

CHAPTER

FRONT OFFICE AND ITS SECTIONS

II

An Introduction to the Front Office

Lesson 1



Preamble

The basic business of a hotel is to sell rooms. The front office is the department which is responsible for the thorough systematic methods of reservation, registration and assigning of rooms. The front office is the first and last point of contact with every guest and thus it plays a vital role in the hotel image building.

Front office is the first department that we will be studying about a hotel in the lesson.

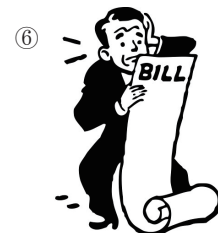
At the end of this lesson, you should be able to:

- Memorize the specialized terms and expressions
- List the function areas of the front desk/front office
- State the importance of the front office
- Tell the function of the front office



Lead-in Activity

Pre-speaking: Look at the pictures below. Where is the hotel front office usually located? What services can you find at a hotel front office? What qualities does a receptionist need? Would you like to be a receptionist? Compare your answers with your partner's.



Professional Knowledge

1. Front office functions

The front office is usually located close to the main entrance of the hotel. The front office of a hotel is not only its “shop window”, but also its “nerve center”.

- It is a **liaison** between the guest and the hotel.
- It is the focus of guest requests for information and service as well as the **profit** center of room sales.

Members of the front-office staff welcome the guests, carry their luggage, help them **register**, give them their room keys and mail, answer questions about the activities in the hotel and surrounding area, and finally check them out. In fact, the only direct contact most guests have with hotel employees, other than in the restaurants, is with members of the front-office staff.

The front office functions can be divided into nine general areas:

- Reservation
- Reception
- Operators
- Bell service
- Mail and information
- Concierge
- Health and recreation center
- Business center
- Cashiers and night auditors

2. Receptionist duties

Hotel receptionists are responsible for making guests feel welcome, dealing with room bookings and cancellations, and handling general requests made by guests during their stay.

As a hotel receptionist, your main duties would include the following:

- Dealing with reservations and cancellations by phone, e-mail, letter, fax or face-to-face
- Checking guests into the hotel, **allocating** rooms and handing out keys
- Checking guests out of the hotel, preparing bills and taking payments
- Handling foreign exchange
- Taking and passing on messages to guests
- Dealing with special requests from guests, such as booking theatre tickets, or storing valuables
- Answering questions about facilities in the hotel and the surrounding area
- Dealing with complaints or problems

In large hotels, you would use a computerized system to make reservations and keep room bookings and availability details up-to-date. You would work as a part of a team and you may specialize in one specific aspect of this role such as telephone reservations or checkouts.

In small hotels, your duties may include a wider range of tasks such as showing guests to their rooms and serving drinks in the bar.

3. Front office staff requirements

Front office is a section that is most familiar with by every guest for it is here that direct facial contact occurred. Every word the receptionist/information clerk say and every action he/she took will be acknowledged by the guest over the desk. The receptionist must be neat and trim in appearance. His/Her hair must be nicely combed. The face must be clean and the uniform must be tidy. A first impression is very important. Whether a guest will think highly of the hotel depends on whom he met and how he was treated.

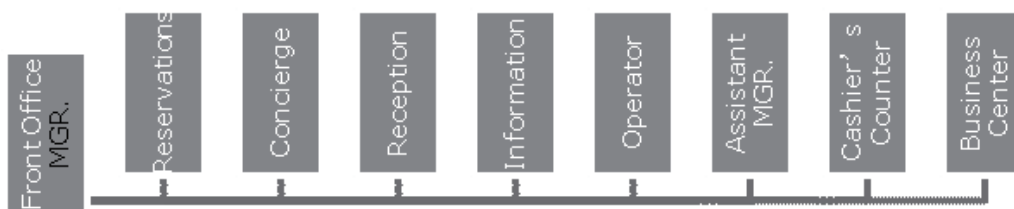
As a good receptionist, he/she should be confident, courteous, and **observant**. The general rules and regulations are as follows.

