Practice

1. Complete the following phrases with the proper word.

|  |
| --- |
| record sign surname address show sign confirming me fill |
| reservation place | register here may call | identification |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
| | | Would you like to |  |  |  |  |  | , please? |  |
| | | Do you have a letter or a telex |  |  | your reservation? |
| | | Could you |  |  |  |  | in this form, please? |  |
| | Who made the |  |  |  | ? |  |  |  |  |
| | Put your home |  |  |  |  | on the bottom line. |

* is your key.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| | | Would you like |  |  | to get you a room in another hotel? |
| | | Could you |  |  | your name, please? |

* I see your passport, please?

|  |  |  |  |
| --- | --- | --- | --- |
| | | Put your date of birth and, next to it, put your |  | of birth. |
| | | The porter will |  |  | you to your room. |  |  |
| | | I’m sorry, but I haven’t got any |  |  | of your reservation. |
| | Have you got any |  |  |  | ? |  |  |  |

* here, please.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| | | Would you like me to |  |  | another hotel? |
| | | Put your |  |  | on the first line, and then your name. |

1. Look at the phrases. Four of them ARE NOT suitable for welcoming guests. Cross them out.

Good evening, how may I help you? It’s good to see you again, Mr. Jones! Hello, what do you want?

Your name?

It’s nice to see you again, Mrs. Black! Wait a moment.

Good afternoon, sir, do you have a reservation with us? Back again, Mr. Smith?

Good evening, Mr. Williams. How nice to see you again! Enjoy your stay with us, Mrs. Black!

1. Read the conversation and fill in the gaps with the following words:

|  |  |  |  |
| --- | --- | --- | --- |
| sign | require | elevator | porter |
| imprint | registration | account | luggage |
| preference | enjoy | check | citizen |

* I’d like a room for the night.
* Do you have a reservation?
* No, I don’t.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| | | Do you have a |  |  |  |  | for a twin or a single room? |  |  |
| | | Single, please. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| | | OK. You are in room 430. How will you be settling your |  |  | ? |  |
| | By Visa Card. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| | May I take an |  |  |  |  |  | of your Visa card? |  |  |  |  |  |  |  |  |
| | Here you are. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| | | Thank you. Because you are not a British |  |  |  |  | I’ll |  |  |  |
|  | your passport in order to complete the |  |  |  | . |  |  |  |  |  |
| | | Here it is. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| | | This is your registration card. Can you |  |  |  | through the details |
|  | and |  |  |  |  | here, please? |  |  |  |  |  |  |  |  |
| | O.K. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| | | Thank you. Here’s your credit card, passport and here’s your key. It’s |
|  | room 430 on the fourth floor. The |  | is on the right. If you |
|  | just tell the |  |  |  | your room number, he’ll follow you with the |
|  |  |  | . |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

| Thank you very much.

| your stay.

1. Complete the following dialogues.

Write the receptionist’s part of the conversation. Then compare your dialogues with the Key at the end of the Unit.

# Dialogue 1: Fulfilling a Special Request

Guest: Good evening, my name’s Johnson. I have a room booked for tonight.

Receptionist:

Guest: Yes. Do you have a room with a balcony?

Receptionist:

Guest: Well, I’d like a room that doesn’t overlook the street, please.

Receptionist:

Guest: That sounds fine.

Receptionist:

Guest: I’m going to pay by Visa. Here’s my card.

Receptionist:

# Dialogue 2: Extending Stay

Receptionist:

Guest: Well, I would like to extend my stay for another night if I can.

Receptionist:

Guest: Yes, 810. Is there a problem?

Receptionist:

Guest: I don’t mind moving to a different room if necessary.

Receptionist:

Guest: That’s right. Thanks very much.

1. Write Registration Instructions for desk agents in the form of DOs and DON’Ts:
2. First of all determine the guest’s reservation status. Ask the guest if he or she has a reservation. If yes, find out reservation number.

2.

3.

4.

5.

