

Handout 7

UNIT 6: HOTEL RESERVATIONS

I. VOCABULARY

Task 1: Complete each sentence with suitable word or phrase basing on the 1st given letter.

1. We have one suite available equipped with a **k**_____ where guests can cook their own meals.
2. I sent you an email last weekend, and now I'm waiting for **c**_____ of my reservation.
3. Our hotel **g**_____ that you will receive a 100% refund if you make your cancellation within 30 days.
4. Thank you very much for your **b**_____ with Grand Prince Hotel. I've reserved the room for you.
5. A 50% refund will be made for **c**_____ received 20 days before date of arrival.
6. I prefer a deluxe room with an **o**_____ **v**_____ because I like watching the sea from my room every morning.
7. Guests may cancel their reservation with no charge by our **c**_____ **d**_____.
8. In the Princess Hotel, only those over 18 are **e**_____ to book a room.
9. Christmas Day is coming, so guests staying in the Queen Hotel will be provided with **s**_____ **o**_____.
10. I'd like to reserve a **d**_____ suite for my boss with full furniture.

Task 2: Match the words with their English definitions.

Words	Definitions
1. rack rate	A. to guess the cost of something without calculating it exactly
2. estimate	B. a choice or range of different types of something
3. off-season	C. the time at which something can no longer be used
4. promotional	D. a greater interest in something than something else
5. selection	E. an arrangement for something to be kept for you to use later
6. inquiry	F. the standard price of a hotel room
7. preference	G. an amount of money that is taken off the usual cost of something

8. expiry date	H. intended to advertise something by special offers
9. discount	I. a question about somebody or something
10. reservation	J. the time of the year that is less busy in business and travel

II. GRAMMAR

Task 1: Choose the best answers.

- I'm looking for a good restaurant in the neighborhood. I was wondering _____ with that.
A. could you help B. if could you help C. if you could help
- I've cancelled the reservation for you, sir. _____ I send you a confirmation email?
A. Would B. Shall C. Do
- Please give me your credit card number, Mrs. Logan. I need it _____ your reservation.
A. to guarantee B. guarantee C. guaranteeing
- Since the guest cancelled his reservation within our hotel's 72-hour deadline, he didn't have to pay a _____ charge.
A. cancel B. cancelled C. cancellation
- A: Hello. I'd like to reserve a double room next Tuesday.
B: Wait a second, please. Let me _____ if there is a double room available.
A. checking B. to check C. check
- Because you've cancelled _____ the cancellation deadline, I'm afraid you still have to pay the cancellation fee.
A. out B. outside C. out of
- I'd like to have some breakfast before my meeting. Would you mind _____ me where the hotel's café is?
A. tell B. to tell C. telling
- Luckily, we still have _____. Do you want to make a reservation, ma'am?
A. available B. availability C. availing
- I've reserved the room for you, ma'am. I would like to know _____.
A. what time you will arrive B. what time will you arrive C. will what time you arrive
- Can you give me your credit card number and its _____ date, please?
A. expired B. expiration C. expiring

Task 2: Identify the error (A, B, C or D) in each sentence and correct it.

- (A) Could you tell me (B) if is there a business centre in the hotel? I want (C) to print some urgent documents (D) for my next meeting.

2. Excuse me, I would like (A) knowing the restaurant's (B) opening time. I (C) am having a lunch meeting with (B) an important client this weekend.
3. (A) Do you know when (B) will the taxi arrive? I have been waiting here (C) for nearly (D) half an hour.
4. I (A) have cancelled the reservation for you, Mr. Thomas. (B) Would you like me (C) send you a (D) confirmation email?
5. Currently, we (A) only have the deluxe suite (B) availability, Mrs. Roberts. (C) Shall I reserve the room (D) for you, ma'am?
6. (A) Since you've cancelled the reservation (B) within our (C) 36-hour deadline, there is no (D) cancel charges.
7. (A) Do you have any (B) idea how much (C) does it cost to take a taxi (D) to the airport?
8. (A) Could you give me a moment, sir? Let me (B) checked if (C) there is a vacancy (D) on October 25th.
9. I (A) was wondering how (B) can I make a booking at your hotel. Should I (C) fill out the reservation form (D) on your website?
10. Good morning, I am (A) looking for a double room for my (B) boss' next business trip. Would you mind (C) check the (D) availability?

III. LISTENING

Task 1: Listen to a conversation between Sarah (a receptionist) and a guest. Answer the questions with NO MORE THAN THREE WORDS AND/OR NUMBERS.

1. How long is the guest staying at the Metro Hotel?
2. What is included in the promotional weekend rate?
3. What is the guest's last name?
4. What is his credit card number?
5. When will his credit card expire?

Task 2: Listen to a conversation between a hotel receptionist and a guest calling to make a reservation. Then fill in the booking form with NO MORE THAN THREE WORDS AND/OR A NUMBER.

SAN FELICE HOTEL	BOOKING FORM
Name:	Mr. and Mrs. (1) _____
Dates of arrival:	(2) _____
Number of nights:	Three

Type of room:	(3) _____
Room rate (per night):	(4) _____
Confirmation number:	(5) _____

IV. READING

Task 1: Read the following reservation policy and fill in the blanks with ONLY ONE WORD AND/OR NUMBER.