- Should be reported on duty on time
- No changes of the working schedule can be made without the permission of the department heads
- Always check personal **hygiene** and be **well-groomed** in appearance
- Read all notices posted on the notice board
- Read and follow up the log book
- No personal call during working hours

- Be polite and smiling under any circumstances
- Never sit down in official rooms
- Never lean against walls or furniture
- Never scratch your hair or bite your fingernails
- Never argue with your colleagues, supervisor, especially with customers
- Never keep your hands in your pockets
- Never use indecent language with anyone
- Never stand in groups at counter
- Avoid conversing with your neighbors. Talk only when necessary
- Never take a drink in the sight of customers

4. The functional areas of the front office

The front office is usually located close to the main entrance of the hotel. It is composed of several sections including reservations, concierge, reception, information, operator, assistant manager, cashier's counter and business center.



Word Bank

liaison	[li(:)'eizə:n, li(:)'eizən]	<i>n.</i> 联络; (语音) 连音	Our role is to ensure liaison between schools and parents. 我们的作用就是确保学校与家长联系。
profit	['prɒfɪt]	<i>n.</i> 利润, 收益, 赢利	There is very little profit in selling newspapers at present. 现在卖报纸利润很少。
register	['redʒɪstə]	<i>vt. & vi.</i> 记录; 登记; 注册	The car was registered in my name. 汽车是用我的名字登记注册的。
auditor	['ɔ:ditə]	<i>n.</i> 审计员, 稽核员	The external auditors come in once a year. 外聘审计员每年来一次。
allocate	['æləkeɪt]	<i>vt.</i> 分配, 分派	You must allocate the money carefully. 你们必须谨慎地分配钱。
observant	[əb'zə:vənt]	<i>adj.</i> 观察力敏锐的	An observant shop assistant had remembered exactly what the man was wearing. 有个机警的店员准确地记得那个男子的穿着。

hygiene	['haɪdʒiːn]	adj. & n. 卫生的; 卫生	People should wash regularly to ensure personal hygiene. 人们应经常洗澡以保证个人卫生。
well-groomed	['wel'gruːmd]	adj. 被小心照料的; 梳洗得整洁的	They chose him for the job because he always looks well-groomed. 他们选他担任该职务, 因他总是衣冠整齐。



Activities

I. Speaking

Work in pairs.

- 1) Do you think knowledge of languages is necessary to the front office staff? Why?
- 2) How are you going to study hotel English? Write down your plan and then compare yours with your partner's.
- 3) Do you think you're qualified to work at the front office? Write down your strengths and weaknesses and then compare your ideas with your partner's.

II. Vocabulary

Match the words to make hotel front office services.

1) receive	a) guests
2) register	b) reservations
3) assign	c) room occupancies
4) distribute	d) guests
5) store	e) foreign currencies
6) provide	f) rooms
7) deliver	g) mails and messages
8) exchange	h) baggage
9) check	i) information
10) check out	j) guests' valuables

III. Pronunciation: Word Stress

Mark the stressed syllables.

1) vacate	vacancy
2) confirm	confirmation
3) resident	residential

4) tradition	traditional
5) friendly	friendliness
6) courtesy	courteous
7) separate (adj.)	separate (v.)
8) suitable	unsuitable

IV. Reading

Cindy Taylor wants to apply for the advertised post of hotel receptionist. Put the extracts from her application letter in the correct order.

- a) I have a very pleasant, outgoing personality and I am used to dealing with people of all ages and level.
- b) I look forward to hearing from you.
- c) I would like to apply for the position of hotel receptionist, as advertised in the Hotel & Catering Reporter on 12 May.
- d) Re: Hotel receptionist vacancy.
- e) C Taylor (Miss)
- f) Dear Mrs. Willis
- g) Enc. CV
- h) I am twenty-four years old and I am about to finish a course in hotel administration. Earlier this year I worked for three months as a trainee in a small family-run hotel. Your vacancy is of particular interest to me as my duties involved taking phone calls, making bookings and providing guests with a warm welcome, which I feel is important for this kind of post.
- i) I enclose a copy of my current CV for your information. Please contact me should you require any further details.
- j) Yours sincerely.



