

Unit 1

Room Reservation



Objectives

- Understand the working procedures for room reservations.
- Deal with the situation flexibly when the hotel is fully booked.
- Deal with reservation cancellations in a professional manner.

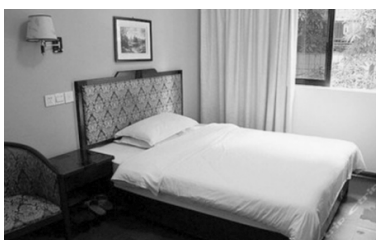
Lead-in

1. Think it over and share your ideas with your classmates.

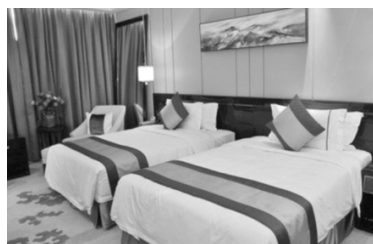
One of the most important qualities of hotel staff is a real liking for people and a warm desire to help them. Discuss with your classmates and find some good ways to cultivate this quality.

2. Match the following room types with hotel rooms in the pictures below.

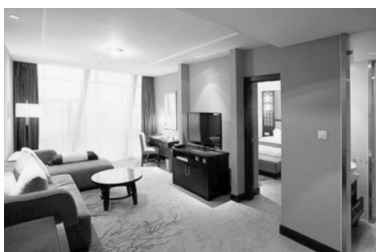
A. single room B. double room C. twin-bed room(standard room) D. suite



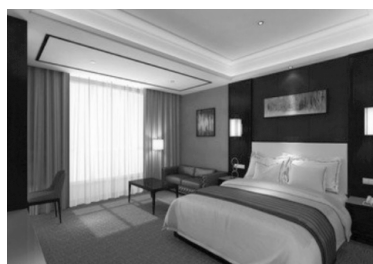
(1) _____



(2) _____



(3) _____



(4) _____

Part I Background Knowledge

Job Description for Reservation Agent

A hotel is a “home away from home” for all travelling guests who need rest, food and drinks. The front office of a hotel is not only its “shop window” but also its “nerve center”. Its staff’s efficiency and attitude are of great importance to guests’ vacation or business, and indeed to the hotel operation. The job of a reservation agent is mainly to respond to requirements from guests, travel agents, and referral networks concerning reservations by mail, telephone, telex, cable, fax, or through a central reservation system; to create and maintain reservation records—usually by date of arrival and alphabetical letters of confirmation, cancellations and modifications. Additional duties may include preparing the list of expected arrivals for the front office, assisting in preregistration activities when appropriate, and processing advance reservation deposits.

Part II Situational Dialogues

Dialogue 1 FIT Room Reservation by Telephone

Scene: Helen (H) is the reservationist of Wuxi Intercontinental Hotel. She is receiving a reservation call from a guest named Williams (W).

H: Wuxi Intercontinental Hotel, reservation desk, Helen speaking. How can I help you?

W: Yes, I'd like to book a room in your hotel.

H: Sure. May I have your name, please?

W: Henry Williams.

H: Okay, Mr. Williams. May I know your arrival and departure dates?

W: From October 1st to the 3rd.

H: Okay, Mr. Williams. What kind of room do you prefer? We have single rooms, double rooms, twin-bed rooms and various suites.

W: I'd like a double room, please.

H: How many people are there in your party, Mr. Williams?

W: Just my wife and myself.

H: We have double rooms with bath and double with shower. Which do you prefer?

W: Any differences?

H: Mr. Williams, a double room with bath is RMB 688 yuan per night. For a double with shower, it is RMB 618 yuan.

W: Then I will choose the one with bath, please.

H: Mr. Williams, may I have your contact number? We can contact you if it is necessary.

W: Sure. It is 001-415-578-7342.

H: Thank you, Mr. Williams. So you've made a reservation for you and your wife, a double

room with bath from Oct. 1st to 3rd. And the room rate is RMB 688 yuan. The contact number is 001-415-578-7342. Am I correct?

W: Exactly! Thank you!

H: Anything else I can do for you, Mr. Williams?

W: No, that is all. Thank you!

H: My pleasure. Thank you for calling. We are looking forward to your coming. And have a nice day. Bye!

W: Bye-bye.

Dialogue 2 Group Reservation

Scene: Henry Williams (W) is calling the Reservations of Wuxi Intercontinental Hotel to reserve rooms for his colleagues. Helen (H) receives his request.

H: Wuxi Intercontinental Hotel. Reservation Desk. Helen speaking. How can I help you?

W: This is Henry Williams calling from Spring Travel Service.

H: Oh, Mr. Williams. What can I do for you this time?

W: We have a meeting group from the USA. And we need to reserve rooms for them in your hotel.

H: How many people are there in this group, Mr. Williams?

W: There will be 40 people in it.

H: For which dates, please?

W: They are arriving on 22nd July, Monday and leaving on 25th July, Thursday.

