UNIT 1

Taking Reservations by Telephone

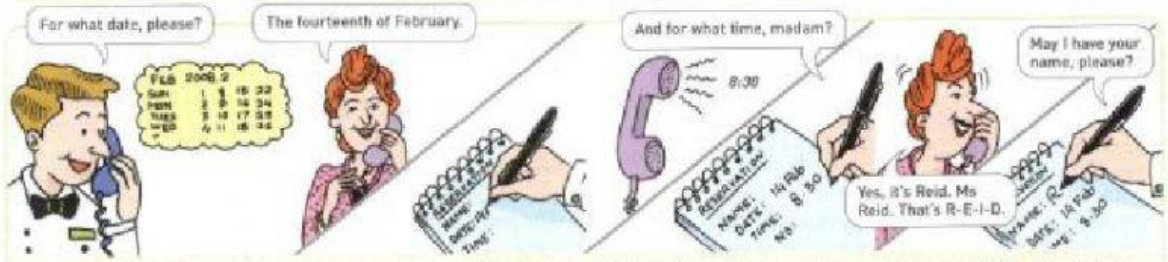


Fred, the head-waiter, answered the telephone at Chez Max. He greeted the caller...

...and identified the restaurant and himself.

He offered to assist the caller.

The caller wished to make a dinner reservation. Fred got out the reservation notepad.



He asked her for the date of the reservation...

...and wrote down the details as she spoke.

He found out the time of the reservation.

Fred asked the caller for her name. She spelt it out for him.



Fred asked Ms Reid for the number of people in her party.

The caller had a special request – a window table.

Fred checked the floor chart.

He apologized because the non-smoking section was booked out that night.



He offered her an alternative, and asked for her agreement.

Ms Reid accepted the offer.

Fred read back to Ms Reid all the details he had written on the reservation notepad.

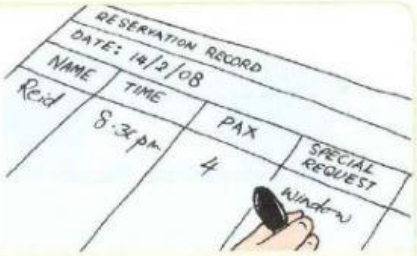
He asked Ms Reid for a contact number and wrote it down on the notepad.



Before ending the conversation, Fred thanked the caller...



...and said goodbye.



Finally Fred copied all the information on the notepad into the restaurant reservation record.

Addressing Guests

Whenever possible use:
SIR / MADAM
or
MR / MRS / MS / TITLE
+ name
when you speak to guests.

Speaking about TIME


At eight o'clock
At eight


At a quarter past eight
At eight fifteen


At eight thirty
At half past eight


At a quarter to eight
At seven forty-five

Speaking about DATES

Written: 1 Jan 1/1 1.1.2008
Spoken: *January first*
The first of January

Written: 31 Dec 31/12 12.31.2008
Spoken: *December thirty-first*
The thirty-first of December

Written: 14 Feb 14/2 2.14.2008
Spoken: *February fourteenth*
The fourteenth of February

Key Vocabulary

VERBS

accept
address
answer
apologize
ask [for]
assist
care for [something]
check
copy
end
find [out]
get out [something]
greet
identify
make [a reservation]
offer
reserve
spell
take [a reservation]
write

NOUNS

agreement
alternative
caller
contact number
date
details
floor chart
head-waiter
information
notepad
number
party
record
request
reservation
section
title
window
waiter

OTHERS

booked out
instead
non-smoking
smoking
special

For Special Attention

- *make a reservation* = the caller makes a reservation.
- *take a reservation* = the waiter takes a reservation
- *A floor chart* is a plan showing all the tables and parts of the restaurant.
- *details* = small items of information
- *A reservation record* is a book that contains all the details of reservations.
- *a booking* = a reservation
- *booked out / fully booked* = the restaurant is full and can't take any more reservations
- *a special request* = the caller asks for something more, e.g. a window table, or a birthday cake etc.
- *identify yourself* = say who you are
- *a party* = a group
- *offered her an alternative* = gave her another choice or possibility

NB: Some women prefer to use the title *MS*, instead of *MRS* or *MISS*.