Etiquette Tips for Daily Life

Etiquette 1 — How to Be Energetic and Fun-Loving

People bursting with energy have the following three things in common: they deeply honor and respect themselves; they completely accept themselves for who they are and don't take themselves too seriously, and they see challenges as opportunities. They switch their negative thoughts as rapidly as they switch channels on their TVs with remotes. They see

life as a game to play and enjoy it, and they radiate good health. They are fun to be around, because they love and accept you for who you are.

1) Honor yourself and realize you are a unique person with your own destiny to fulfill. No one except you knows what is the right path for you to follow, thus you must keep in mind those silent-loud messages your heart sends you.

2) Respect yourself for your uniqueness and understand that everyone is on their own life journey.

3) Forget about what others think of you. The most valued opinion should be yours alone.

4) Accept both your dark shadows and the bright light that shines forth from your loving qualities, thus accept the totality of who you are.

5) Watch your self-judgment and self-criticism.

6) Take nothing personally.

7) Remember that everyone is always doing their best, thus you must practice forgiveness.

8) Forgive yourself and forgive others when screw-ups happen; this lightens your heart and adds tremendous energy to your life.

9) Think creatively when challenges present themselves, which they'll do until the day you depart this earth plant.

10) Be thankful for all the gifts you have and take care of your body, mind, and spirit, as no one else knows how to more than you do, even when they seem to.

11) Live in the present moment: the past is dead (like a canceled check) and the future is a promissory note; it may or may not arrive. Spend the cash now, for example. Buy what you love, spend it on gifts. You'll feel so much more joy when you can actually use the opportunities you've earned. Don't be too careful, but don't be too careless either! Just enjoy yourself. Play! Live every day like it's your last!

12) Take up energy work like qigong, Yoga and EFT. They help to bring energy and positiveness to your life.

Room Reservations

Lesson 2



Preamble

Whether it's for a company business trip or for personal travel — we all need to, at some time or another, call a hotel to reserve a room. Of course, making reservations is useful not only for hotels but also for all sorts of situations: conferences, restaurants, airplane travel, and any other type of events that require us to book in advance.

That is the skill we will practice in this lesson — Room Reservations.

At the end of this lesson, you should be able to:

- Memorize the specialized terms and expressions
- List types of room reservation
- List room types
- Tell the necessary points in room reservation
- Role play the dialogues



Lead-in Activity

Pre-speaking: According to the pictures below, try as many words as you can and then see if you can tell a short story.

①



②



③



Then discuss the following questions:

1. Why are guest reservations important to travelers and lodging establishments?
2. What does the hotel need to manage guest reservations?
3. How many types of reservation systems are there?
4. What are the sources of reservation?

5. Besides reservation systems, what does the hotel also need to do?



Professional Knowledge

1. The importance of guest reservations to travelers and lodging establishments

Making **reservations** is a necessity for travelers and an important marketing tool for lodging establishments. A reservation system must ensure efficient means of accessing, processing, and **confirming** information. Without an efficient reservation system, all aspects of managing a hotel will be negatively affected. This not only decreases the hope of repeat business, but also ensures that the dissatisfied customer will tell others of the negative experience.

2. The importance of a reservation system

A well-organized reservation system allows hotels to ensure a steady flow of guests into their properties. Hotel chains offer their members the ability to fill 30% or more of available rooms nightly. Independent hoteliers try every means to create exciting marketing programs to capture room business. Easy access to a hotel's data bank of rooms helps to fulfill the customers' needs, as well as in reaching a targeted daily occupancy rate and average daily rate. A reservation system is the primary means of producing positive cash flow and favorable income statement.

Besides, hotels also need to forecast reservations, manage the overbooking, and process guest reservations.