H: That will be 3 nights. What types of room would they like, Mr. Williams?

W: Twenty twin-bed rooms, please.

H: Any other requirements, Mr. Williams?

W: They are going to have a meeting in your hotel. So, could you arrange a conference room for them?

H: Sure. For when, please?

W: On the afternoon of 23rd July, from 2:30 p.m. to 5:00 p.m.

H: No problem. We can make it for you, but we charge RMB 300 yuan per hour for using the meeting room.

W: Oh, I see. Is there any discount on the group reservation?

H: The contracted room rate for twin-bed room is 588 yuan per night, including breakfast. Is it OK?

W: That's all right.

H: How are they arriving? Do you want us to offer picking-up service?

W: No, thanks. They are arriving by air. Our tour guide will meet the group at the airport.

H: Do you pay everything, Mr. Williams?

W: No. We'll give our guests vouchers and we pay the value only on the voucher. Other expense must be settled by the guests themselves.

H: Okay, Mr. Williams. You have booked 20 TWBs for the guests from the USA, from 22nd July to 25th July, and a meeting room for 23rd, from 2:30 to 5:00 p.m. Am I correct?

W: That's right.

H: We will send you a confirmation by fax within 2 days. May I have your fax number?

W: You may fax at 0510-58586688.

H: Thank you for calling, Mr. Williams. Have a good day!

Dialogue 3 Fully Booked

Scene: Henry Williams (W) is calling the Reservations of Wuxi Intercontinental Hotel to reserve a room. But there is no room for the date he needs. Helen (H) receives his request.

H: Good afternoon. Reservation Desk. How may I help you?

W: I'd like to book a single room for August 23rd.

H: Just a moment, please. I'm sorry, sir. All the single rooms are booked up for that day.

W: Oh, it's too bad.

H: Would you like to try other room types? We still have some double rooms available for that day.

W: No, thank you.

H: Would you like us to put you on our waiting list so that we can call you in case we have a cancellation?

W: It's very kind of you. But I have an important meeting on that day in your city.

H: I see, sir. Would you like us to find you a room in a nearby hotel?

W: Yes, please. Thank you so much.

H: May I have your name and phone number, please? We will inform you if the reservation is made.

W: Henry Williams. The number is 001-145-5768-3208.

H: Okay, Mr. Williams. I will call you back later when the reservation is done.

W: Thank you. I really appreciate your help.

H: My pleasure. Thank you for calling us. We are always at your service.

Dialogue 4 Adjustment of the Reservation

Scene: Helen (H) is the reservation clerk of Wuxi Intercontinental Hotel. She is receiving a call from a guest named Williams (W), and he wants to make adjustment of his reservation.

H: Good evening. Wuxi Intercontinental Hotel. Reservations. How can I help you?

W: Good evening, I'm calling from Los Angeles. I've booked two rooms from Oct. 2nd to 5th. I want to revise it.

H: Sure. In whose name is the reservation made?

W: Henry Williams.

H: Mr. Williams, let me check. Yes, we do have a reservation made by you. So what kind of adjustment do you want to make?

W: The meeting I'm going to attend in your city will last one more day than it has planned. I'll extend my stay for one more night.

H: Would you please hold the line for a moment? I'll check the booking record. Yes, Mr. Williams, you can have the room you reserved for one more day.

W: That's great. Thank you so much.

H: You're welcome. So the reservation is changed like this: the same room, the date will be from Oct. 2nd to 6th. Am I correct?

W: Yes, exactly.

H: Anything else I can do for you, Mr. Williams?

W: No, thank you.

H: Thank you for calling. We are looking forward to your coming.

Dialogue 5 Cancellation

Scene: Helen (H) is the reservation clerk of Wuxi Intercontinental Hotel. She is receiving a call from a guest named John Smith(S), and he wants to cancel the reservation he made for his boss.

H: Good morning. Wuxi Intercontinental Hotel. Reservation Desk. Helen speaking. How may I help you?

S: Yes. I'm calling to cancel a reservation, because the schedule has been changed for the bad weather.

H: It is okay. In whose name was the reservation made?

S: Henry Williams.

H: Could you spell the last name, please?

S: W-I-L-L-I-A-M-S.

H: And for which dates, please?

S: From November 5th to 7th.

H: Thank you, sir. May I know whether the reservation was made for yourself or someone else?

S: For my boss.

H: Then could I have your name and telephone number, please?

S: Yes. It's John Smith and the number is 001-2354-3788.

H: Thank you, Mr. Smith. I will cancel Mr. Williams' reservation for November 5th to 7th.

S: Thank you very much.

H: It's my pleasure. We look forward to serving you in another chance. Have a nice day.
Goodbye.
S: Bye-bye.

Part III Useful Expressions

1. Greet guests.

Good morning/afternoon/evening. Wuxi Intercontinental Hotel. Reservations. Helen Speaking. How can I help you/May I help you/Can I be of any service to you?

