

## ПОСЛОВНИ ЕНГЛЕСКИ ЈЕЗИК 3

*питања за усмени део испита*

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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)
11. Guaranteed reservations (page 13)
12. *Account settlement* – explain the basic procedure
13. Making reservations over the telephone
14. Determining the guest's reservation status
15. Establishing the method of payment – the basic steps
16. Service-related complaints
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18. Booking a room over the internet – the advantages
19. Check-out (page 53 part 2)
20. Dealing with unusual guest requests
21. Late check-out (page 54)
22. Basic dining facilities and F&B service in a hotel
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
26. Handling guest request for service (page 77)
27. The basic check-out stages
28. Issuing the Room Key (page 34)
29. *Guest history record* – Personal information about the guest
30. What is meant by the term *room allocation*

31. Check-out: Paying the Bill Dialogue A (page 65)
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
35. Check-out: Paying the Bill Dialogue B (page 65)
36. What is meant by the following terms: AP and MAP, and BUFFET?
37. Check-out: Paying the Bill Dialogue D (page 66)
38. List the qualities of a good receptionist
39. The job of a concierge – the main tasks and responsibilities
40. What is meant by the term IN-HOUSE CREDIT?
41. Creating a registration record – the basic steps
42. State the different ways in which a hotel can retain regular guests
43. Assigning the room and rate to the guest – the basic procedure
44. Accepting, confirming and rejecting a reservation
45. The importance of welcoming and greeting the guest at the hotel
46. Explain the following terms: *currency*, *deposit*, *discount* and *gratuity*
47. Complaints (page 101)
48. Explain the following expressions: *cancellation hour* and *cancellation charges*
49. Guidelines for handling complaints (page 102)
50. The job of a reservations agent – the main tasks and responsibilities