<p>AMIGO HOTEL RESERVATION POLICY</p> <p>Check-in after 3PM. Check-out at 12PM.</p> <hr/> <p>Must be 21 or older to book a room. Please note that for security purposes, you will be asked to provide a valid government or state-issued photo ID at check-in.</p> <p>Guarantee Policy: Reservation must be guaranteed by a major credit card at the time of booking. Card will not be charged until time of departure.</p> <p>Cancellation Policy: Please let us know by 3PM EST 24 hours before the check-in date if you need to cancel – if we don't hear from you, we'll need to charge one night's room and tax to your credit card.</p> <p>Non-refundable Cancellation Policy: This reservation requires full pre-payment and is non-cancellation and non-refundable. We will charge the full amount of the reservation to the credit card you used to make the reservation shortly after the reservation is made.</p> <p>Maximum Room Occupancy: 2 people per room only, except in Double and Loft Suite rooms in which no more than 4 people per room allowed with existing bedding. There's a \$45/night charge for rollaway beds, and they are based on availability; please check with us if you'd like to request one (taxes not included). Cribs are free, based on availability.</p> <p>* Your reservation includes complimentary wireless internet. Off-site parking is available at a discounted rate.</p> <p>* All rooms are completely non-smoking. If you light up inside the hotel, we must charge a \$250</p>

smoking fee to your credit card, plus taxes.

1. Guests must be over than _____ to make reservations in the Amigo Hotel.
2. Reservation will be charged on credit card at the time of _____.
3. In case of reservation cancellation, guests cannot get the full _____ back.
4. There are maximum 4 people per _____ room or Loft suite room.
5. Guests must pay _____ and taxes if they smoke in the hotel room.

Task 2: Read the following passage about guest services, then answer the questions with NO MORE THAN FOUR WORDS.

GUEST SERVICES

The Guest Services Department you see in most hotels is made up of the Bellman staff, and the Doorman staff. Depending upon the size of the hotel, you may also add the Concierge Department, Transportation Department, and Parking Valets.

In larger hotels, for example, when a guest arrives, a doorman unloads his car, or taxi, and arranges for garaging, if needed. He will also transport the guest's luggage to the reception area where it will be passed on to the bell staff. After registering the guests, the front desk clerk will usually ask a bellman to handle his luggage and take him to the room. During this time, the bellman will explain the various features and amenities of that hotel. If the hotel has a Concierge Department, it works hand in hand with the bell staff in providing the needed assistance to make the guest's stay more pleasurable. It will assist the guest in anything from arranging restaurant reservation, obtaining tickets to local attractions, and helping with information about the city.

The Guest Services Department together with Reservations and Housekeeping Department makes up the Front Office, which is a branch of Rooms Division within a hotel. Rooms Division is the key division in terms of sales volume and profit to the overall operation of the hotel. It operates 24 hours a day, 365 days a year, and is able to provide the required service to the guest in less than a moment of notice. A good Rooms Division generally means that the hotel is operated very well.

1. What determines the sub-departments within Guest Services Department?
2. Where do the bellmen receive guests' baggage?
3. What do the bellmen mention when introducing the hotel to guests?
4. How many departments are there in the Front Office?
5. In which aspects of the hotel's operation does Room Division play an important role?

V. WRITING

Choose the best options A, B or C

1. Could /you /tell /me /if /there /fitness /center /hotel?/ I /need /do /lifting.
 - A. Could you tell me if is there a fitness center in the hotel? I need to do the lifting.
 - B. Could you tell me if there was a fitness center in the hotel? I need to do the lifting.
 - C. Could you tell me if was there a fitness center in the hotel? I need to do the lifting.
2. I /need / credit/ card/ number/ guarantee/ reservation.
 - A. I need your credit card number to guarantee the reservation.
 - B. I need a crediting card number to guarantee the reservation.
 - C. I need to your credit card number to guarantee the reservation.
3. Would/ you/ mind /tell/ me / if/ there/ a /post /office /near /here?
 - A. Would you mind tell me if there is a post office near here?
 - B. Would you mind telling me if there is a post office near here?
 - C. Would you mind telling me if is there a post office near here?
4. Do /you/ have /any /idea /how /much/ the postcard/ stamp /Japan?
 - A. Do you have any idea how much is the postcard stamp for Japan?
 - B. Do you have any idea how much the postcard stamp in Japan is?
 - C. Do you have any idea how much the postcard stamp for Japan is?
5. I /would /like /know /I /can /pay /by /credit card.
 - A. I would like to know if I can pay by credit card.
 - B. I would like to know that I can pay by credit card.
 - C. I would like knowing if I can pay by credit card.
6. Could/ you /tell /me /when /I / check out?
 - A. Could you tell me when can I check out?
 - B. Could you tell me when I can check out?
 - C. Could you tell me when I can checking out?
7. Would/ you /mind /telling /what /sport /facilities/ there / hotel?
 - A. Would you mind telling what sport facilities is there in the hotel?
 - B. Would you mind telling what sport facilities are there in the hotel?
 - C. Would you mind telling what sport facilities there are in the hotel?
8. I /would /like /to /know/ there /double room/ available.
 - A. I would like to know if there is a double room available.
 - B. I would like to know there is a double room available.
 - C. I would like to know if there is double room available.

9. You /want/ know /more /the hotel /where /you /staying.
- A. You want know more about the hotel where you staying.
 - B. You want to know more about the hotel where you are staying.
 - C. You want to know more the hotel where you are staying.
10. I /was /wondering /you /send /me /a /brochure.
- A. I was wondering if you could send to me a brochure.
 - B. I was wondering if you can send me a brochure.
 - C. I was wondering if you could send me a brochure.