2. Inquire about the reservation information.

Could I have your name and phone number, please?
How many people are there in your party?
For how long are you going to stay in our hotel?
May I have your surname/your fax number/the way to contact you/your last name/credit card number/passport number?

3. Ask the guest to wait.

Hold the line, please.
One moment, please.
Let me check the reservation record. Please wait a minute.

4. Tell the guest the room rate.

We can offer a single room with bath at RMB 658 yuan per night.
We charge RMB 658 yuan for a double room per night.

5. Inquire about the arrival information.

Could I know your arrival date, please?
How are you arriving? Your flight number, please?
May I know the estimated time of your arrival?
Do you need pick up service?

6. Confirm the reservation.

Now let me confirm your reservation: you've booked a single room from Oct. 3rd to 6th/a double room/a twin-bed room with credit card guarantee/rooms by advance deposit reservation

7. Tell the guest that your hotel is fully booked.

I'm awfully sorry, but all the rooms are booked up.
We have no vacancies for the dates you need.
We are fully booked for those days.

Part IV Activities

1. Vocabulary: Get the correct meanings and learn them by heart.

Words and Expressions	Meanings	Words and Expressions	Meanings
front office		arrival	
reservation		departure	
a home away from home		single room	
efficiency		double room	
personality		suite	
central reservation system		TWB	
confirmation		adjustment	
cancellation		room rate	
modification		vacancy	
selling status		acknowledgement	
credit policy		guaranteed reservation	
no show		PMS	

2. Role-play.

Situation 1: John Brown is calling Wuxi Taihu Hotel. He wants to book 3 twin-bed rooms for his colleagues from Oct. 2nd to 5th. You are the reservation agent. Answer the phone and help him to book the rooms.

Situation 2: John Brown comes to Wuxi Taihu Hotel. He wants to book a single room for himself from September 7th to 9th. But there is no single room available for those days in your hotel. You are the reservation agent and need help him to solve the problem.

3. Practical writing.

How to Write a Confirmation Letter

Reservation confirmation is an acknowledgement given by the hotel to guests for their room request and also the personal details given at the time of booking. A written confirmation states the intent of both parties and confirms important points of agreement like name, arrival and departure dates, number of guests' staying, room rate, type of room booked, number of rooms, picking-up details, details of deposit made, package details, etc. A confirmed reservation may be either guaranteed or non-guaranteed. Details on the confirmation letter are retrieved from the reservation record and manually updated or entered automatically with the help of PMS used by the hotel on to a specially designed reservation confirmation form. Confirmation letter may also include the cancellation and

no-show policies of the hotel. And it's also about the retention charges, hotel standard check-in and check-out time, early morning/early arrival charges and late departure charges. There are many different types of formats used by hotels for confirmation letters. We offer you a sample which may help you better understand what are included in a confirmation letter. Here is a sample for you.

Reservation Confirmation

Reservation No:20220801

Date:

Dear Mr. /Mrs. (Guest Name)

We are delighted that you have chosen (**Mention your hotel Name**) and we are pleased to confirm your reservation as follows:

Company name	
Name of the guest(s)	
Number of guest(s)	
Number of room(s)	
Arrival date	
Departure date	
Flight details /Arrival time	
Departure time	
Airport transfer	
Room category	
Mode of payment	
Room rate	

A. Arrival and departure policy.

Check-in: 1400 Hrs

Check-out: 1300Hrs

Early check-in is subject to availability. For guaranteed early check-in, rooms are to be reserved from the previous night. Rooms are held until 4 p.m. on the day of arrival unless guaranteed by a credit card or deposit.

B. Cancellation policy.

All cancellations should be done 72 hours prior to the day of arrival to be exempted from the cancellation charges. This is equivalent to 1 day's retention charges. All no-shows will also attract 1 day's retention charges. A non-refundable reservation fee of (\$ 00.00) is billed to the credit card used to guarantee the room reservation.

C. Guarantee policy.

All bookings must be guaranteed at the time of reservation by credit card or advance

payment. All major cards are accepted.

D. Photo identity.

All Guests are requested to produce the government approved photo identity card and valid passport and visa for foreign nationals upon arrival.

We look forward to welcoming you at **(Mention Your Hotel Name)**

Best Regards

Reservations

Part V Further Reading

How to Introduce Yourself to Others

A. Eye contact.

Eye contact shows that you are engaged in the interaction. Eye contact is one way to connect with each other and shows that the other person has your attention. When you make eye contact, it shows that you are open and engaged.

If you're not comfortable looking straight into someone's eyes, stare at the point between the eyebrows; she won't notice the difference.

If you're in a group setting, make periodic eye contact with those around you.

B. Smile.

It is important to keep a genuine, bright smile when you meet a new person. Be genuinely happy to meet someone new and to share a positive experience and it will help create a genuine smile. Including the upper part of your face in your smile creates a more genuine and less fabricated smile.

C. Body language.

Use appropriate body language. Your body language should communicate that you are confident and at ease. Stand with your head high and your back straight, being careful not to slouch.