More Expressions

Picture

3 *"How can I help you, sir?"*

5 *"For which day?"*

7 *"What time is the reservation for?"*
"At what time?"

8 *"Could I have your name, please?"*
"Under what name?"

9 *"For how many people?"*

11 *"I'll check if we have a table."*

16 *"Could you give me a contact number, please?"*

18 *"We look forward to seeing you on the fourteenth."*

UNIT 1 Exercises

1. Choose a word from the box to match each picture below.

notepad | floor chart | caller | date | window table | reservation record | waiter | non-smoking sign



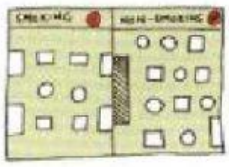
waiter















2. Fred asked the caller for the details of the reservation. What information did Fred ask for?

date of reservation

3. Match the words in column A with their meanings in column B.

A		B
1. assist	[e]	a. give your name
2. reserve	[ ]	b. no more seats/tables
3. a group	[ ]	c. say sorry
4. a request	[ ]	d. say yes to an offer
5. fully booked	[ ]	e. help
6. apologize	[ ]	f. book
7. accept	[ ]	g. a party
8. identify yourself	[ ]	h. something a person asks for

4. Write out some ways of *saying* the time shown on the clocks below.







seven fifteen _____ _____ _____ _____

or

a quarter past seven _____ _____ _____ _____

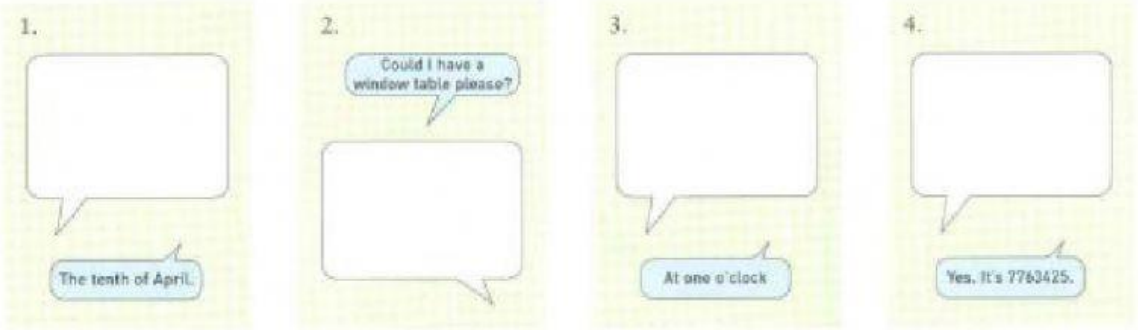
5. Write down a *spoken* form of these dates.

April 5	23 May	12th Dec	2.6.2008	31/12
the fifth of April	_____	_____	_____	_____

6. Match the terms on the left with the statements on the right.

1. Identifying yourself	[c]	a. "a round table near the door"
2. Greeting	[ ]	b. "I'm afraid we're fully booked tonight."
3. A special request	[ ]	c. "Jenny speaking."
4. Apologizing	[ ]	d. "Good afternoon, sir."
5. Spelling out something	[ ]	e. "Can I help you, madam?"
6. Making a reservation	[ ]	f. "I'll check the floor chart for you."
7. Assisting a caller	[ ]	g. "That's H-U-D-S-O-N."
8. Offering to do something for someone	[ ]	h. "I'd like to book a table for dinner, please."

7. What is the head-waiter saying to the callers below? Fill in the speech bubbles.



8. Discuss the following questions with your trainer or partner.

1. Why do some women prefer to use the title MS instead of MISS or MRS?
2. Why did Fred ask the caller for a contact number?
3. Why does Fred write down details on a notepad while he talks to the caller?