1. Make up indirect questions from the following sentences. Begin your questions with: *Could you please tell me* *: : :*
	1. When did Mr. Smith arrive?
	2. How long are you going to stay?
	3. How will you be settling your account?
	4. Do you have any special requests?
	5. Where’s the post office?
	6. Is breakfast included into room rate?
	7. Are safe deposit boxes available?
2. Turn the following statements into tag questions by adding a question tag.
	1. You have no booking, *: : :*
	2. The room isn’t ready yet, *: : :*
	3. You are settling your account by credit card, *: : :*
	4. You’ll be using our mobile phone, *: : :*
	5. There isn’t a signature, *: : :*
	6. You’ll be arriving at 5, *: : :*
	7. You stayed with us before, *: : :*
	8. You haven’t yet signed it, *: : :*
	9. You don’t know your departure date, *: : :*
	10. You have no baggage, *: : :*

# writing

1. Use the details from the fax, letter and telex reservations in Unit 1 and act out the conversation at check in.
2. Make up dialogues that might take place in the following situations. Follow the registration steps given in the introductory text.

a It’s 9.30 in the evening. A guest would like a single room for this evening. He has no reservation. There is a single room. It costs 130 euros. Give the guest his key card and key. The room number is 201. The porter will take the guest to his room. Fill in the registration card given bellow.

Registration Card

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| ROOM | NAME |  |  |  | RATE |  | RESV. ID |  |  |  |  |  |  |  |  |  |  |  |  |
|  | ADDRESS |  |  |  |  |  | ARRIVAL |  | ETA |  | FLIGHT |  |
|  |  |  |  |  |  |  |  |  |
| GROUP |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | DEPARTURE |  | RATE |  |  | PERS. |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| CLERK INITIALS |  |  |  |  |  |  | ADULT | CHDRN. | RESV. CLERK | RESV. DATE |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | **REGISTRATION** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| FOR SAFE KEEPING OF MONEY, JEWELRY AND OTHER VALUABLES |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| INDIVIDUAL SAFE DEPOSIT BOXES ARE PROVIDED AT THE FRONT | HOTEL |  | TYPE |  |  | NR-ROOM |  | NIGHTS |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| DESK AT NO CHARGE. THE SPRINGFIELD INN WILL NOT BE LIABLE |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| FOR ANY ITEMS NOT SECURED IN THIS MANNER. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| GUEST’S |  |  |  |  |  |  | ROOM DESCRIPTION |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| SIGNATURE |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| HOME ADDRESS |  |  |  |  |  |  |  |  |  |  |  |  |  | DEPOSIT |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| CITY |  | STATE |  | ZIP |  | SPECIAL SERVICES |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| DR. LIC. # |  |  | STATE |  |  |  | *Springfield Inn* |  |  |  |  |
|  |  |  | D.O.S. |  |  |  |  |  | *Springfield* |  |  |  |  |
| **METHOD OF PAYMENT** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| AMERICAN EXPRESS | CASH | DINERS CLUB | CHECK |  |  |  | S. Creyts Rd. at I-496 |  |  |  |  |
|  |  |  | Springfield, MI 48917 |  |  |  |  |
| VISA |  | CARTE BLANCHE | MASTER CARD |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  | 95093 (4-82) |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |



* It’s morning. A guest and his wife decided to stay one more night. If it’s not possible, they’ll leave today. They would like to do shopping, so they ask the receptionist if it is possible to leave their luggage in the room till 6.00 this evening. The porter can look after the luggage.
* Mr. and Mrs. Wilson are in the process of checking in. They have two young children with them. They want to know if they can have beds set up in their room for the children. The receptionist says that it is possible, he will ask the housekeeper to take care of it immediately.
* Mr and Mrs. Brown are checking in. In your country, when guests register in the hotel it is necessary to collect their passports. This is not the custom in the Browns’ country, and they don’t want to give their passports. The receptionist tactfully informs them that it is a necessary procedure and that the passports will be returned on the following day.