3. Sources of reservations

- Corporate clients 企业客户
- Group travelers 团体旅行者
- Pleasure travelers 休闲旅行者
- Current guests 在店的客人

4. Types of room reservation

- Simple reservation 临时性预订
- Confirmed reservation 确认性预订
- Guaranteed reservation 保证性预订

5. The necessary points in room reservation

- Name 姓名
- Telephone number 联系电话

- Room type and number of rooms 房型及客房数量
- Number of guests 人数
- Nationality 国籍
- Date / time of arrival / departure 到达 / 离店日期 / 时间
- **Length** of staying 入住天数
- **Discount and payment** 折扣及付款
- Cut-off time 订房入住当天的保留时间
- **Agreements** on reservation **amendments/ cancellation** 酒店对宾客预订变更、取消预订的规定

6. Room types

- Single room 单人间
- Double room 双人间
- **Twin** room 标准间, 双床间
- **Triple** room 三人间
- **Junior suite** 普通套房
- Business suite 商务套房
- **Duplex** suite 复式套房
- Connecting suite 行政套房
- **Deluxe** suite 豪华套房
- **Presidential** suite 总统套房

7. Room assigning policies

- Group guests 团体客人
- VIP guests 重要客人
- Guest with guaranteed reservation 已付定金等保证性预订客人
- Staying guest who requires extension 要求延期至预期离店客人
- Guest with accurate flight number and arrival time 普通预订客人, 有准确航班号或抵达时间
- Regular guest 常客
- Walk-in guest 无预订的散客
- Guest with doubtful reservation 不可靠的预订客人

8. Forms used at the front office

- Reservation form 订房表
- Rooms revenue report 客房收入报告
- Cancellation list 当日取消订房表
- No-show list 预定未到报表
- Amendment list 预定变更表

- Unexpected departure 提前退房表
- Extension list 延期退房表
- Registration form 住宿登记表
- Discount & complimentary list 房租折扣及免费表
- Expected departure list 次日客人退房表
- Today's VIP stay-over report 今日住店 VIP 报表
- Expected VIP departure report 次日 VIP 离店报表

9. Extension of stay

- If it's a low season, obtain the approval from the supervisor/shift leader and then offer the extension stay to the guest.
- If it's a peak season, mark down on the "extension of stay form" first, let the guest to check back with us at around 12:00 noon, and ask the supervisor to see whether we can extend or not. It depends on the room situation of the next few days.
- If the guest requests to extend the stay in the evening, mark it down first and let the next shift staff to follow up by checking with the supervisor.
- If we can extend the stay of the guest, make sure to change the departure date in the computer.
- If we can't extend the stay of a guest, we should inform the guest immediately.
- If we made a reservation for the guest in another hotel, inform the guest which hotel, what kind of room, how many nights, room rate, etc.
- Hope the guest stay in our hotel next trip.

Word Bank

reservation	[ˌrezəˈveɪʃən]	<i>n.</i> 预订	make/take/have a reservation 预订 / 有一个预订
confirm	[kənˈfɜːm]	<i>v.</i> 确认	confirm a reservation 确认预订
departure	[diˈpɑːtʃə]	<i>n.</i> 离开	the departure date/time 离开日期 / 时间
length	[len θ]	<i>n.</i> 长度	the length of a road/stick 路 / 棍的长度
discount	[ˈdiskaunt]	<i>n.</i> 折扣	give/offer a 20% discount 打八折
payment	[ˈpeɪmənt]	<i>n.</i> 付款	way of payment 付款方式
agreement	[əˈɡriːmənt]	<i>n.</i> 协议	agreements on reservation amendments/ cancellation 酒店对宾客预订变更、取消预订的规定
amendment	[əˈmendmənt]	<i>n.</i> 修改	amendment list 预订更改表
cancellation	[kænsəˈleɪʃən]	<i>n.</i> 取消	cancellation list 取消订房表
twin	[twin]	<i>n.</i> 双胞胎之一	a twin bed room 双床间或 standard room 标准间, 配备两张单人床
triple	[ˈtripəl]	<i>adj.</i> 三倍的; 三方的	a triple room 三人房, 配备三张单人床
junior	[ˈdʒuːnjə]	<i>adj.</i> 年少的; 地位 较低的	junior suite 普通套房

suite	[swi:t]	n. 套房	business suite 商务套房，专为商务客人设计，一间为起居兼办公室，另一间为卧室
duplex	['dju:pleks]	adj. 有两部分的	duplex suite 复式套房，其布置为起居室在下，卧室在上，两者用室内楼梯连接
connect	[kə'nekt]	v. 连接 / 联结	connecting suite 也称组合套间。两间相连的客房用隔音性能好、均安装门锁的两扇门连接，并都配有卫生间；需要时，既可以作为两间独立的客房出租，也可以为套房出租，灵活性较大
deluxe	[di'lʌks]	adj. 豪华的	deluxe suite 豪华套房，为两套间或三套间布置，三套间中除起居室、卧室外，还有一间餐室或会议室，卧室中配备大号双人床 (king-size bed)
presidential	[prezi'denʃəl]	adj. 总统的	presidential suite 总统套房又称特套间，一般由五间以上的房间组成，装饰布置极为讲究，通常在豪华酒店才设置此类套间



