# Unit 4

# Reservation Inquiry Over the Telephone

# Reading

Read the dialogue between a caller and a reservations agent. The dialogue shows how we may deal with a typical reservation request over the telephone. Note how the agent leads the conversation and collects the necessary information, recording it on a reservation record or entering it into a computer system.

# Reservation Inquiry Over the Telephone

Agent: Thank you for calling the Sherwood Inn. This is the reservations o–ce, Gregory speaking.

Caller: This is Holly Smith in Kansas City. I’m going to Dallas and I need a room at your hotel.

Agent: How many are in your party?

Caller: Just me.

Agent: Are you part of a group or convention at the Inn?

Caller: No, I’m not.

Agent: Great. What date will you be arriving and how many nights do you plan to stay?

Caller: On December 11, for two nights.

Agent: Would you care to reserve a suite in our special service tower, Ms. Smith?

Caller: Yes, I stayed there last time; that’ll be fine.

[The agent now checks the control book, wall chart, or computer file for rooms available on the dates requested. As Ms. Smith has been a guest at the Sherwood Inn before the agent may also check the hotel’s guest history records.]

Agent: A suite is available. Do you have any other special requests that the Inn can provide, such as a no-smoking room?

Caller: Yes, I think I’d like that.

Agent: May I have the spelling of your first and last names and your area code, phone number, and home address?

Caller: H-o-l-l-y S-m-i-t-h. My phone number is area code 816, and the number is 555-7676. My home address is 4729 Elk Lake Drive, Kansas City, Missouri, 64141.

Agent: What time do you expect to arrive on the 11th, Ms. Smith?

Caller: I expect to be there around nine o’clock that evening.

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Agent: Since you’ll be arriving after 6 p.m, you might wish to make a guaranteed reservation with your credit card. This ensures that your room will be held after our 6 p.m. cancellation hour. You can arrive any time that evening and the room will be waiting for you. If your plans change, simply call us before 6 p.m. Dallas time on the 11th to cancel. Would you like to make a guaranteed reservation, Ms. Smith?

Caller: Yes. Do you take American Express?

Agent: Yes, we do. May I have your card number and expiration date?

Caller: It’s card number 1234-567890-12345, and it expires 12/97.

Agent: Fine. Your guaranteed reservation is confirmed for a no-smoking suite at the Sherwood Inn in Dallas, arriving the night of December 11th, and departing on the morning of December 13th. Your reservation confirmation number is 293GG566. My name is Gregory. We’ll send you a letter of confirmation, which you should present at the front desk when you arrive. If your plans change and you have to cancel or change your reservation, please call the hotel before 6 p.m. Central Standard Time on the 11th. Do you have any questions?

Caller: No, that’s it.

Agent: Thank you, Ms. Smith. Have a good day.

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# Comprehension Check

1. Use the information from the dialogue to fill in the Reservation Form.

GUEST RESERVATION FORM

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |  |  |  |  | Date of Res. | | | | | | | |  |  |  |  |  |  |  |  |
|  | Please Print or Type | | | | | | | | | |  |  |  | Res. Clerk | | | | | | |  | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | ARRIVAL | | | | DEPARTURE | | | | | |  | NO. | |  |  |  |  | NO. | | | | |  |  | RATE | | | |  |
|  | DATE | | | |  | DATE | | | | |  | NIGHTS | |  |  |  | PERSONS | | | | | | CONFIRMED | | | | | |  |
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|  |  |  | a.m. | |  |  |  | a.m. | | |  |  |  |  |  |  |  |  |  |  | Children | |  |  |  |  |  |  |  |
|  |  |  | p.m. | |  |  |  | p.m. | | |  | QUEEN BED | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | NO. ROOMS | | | |  | ROOM TYPE | | | | |  |  | 2 DOUBLE BEDSSUITE | | | | | | | | | | |  |
|  | OTHER | | | | Crib | | | | | | Connecting | | | Balcony | | | | | | | | | Other (Specify) | | | | | |  |
|  | REUESTS | | | | Rollaway | | | | | | Adjacent | | | Pool overlook | | | | | | | | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
| NAME RESERVATION WILL BE UNDER | | | | | | | | | | | | | | TEL ( ) | | | | |  | | | |  |  |  |  |  |  |  |
| Last | |  |  |  |  |  |  | First | |  |  |  | Mid. Init. | | |  |  | (Title, if one is offered) | | | | | | | |  |  |  |  |
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|  | STREET ADDRESS | | | | | | | | | | CITY | | |  |  |  |  | STATE | | | | |  |  | ZIP | | | |  |
|  | REPRESENTING (where applicable) | | | | | | | | | | | | | TEL ( ) | | | | | | | | |  |  |  |  |  |  |  |
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| --- | --- | --- | --- | --- | --- | --- | --- |
| STREET ADDRESS | CITY |  | STATE | | | ZIP |  |
| IS RESERVATION GUARANTEED? YES | |  | NO |  |  |  |  |
|  |  |  |  |
| RESERVATION GUARANTEED BY | |  |  |  |  |  |  |
|  |  |  |  | | |  |  |
| Credit Card No. | Exp. Date |  | Deposit | | | Other (Specify) |  |

RESERVATION MADE BY (if other than above)