

TOPIC	4.0 TELEPHONE SKILLS
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LEARNING OUTCOME :

By the end of this course, students should be able to:

1. **CLO 3** : Apply appropriate forms of language in telephone skills *[A2, PLO 5]*

INSTRUCTION:

1. You are planning to have a vacation at Tanah Rata, Cameron Highlands. You would like to make a reservation at the Heritage Hotel.
2. Work in pair and carry out the role play based on the situation given.



DESCRIPTION OF RESERVATION

Reservation Date and Duration	: 21 February and two nights stay
Payment Method	: Credit Card
Room Type	: Deluxe King Room
Facilities Requirement	: Hotel Taxi and Breakfast throughout the stay.

STUDENT A (RECEPTIONIST)	STUDENT B (GUEST)
Greet the caller and offer assistance.	Respond to the greeting and state the purpose of the call in brief with the reservation date and duration of your stay.
Hold the line and check for the reservation availability. Confirm the availability.	Request for the room preferred and make a reservation for two adults .
Request for the reservation name and ask the payment method preferred.	Tell and spell your name. Respond preferred payment method.
Repeat the reservation details and ask for any further assistance.	Confirm the details of reservation with some further facilities request and thank the receptionist/front line officer.
Take leave and end the conversation.	Express farewell and end the conversation.