Situational Conversations

Sample Conversation A: Room Reservation by Telephone

A1: An FIT Reservation

Reservationist (R): Fortune Hotel. Reservation Desk. How can I help you?

Guest (G): Yes. This is Henry Smith calling from Paris. I'd like to book a room, please.

R: Yes, Mr. Smith. For when?

G: From June 14.

R: How long will you be staying?

G: About a week.

R: What kind of room would you like, Mr. Smith?

G: I'd like a double room for my wife and myself. By the way, what's the **rate** of a double room?

R: It's 480 *yuan* RMB for a double with bath and 400 *yuan* RMB with shower. Which one would you like?

G: Four hundred a night is OK. It is about 60 US dollars, isn't it?

R: Yes, Mr. Smith, a double with shower, from June 14 to June 21. Am I correct?

G: Yes. That's right.

R: What time will you be arriving?

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

R: Yes, Mr. Smith. We have airport **representative** desk. Just **contact** them and they will help you.

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

R: Thank you for calling, Mr. Smith. We are looking forward to your coming. Goodbye.

Check your understanding

1. *How long are Mr. and Mrs. Smith going to stay?*
2. *What kind of room would they like to reserve?*
3. *Why did Mr. Smith ask about the airport shuttle bus?*

A2: A Group Reservation

Reservationist (R): Fortune Hotel. Reservations. May I help you?

Guest (G): Yes. My name is Bill Richard, calling from the International Trading Company. I'd like to reserve rooms for my group.

R: What rooms do you prefer?

G: We have 30 people. Fifteen twin-bed rooms with a bath, please.

R: For which dates, Mr. Richard?

G: From January 22 to 24.

R: Just a moment, please. Fifteen TWB rooms for January 22, 23 and 24. Yes, we still have those rooms **available**.

G: Then how much do you **charge**?

R: 600 *yuan* RMB, **equivalent** to 88 US dollars.

G: 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 23, from 3:00 p.m. to 5:00 p.m.

R: No problem. We can make it for you, but we charge 400 *yuan* RMB per hour for the use of the hotel meeting room.

G: Oh, I see. Any **discount**?

R: There is a 15 percent discount. And we'll send you a confirmation by fax within five days. May I know your fax number, please?

G: You may fax at 69692828.

R: Thank you, Mr. Richard.

Check your understanding

1. *What kind of room does Mr. Richard require for his group?*
2. *Does the group have any special request?*
3. *Does the hotel offer any special rates?*
4. *How does the hotel confirm the reservation?*

Sample Conversation B: Room Reservation at the Front Office (A Face-to-face Reservation)

B1: All the Rooms Are Booked Up

Receptionist (R): Good morning. May I help you?

Guest (G): Good morning. I want to reserve a single room for my boss. He's coming from New York next month.

R: May I have the name of your boss?

G: Richard Williams.

R: His arrival and departure dates, please?

G: From October 2 to 5.

R: Thanks. Just a moment, please. Let me check the computer ... Oh, I'm sorry, but all the rooms are booked up in October.

G: What a pity!

R: Don't worry. We can either put him on the waiting list or find him a room in a nearby hotel.

G: Well, Mr. Williams likes your hotel pretty well. I'm sure he'll prefer to stay in your hotel. How can you **inform** me if there's a single room available for my boss?

R: May I know your name and your phone number?

G: Rota Jackson. Here's my visiting card. I'm working in the Qingdao Office of ABC Trading Company.

R: Mr. Jackson, I'll give you a **definite** answer by phone within 5 days.

