# Practice

1. Explain the meaning of the following terms. Give the corresponding Serbian terms.

*walk-in guest personal data method of settlement registration record registration card rollaway bed*

*room rate*

*guest history record room rack guest’s folio emergency exit*

1. Give nouns that correspond to the following verbs. Use the nouns in special terms dealing with guest registration.

*Model:*

*To arrive | arrival: arrival date / date of arrival, arrival list*

To depart | To stay | To sign | To register | To assign | To settle |

1. Insert the right preposition where necessary.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | A warm greeting sets the tone | | | | | |  |  | check-in. | | | |  |  |  |  |
| 2. | Guests often ask questions | | | | |  |  | the price of the room at check-out. | | | | | | | | |
| 3. | Business travellers may use different methods of settlement: one | | | | | | | | | | | | | | |  |
|  | rooms and another | | |  |  | other hotel goods and services. | | | | | | | | | | |
| 4. | Many hotels require the guest’s signature | | | | | | | | |  |  |  | the registration card. | | | |
| 5. | The guest’s registration card is a primary source | | | | | | | | | | | |  |  | creating guest | |
|  | history record. | | | | |  |  |  |  |  |  |  |  |  |  |  |
| 6. | A guest history record can help the hotel | | | | | | | | | |  |  | registering and serving | | | |
|  | guest |  | their return stay. | | | |  |  |  |  |  |  |  |  |  |  |

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| 7. |  |  |  | security reasons, we use a special code | | | | | | |  | keys instead |  |
|  | room numbers. | | | | |  |  |  |  |  |  |  |  |
| 8. | The receptionist’s duty is to explain | | | | | | | |  |  | the guest how to use the | | |
|  | electronic key. | | | | |  |  |  |  |  |  |  |  |
| 9. | If the guest needs the help of a bell person, the receptionist flrst introduces | | | | | | | | | | | | |
|  | the bell person | | | | |  |  | the guest, and then hands the room key | | | | |  |
|  | the bell person. | | | | |  |  |  |  |  |  |  |  |
| 10. |  |  |  | the way |  |  |  | the room, the bell person informs the guest about | | | | | |

the hotel services and facilities.

1. Complete the following sentences using the suggested verbs in the proper form.

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|  | hand assign fill sign confirm | escorts stay pick up | |  |
|  |  | |  |  |
|  | Our hotel is attractive to pilots because we offer transportation to and from | | | |
| the airport. That is why 40 or more pilots | |  | in our rooms every week. | |

We made our check-in process very easy for them. Our Reservations people rooms to the pilots as soon as they get reservation requests from

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| the air company. | |  |  |  |
| We usually |  | pilots at the airport. We register each pilot in the | | |
| courtesy van on the way to the hotel. The driver | | |  | each pilot a |

special packet. It includes a registration card and a room key. The pilots don’t

have to in the registration card, because Reservations prepares it

in advance for each pilot using a computer file. Each pilot checks it through

and the card. In this way, they room rate, arrival

and departure dates, flight number and room number. The driver then takes the pilots directly to the back wing of the hotel, where a bell person meets them and

them to their rooms.

Then the driver gives the completed paperwork to the Reservations.