卡,现金还是旅行支票?

In cash/ With US dollars traveler's check, I think.

我想用现金/美元旅行支票。

Here is the receipt. Please keep it.

这是您的收据,请您妥善保存。

Pay special attention to 模拟演练特别提示

- When checking in, first ask the guest whether he has a reservation with the hotel. If he is a guest with a reservation, you need to find out his information record for

confirmation. If there is no reservation for this particular guest, you should check the reservation list for the vacancies and then introduce them to the guest.

客人要办理入住手续, 先要询问是否有预订。如果是预订的客人, 须找出相关的信息记录予以确认; 如果是没预订的客人, 须查一下预订记录单看是否有空房, 然后给客人介绍。

- Be sure to politely ask the guest to present his valid certificates, such as ID card, passport.

要礼貌地请客人出示身份证、护照等有效的身份证明。

- When you ask the guest to fill in the registration form and fill out the registration record in the computer, make sure to get the following information from the guest: nationality, age, occupation, passport number; the dates of arrival and departure; the room type, the room number and the room rate; and the signature of the guest. 要求客人填写登记表和在电脑形成登记记录时, 都要注意留下下列信息: 国籍、年龄、职业、护照号码等, 到达日期和离店日期, 房型、房间数和房价, 还有客人签名。

- When you handle a group check-in, confirm the group name and the number of rooms, and then ask whether there are any changes in the schedule or the number of persons.

在做团队入住登记时, 不仅要确认团队名称和房间数, 还要询问客人的时间安排和人数有无变化。

Performance for Service 模拟演练

Task A

Practice making a registration in pairs according to the following two cards.

Guest Card

Guest name: Tom Smith, a tour leader
Reservation: 20 standard rooms for 20 persons; 2 nights
Change: 22 standard rooms for 23 persons; 2 nights
Special request: Special rate

Reservationist Card

Greet the guest
Introduce
Confirm the reservation
Deal with the change
Discount: 15% off

Task B

Mr. Jenny Brown is standing at the Front Desk. He says that he booked a single room a month ago. But unfortunately the receptionist Liu Ying can't find it, he can't check in. Liu Ying checks in the computer and she finds out that a guest just checked out 15 minutes ago. It will take 20 minutes for the room to be cleaned.

Position Knowledge 岗位知识

- Another name for hotel keeping is the “courtesy industry”. We advocate conventional and good manners and politeness. Practice these till they become second nature—till you are courteous automatically.
宾馆行业，又称“礼貌行业”。我们提倡传统的良好仪态和彬彬有礼，要在实践中使这些成为你的第二天性——使这习惯成自然。
- If the guest pays in cash, he has to hand in some deposit in advance. If the guest pays by credit card, you should ask him to give his credit card to imprint.
如果客人用现金付款，须先交押金。如果客人用信用卡付款，须授权一下。
- When seeing the passport, pay more attention to the following information of the guest: nationality, age, occupation, passport number and the date of expiry.
检查客人护照时要注意下列信息：国籍、年龄、职业、护照号码、护照的有效日期。

Exercises

Topics for discussion.

1. How to register a walk-in guest?
2. What should a guest fill out in his registration form?
3. What will you pay more attention to when seeing the passport?
4. What do the phrases “the date of arrival” and “the date of departure” mean?
5. How to express your wishes to the guest when finishing registration?

Answer the following questions.

1. How would you like to settle your bill?

2. How to say to the guest if you want to know his occupation?

3. What will you say to the guest if the room is not ready?

4. What will you tell the guest to do when he hands in the deposit?

Translate the following into English.

1. 不用谢,我们很高兴随时为您提供服务。祝你们入住愉快。
2. 请稍等。我们的服务员会带您到您的房间。祝您住得开心。
3. 请填写入住登记表——填上你们的国籍、年龄、职业、护照号码等,还要签名。
4. 请您在这儿签个字好吗?
5. 你们的房卡和早餐券都放在写有你们名字的信封里。
6. White 小姐,请稍等,我查一下预订表。谢谢您,让您久等了。您预订了 4 个晚上的 11 个标准间和 1 个套间,对吗?

Translate the following into Chinese.

1. You need to show the key card when you sign for your meals and drinks in the restaurant and the bar.
2. We have the room available you need. How many nights would you like?
3. If you don't understand what the guest says, be sure not to guess nor pretend to know at all. Certainly you aren't afraid of this. Ask the guest to say again with: "I beg your pardon.", "Pardon me?", or "Sorry, I don't understand. Could you please repeat that?"
4. Unfortunately the suite you stayed last time was booked this morning. But we have a suite available facing the lake. The room rate is just the same with the one you stayed in last time.
5. We advocate old-fashioned and good manners and politeness. Practice these till they become second nature—till you are courteous automatically.