Check your understanding

- 1. In whose name was the reservation made?*
- 2. What are the solutions to the problem of booking up?*
- 3. Why did the reservationist ask the caller for his name and telephone number?*

B2: We Have Rooms Available

Receptionist (R): Room Reservations. Good afternoon.

Guest (G): I'd like to book a double room for Tuesday next week.

R: That's fine, sir. We do have a double room available for that day, September 12. But do you prefer a front view or a **rear** view?

G: What's the price difference?

R: A double room with a front view is 140 dollars per night while one with a rear view is 115 dollars per night.

G: I think I'll take the one with a front view then.

R: How long will you be staying, sir?

G: We'll be leaving on Sunday morning.

R: That will be five nights, sir. Could you tell me your name, please?

G: Yes, it is Moore.

R: How do you spell it, please?

G: It's M-O-O-R-E.

R: Thank you very much and we look forward to seeing you next Tuesday, Mr. Moore.

G: Good. That's all **settled** then. Good-bye.

R: Good-bye.

Check your understanding

1. *What kind of room would Mr. Moore prefer?*
2. *What is the price difference between a room with a front view and one with a rear view?*
3. *How long will they be staying at the hotel?*

Sample Conversation C: Revising the Reservation

Reservationist (R): Good morning, madam. May I help you?

Guest (G): Good morning. I'm the **secretary** of the ABC Trading Company. I've booked two rooms from next Monday to Wednesday. It's for Mr. and Mrs. Smith and their two children. I've come to **revise** the reservation.

R: Yes, madam. Let me have a check. Here you are. You booked two deluxe doubles for the Smiths from October 12 to 14. How would you like to change it?

G: Last night, Mr. Smith phoned us that their children wouldn't come with them.

R: Oh, you mean you will **cancel** one deluxe double?

G: Not really. My boss has decided to **upgrade** to a suite, if possible.

R: Yes. We do have suites in British, French, Spanish, Japanese and presidential styles. Which do you prefer?

G: A Spanish suite, please. The Smiths are Spaniards. One more thing, they want to stay one more day, till Thursday.

R: A Spanish suite from October 12 to 15 for Mr. and Mrs. Smith. Am I correct?

G: Yes. Sorry to have caused you such trouble.

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

Check your understanding

1. *Why does the caller have to revise the reservation?*
2. *Do Mr. and Mrs. Smith still want a deluxe double?*
3. *What kind of room do they require? Why?*

Sample Conversation D: No-shows

Travel Agent (TA): Four Season Travel Service. May I help you?

Receptionist (R): This is Reception from Fortune Hotel. Mr. Rachael, you've booked a suite for Mr. Hans and he is expected to arrive today. But he hasn't shown up yet.

TA: I'm sorry. I've been away for a while and I've just been informed that Mr. Hans's flight is **delayed due to** heavy fog. He is still staying at the Tokyo airport.

R: When could he arrive?

TA: I have no idea. It **depends** on the weather there. Can you keep the suite **blocked** for Mr. Hans?

R: I'm afraid that we can block it until 6:00 p.m., because your reservation is a **non-guaranteed** one.

TA: I don't see Mr. Hans could arrive by six. Can you make the reservation a guaranteed one now?

R: Sure, we can. But according to the hotels **policy**, we bill you for the no-show.

TA: No problem. Hans is one of our most important customers, you know.

R: I understand.

TA: Thank you.

R: Once Mr. Hans's flight arrives, please inform us so that we can arrange for our staff to pick him up at the airport.

TA: Okay, I will.

Check your understanding

1. *Why can't Mr. Hans arrive at the hotel on time?*
2. *Why can't the reservationist block the room for Mr. Hans?*
3. *How did the hotel guarantee the room for Mr. Hans?*

