

## ПОСЛОВНИ ЕНГЛЕСКИ ЈЕЗИК 3

### *пийтања за усмени део испитија*

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1. Dealing with Reservation Requests (page 1)
2. List the three basic types of *guaranteed reservations*
3. Should a receptionist deal with all the guests' complaints?
4. What elements does *a confirmation letter* include?
5. Name and explain the basic types of rooms/suites
6. Guaranteed reservations (page 13)
7. Cancelling a reservation - explain the basic procedure
8. Check-in Dialogue 1 (page 43)
9. The difference between *guaranteed* and *non-guaranteed reservations*
10. Check-in Dialogue 2 (page 42)
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13. Making reservations over the telephone
14. Determining the guest's reservation status
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23. Explain the following different types of money documents: *invoice, receipt, itemised bill, traveller's checks* and *vouchers*
24. In-room facilities and office support services

25. Room status – enumerate the basic types
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32. *Guest history record* – Financial information about the guest
33. Explain the following expressions: the *PIA guest*, the *FIT*(*free independent traveller*) and the *walk-in guest*
34. Explain the basic steps of the registration process
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36. What is meant by the following terms: AP and MAP, and BUFFET?
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40. What is meant by the term IN-HOUSE CREDIT?
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45. The importance of welcoming and greeting the guest at the hotel
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47. Complaints (page 101)
48. Explain the following expressions: *cancellation hour* and *cancellation charges*
49. Guidelines for handling complaints (page 102)
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