# Essential vocabulary

TELEPHONE RESERVATIONS: Building the conversation

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| *Stage of a reservation process* | *Useful phrases* |
|  |  |
| Picking up the phone. | Good morning. The Palace hotel. Peter speaking. |
| Stating the caller’s needs. | Can I help you? |
|  |  |
| Connecting the caller with the | Just a moment, please. |
| appropriate department | Hold the line, please. |
|  | I’ll put you through to Reservations. |
|  |  |
| Learning the caller’s name | Thank you for calling the Palace hotel. |
|  | This is the reservations o–ce, Richard speaking. |
|  | Can I help you, madam / sir? |
|  | What’s your name, madam /sir? |
|  | Could you tell me your name, madam /sir? |
|  |  |
| Collecting information about | What kind of room do you require? |
| accommodation | What kind of room would you like? |
| (room type, length of stay) | When will you be arriving? |
|  | When would you like to stay? |
|  | How long do you plan to stay? |
|  | For how many nights? |
|  |  |
| Checking availability | Just a moment. I’ll check availability. |
| Accepting the reservation | Yes, we have a room available for those dates. |
|  | Availability is flne. |
|  | Yes, we can accommodate you. |
|  |  |
| Rejecting the reservation | I’m sorry, but we can’t accommodate you, |
|  | we are fully booked. |
|  | We have no single rooms available for that date. |
|  | I can put you on the waiting list and ring you |
|  | if there’s a cancellation. |
|  | Would you like me to call some other hotel |
|  | for you? |
|  |  |

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| --- | --- |
| *Stage of a reservation process* | *Useful phrases* |
|  |  |
| Registering the reservation. | Could you tell me your address? |
| Collecting the rest of | How are you going to settle your account? |
| information (address, method | May I have your credit card number and |
| of payment, special requests, | expiration/expiry date? |
| guaranteed reservation) | Do you have any special requests? |
|  | Would you like to make a guaranteed reservation? |
|  | I’ll reserve you garage space. |
|  | I’ll make a note of that, and the receptionist will |
|  | allocate the room on the flrst °oor for you. |
|  |  |
| Informing the guest about | Your reservation number is *: : :* . |
| the reservation (reservation | Please conflrm your reservation in writing, |
| number, deposit, room rate, | by fax, if you like. |
| conflrmation, etc) | The room rate is *: : :* per night, including |
|  | continental breakfast. |
|  | I’ll send you conflrmation of your booking. |
|  | If your plans change and you have to cancel or |
|  | change your reservation, please call the hotel |
|  | before *: : :* . |
|  |  |
| Saying good bye to the caller | Thank you. We look forward to your visit. |
|  | Good bye. |
|  |  |

### Examples of phone calls.

Read the following conversations and complete the sentences about each conversation.

First caller

Operator: Hotel Regent. Good morning. Can I help you?

Caller: Yes, I’d like to book a room for next week.

Operator: Hold the line, please and I’ll put you through to Advance Reserva-tions.

Receptionist: Advance Reservations. Can I help you?

Caller: Yes, I’d like to book a twin-bedded room from the afternoon of the 21st August to the morning of the 27th.

Receptionist: Yes, we have a twin-bedded room available for those dates. The rate is 390 crowns per night, including continental breakfast.

Caller: That will be flne.

Receptionist: Could I have your name and address, please? *: : :* Thank you I’ll send you a reservation card conflrming you booking by post, and we look forward to your visit.

Second caller

Receptionist: Advance Reservations. Can I help you?

Caller: My name is Dalbret. I’d like to book a single room for 25th August.

Receptionist: I’m very sorry, sir. We have no single rooms available on that date. I can put you on the waiting list and ring you if there’s a cancellation.

Caller: Thank you, but could you give me the name of another hotel?

Receptionist: Try the Hotel Central, sir.

Caller: Hotel Central. Thank you very much.

Receptionist: Not at all. Thank you for calling.

Third caller

Caller: Good morning. This is Frau Schmidt of Holstein AG, Hamburg. I want to reserve a single room for Herr Lang, our Marketing Manager.

Receptionist: Yes, Frau Schmidt. When does he require the room?

Caller: For the night of 24th August. And Herr Lang would like a quiet room away from the street.

Receptionist: For 24th August. Certainly. Could you give me your address, please?

Caller: Yes, it’s Postweg 45, 2000 Hamburg 22.

Receptionist: Could you spell ’Postweg’, please?

Caller: Yes, it’s P-O-S-T-W-E-G.

Receptionist: Thank you. And how is the account to be settled?

Caller: Full bill on the company account.

Receptionist: OK. Thank you for calling.

Caller: Thank you. Goodbye.

Fourth caller

Receptionist: Advance Reservations. Can I help you?

Caller: Yes, do you have a double room with shower from the 19th to the 23th August, with full board, please?

Receptionist: One moment please *: : :* , Yes, we have.

Caller: What is the daily rate?

Receptionist: D.Kr. 340 per person.

Caller: Fine. Could I make a booking, please?

Receptionist: Certainly. Your name, address and telephone number, please.

Caller: *: : :* . Could I also have garage space for my car?

Receptionist: Certainly, I’ll reserve you a space, and I’ll send you conflrma-tion of your booking.

Fifth caller

Receptionist: Reservations. Can I help you?

Caller: I’d like to reserve a double room with shower for three nights from the 21st of August.

Receptionist: OK. 21st August, three nights, double. I’ll check availability

* *: :* Yes, we can do that for you. Is it a company booking or anindividual?

Caller: Oh, it’s individual.

Receptionist: Have you stayed with us before?

Caller: No, I haven’t. Could I have a room near the ground °oor?

Receptionist: I’ll make a note of that and when you check in the receptionist

will allocate the room on the flrst °oor for you.

Caller: Thank you.

Receptionist: Will you be paying by credit card?

Caller: Yes, I will. It’s Visa.

Receptionist: Could give me your name and address?

Dialogue 1.

The room rates includes

Dialogue 2.

The hotel can’t accept the booking because

Dialogue 3.

Method of account settlement:

Dialogue 4.

Special request. The caller asks the Reservations agent to

Dialogue 5.

Special request. The caller asks the Reservations agent to