Word Bank

rate	[reit]	<i>n.</i> 价格	What is the daily room rate? 这房间一天多少钱?
shuttle	['ʃʌtl]	<i>n.</i> 短程穿梭运行的飞机 (火车、汽车)	We have a shuttle bus to the airport. 我们有班车去机场。
representative	[,reprɪ'zentətɪv]	<i>n.</i> 代表	Our airport representative will meet you. 机场代表会接您。
contact	['kɒntækt]	<i>v.</i> 联系	If you need any help, please don't hesitate to contact me. 有什么需要帮忙, 请尽管与我联系。
available	[ə'veɪləbl]	<i>adj.</i> 可以使用的	Sorry, we don't have any rooms available now. 对不起, 我们现在没有空房。
charge	[tʃɑ:dʒ]	<i>v. & n.</i> 收费; 费用	How much do you charge for the drinks. 酒水多少钱呢?
equivalent	[i'kwɪvələnt]	<i>adj.</i> 相等的	One US dollar is equivalent to 6.83 <i>yuan</i> RMB. 1 美元等于 6.83 元人民币。

inform	[in'fɔ:m]	v. 告诉, 通知	Can you inform me when to begin our final exam? 你能告诉我什么时候期末考试吗?
definite	['definit]	adj. 明确的, 肯定的	I'm expecting a definite answer. 我给你肯定的答复。
rear	[riə]	n. 后部	Both the front and rear view are fantastic. 正面和后面的景观都很棒。
settle	['setl]	v. 解决	It's hard to settle the dispute. 解决争端很难。
secretary	['sekretəri]	n. 秘书	We can certify for her competence as a secretary. 我们可以保证她能胜任此秘书工作。
revise	[ri'vaiz]	v. 修订, 修改	I'm calling to revise our reservation. 我打电话是变更一下我们的预订。
cancel	['kænsəl]	v. 取消	We've cancelled our reservation. 我们已取消了我们的预订。
upgrade	[ˌʌp'greɪd]	v. 提升, 使升级	I'd like to upgrade our room to a suite. 我想将我们的房间升级为一个套房。
no-show	['nəʊʃəʊ]	n. 预订客未到	Do you charge for no-show list. 未到客是否加费?
delay	[di'leɪ]	v. 推迟, 使延迟	We'll have to delay our holiday until the weather is better. 我们得把假期推迟到天气好些的时候。
due to	[dju: tu:]	prep. 由于; 因……引起; 可归于……	This accident was due to his carelessness. 这次事故是由于他粗心而引起的。
depend	[di'pend]	v. 依赖, 决定于	It depends on the weather. 这取决于天气。
blocked	[blɒkt]	adj. 堵塞的, 阻塞的	My cold gave me a blocked-up nose. 伤风使我鼻塞。
non-guaranteed	[nɒn,gæərən'ti:d]	adj. 非保证性的	a non-guaranteed reservation 非保证性的预订
policy	['pɒləsi]	n. 政策, 方针	hotel policy 酒店的政策 / 规定



Useful Expressions

Finding out the details

- May I have your name and phone number, please, sir?
- What kind of room would you like (prefer)?
- What type of room do you require, sir?
- When would you like your room, sir?
- For which date?
- How long do you plan to stay?

- How long will you be staying?
- For how many nights?
- How many guests will there be in your party?
- How many adults will be in the room?
- How many people is the room for?

Telling about the price

- A single room is \$80 per night, with a 15% service charge.
- We will need an advance deposit of \$100.
- We offer special rates today.
- For a single room, there is a 15% discount.
- We offer a 10% discount for group reservation, sir.

Accepting a booking

- I can book you a single room for... (date).
- We can confirm a room for... (date).
- It's okay for the... (date).

Refusing a booking

- I'm afraid we have no twin rooms available, but we can offer you a double room.
- I'm very sorry, but we're fully booked for those days as it is peak season.
- Is it possible for you to change your reservation date?
- We won't be able to guarantee you a room for ... (date).
- We can put you on a waiting list just in case we have a cancellation.
- We're very sorry, sir. We hope you understand.
- We would appreciate it very much if you could call us instead.
- Can I book you into another hotel in the area?
- Sorry, we're overbooked. But I can recommend you another hotel here.
- We hope we'll have another opportunity to serve you.

Confirming a booking

- Is this a new reservation or a confirmation call?
- When did you make the reservation?
- In whose name was the reservation made?
- Shall I make a reservation for you now?
- I'm afraid that we have no record of a reservation for that date in your name.
- Your room is confirmed.
- Thank you for confirming your reservation.



Activities

I. Speaking

Work in pairs.

