

## Taking Reservations by Telephone



Good afternoon.

...Chez Max. Fred speaking.

May I help you?

I'd like to make a dinner reservation, please.


Certainly, madam.

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.




For what date, please?

The fourteenth of February.

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




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



And for what time, madam?

8:30

He found out the time of the reservation.



May I have your name, please?

Yes, it's Reid. Ms Reid. That's R-E-I-D.

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



For how many, Ms Reid?

For four.

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



I'd like a table in non-smoking, by the window.

The caller had a special request - a window table.




Just a minute, Ms Reid, I'll see if we have a table.

Fred checked the floor chart.



I'm very sorry, Ms Reid, but there are no tables left in non-smoking.


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



We have a window table in smoking. Would you care for that?

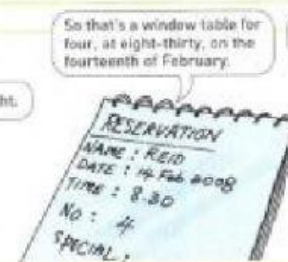
Yes, all right.

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




Yes, all right.

Ms Reid accepted the offer.



So that's a window table for four, at eight-thirty, on the fourteenth of February.

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



Could I have a contact number, please?

Yes, it's 7745632.

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.

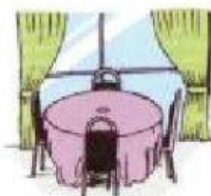
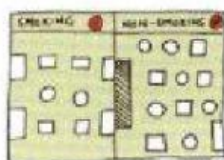
notepad floor chart caller date window table  
reservation record waiter non-smoking sign



waiter

DATE: 14. 3. 2008			
NAME	TIME	PAK	SEED
Reid	5.30pm	4	10-100

MONDAY  
7<sup>th</sup> APRIL 2008



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

1. assist ..... [ e ]
2. reserve ..... [ l ]
3. a group ..... [ j ]
4. a request ..... [ i ]
5. fully booked ..... [ k ]
6. apologize ..... [ h ]
7. accept ..... [ m ]
8. identify yourself ..... [ n ]

B

- a. give your name
- b. no more seats/tables
- c. say sorry
- d. say yes to an offer
- e. help
- f. book
- g. a party
- 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      12<sup>th</sup> 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                 | [ <input type="checkbox"/> ] | a. "a round table near the door"                  |
| 2. Greeting                             | [ <input type="checkbox"/> ] | b. "I'm afraid we're fully booked tonight."       |
| 3. A special request                    | [ <input type="checkbox"/> ] | c. "Jenny speaking."                              |
| 4. Apologizing                          | [ <input type="checkbox"/> ] | d. "Good afternoon, sir."                         |
| 5. Spelling out something               | [ <input type="checkbox"/> ] | e. "Can I help you, madam?"                       |
| 6. Making a reservation                 | [ <input type="checkbox"/> ] | f. "I'll check the floor chart for you."          |
| 7. Assisting a caller                   | [ <input type="checkbox"/> ] | g. "That's H-U-D-S-O-N."                          |
| 8. Offering to do something for someone | [ <input type="checkbox"/> ] | 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.

1.  	2.  	3.  	4.  
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8. Discuss the following questions with your trainer or partner.

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