Do you think you're qualified to work at the front office? Write down your strengths and weaknesses and then compare your ideas with your partner's.

II. Vocabulary

Match the verbs with the nouns. Use a dictionary when necessary.

1) book	a) your coming
2) confirm	b) a view of the sea
3) have	c) a reservation
4) spell	d) a double room
5) prefer	e) your name
6) look forward to	f) a vacancy

III. Pronunciation: Contrastive Stress

Underline the two stressed words in each sentence.

1. It's not the first complaint they've had and it won't be the last.
2. They were supposed to deliver it yesterday not tomorrow.
3. I didn't say they might be coming; I said they were.
4. He doesn't want to pay by cheque; he wants to pay in cash.
5. Checking the petty cash is your responsibility not his.
6. Would you like brown bread or white?

IV. Reading

These are procedures for handling room reservations. In what order do you think the correct procedures should be?

- a) After taking the reservation, pass the Reservation Form to Reservation Department.
- b) Repeat the reservation to the guest and make sure every point is clearly printed on.
- c) Use the standard Reservation Form and mark down the following items.
- d) If we have rooms available, accept it, ...
- e) Check the room status first.
- f) If we don't have room available, put the reservation on the waiting list (if guest

agreed) and ask the guest to double check with us or we inform him/her later on.

g) If no room is available, suggest and try to make a reservation in another hotel for the guest.

Answer the following questions about documents.

What documents does the receptionist need during reservation procedure?

- the room chart
- the reservation form

What are these documents for? Write a brief explanation for the purpose of the use of each item above.

The room chart: _____

The reservation form: _____



Etiquette Tips for Daily Life

Etiquette 2 — How to Be Good Looking

Sure, looks aren't everything, but it certainly doesn't hurt to have an image that's easy on the eyes. Fortunately, being good-looking these days isn't just about being born that way. It's about appreciating and emphasizing your best features, and putting your best foot forward. There's no guarantee that following these steps will make you one of most good-looking people on the planet, but it'll definitely make you look better and feel better about yourself.

1. Start from the inside out.

- Be healthy. People who look healthy look good. And what is better way to look healthy than to be healthy? If you aren't taking good care of your body, now it is a good time to start. Begin with the basics: drink more water, eat healthy food and keep fit.
- Be confident. Your self-esteem really does affect the way you look. It changes the way you carry yourself. People who are confident (not arrogant) get noticed.
- Be a good person. Develop good character to match your good looks. Be humble and honest. Give people more to appreciate.

2. Be hygienic.

Keep up with your physical maintenance. Make it a habit to take care of yourself on a

daily basis. Be well-groomed. These details make a big difference.

- Cleanliness — shower daily; wash hands regularly.
- Scent — wear an anti-perspirant; wear perfume, if you wish.
- Nails — keep them trimmed and clean; if you have long fingernails, keep them painted and shaped.
- Skin — wear sunblock; apply lotion daily to keep your skin soft.
- Hands — apply lotion after you wash your hands every time to keep them soft and smooth.
- Feet — apply lotion after taking a shower; keep them clean; prevent foot odor.
- Teeth — brush at least twice a day, especially after coffee or smoking; you shouldn't smoke because it is bad for both health and looks (it causes wrinkles and yellowed teeth); floss; visit the dentist regularly; whiten your teeth if necessary.
- Hair — keep it neat and clean; remove body or facial hair that you don't want.

3. Be distinct.

As human beings, we gravitate towards what is rare and unique. You're an individual — there's no one in the world like you — and you should take advantage of that. There's a lot of pressure to look like others, but no one remembers a clone. Be yourself and flaunt it. Emphasize the things that make you unique, whether it's your hair, your height, your shape, your eyes, and so on. Make your appearance reflect your unique personality.

4. Dress well.

Take the time to pick out clothes that you feel comfortable in and that make you feel happy to look in the mirror. Don't get obsessed with clothing; just find several outfits that look good on you. Don't dress like you just rolled out of bed. Show people that you care about your appearance.

5. Smile.

Don't walk around all the time with a frown or even a neutral expression on your face. Even a little smile will make you more attractive. What else could be more inviting and approachable?