

1

Reservation

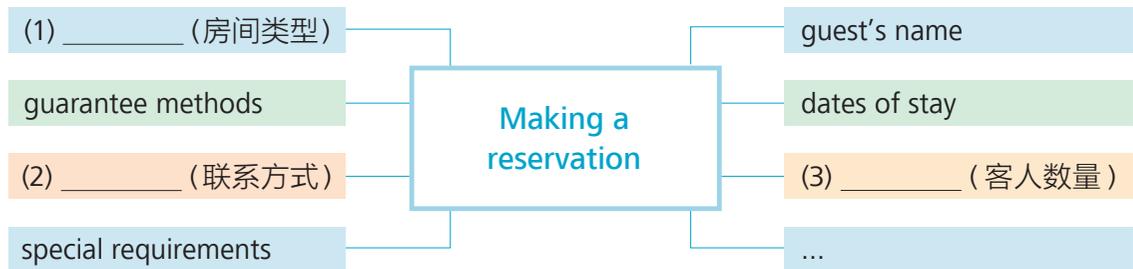
UNIT

After learning this unit, you'll be able to:

- Make a reservation
- Change a reservation
- Cancel a reservation

Mind Map

What information should you get if you receive a guest's call to make a reservation?



Background Information

Task 1 Match the bed types with their descriptions.

Cultural Tip

床的命名及尺寸在不同国家和地区的标准各有不同。例如king bed, 在英国的尺寸是 60×78 英寸 (152×198厘米), 而在澳大利亚通常是183×203厘米。Task 1中的尺寸是北美普遍采用的标准。

Bed Type	Sleeps	Inches	Centimeters
king bed	1	38.5×74.5	98×189
queen bed	2	53.5×74.5	136×189
full/double bed	2	60×79.5	152×202
twin/single bed	1	76×79.5	193×202

Task 2 Write each of the expressions under the corresponding picture.

premier king-bed room

superior twin room

deluxe sea-view room

executive suite



1



2



3



4

Cultural Tip

酒店客房通常分为one bed, two beds和suite三种, 其中one bed通常是king bed, two beds通常是twin beds。客房名称前面常用superior, deluxe, premier/premium来区分其豪华程度, 例如superior king-bed room, deluxe twin room, premier/premium suite等。

Doing in the Scene

Scene 1 Making a reservation



Task 1 Listen to the dialog and find out how the reservation agent communicates with the guest to get the following information.

To get...	The reservation agent says...
guest's name	(1) _____
dates of stay	(2) _____
room type	(3) _____
guarantee methods	(4) _____
contact information	(5) _____

Service Tip

在完成预订前, 预订员需要与客人确认预订细节, 例如房型、房价、到店和离店日期、有无担保、取消预订政策等。得到客人的确认后, 再向客人提供预订确认号或发送预订确认邮件。

Task 2 Listen to the dialog again. Discuss the procedure for making a reservation with your partner and put the following steps in the correct order.

Service Tip

在预订服务中，预订员需要向客人解释酒店的无担保预订 (non-guaranteed reservation) 政策，并建议客人选择信用卡担保预订。例如，We only keep a non-guaranteed reservation until 4:00 p.m. on the arrival date. Therefore, we suggest you guarantee your reservation with your credit card for late arrival.

- A Greeting the guest
- B Asking for the guest's name
- C Confirming the reservation details with the guest
- D Asking for the expected check-in date and room type
- E Asking for the guest's contact information
- F Asking for the guest's guarantee method
- G Explaining the reservation cancellation policy to the guest
- H Saying goodbye

Correct order:



Scene 2 Changing a reservation



Task 1 Listen to the dialog and tick what the reservation agent does when the guest requests to change his reservation.

Service Tip

当客人要求更改预订时，在有空房的情况下，预订员可为客人更改预订并填写新预订单，随后将更新后的预订确认信发送给客人。如果没有空房，预订员也需要根据客人的需求尽可能地推荐其他合适的房型或日期。



- (1) Ask for the guest's name.
- (2) Ask the guest to provide his contact information.
- (3) Ask the guest to provide his credit card details.
- (4) Check room availability.
- (5) Tell the guest the new room rate.
- (6) Confirm the new reservation details with the guest.

Task 2 After a reservation has been made or changed, the hotel will send an email of confirmation to the guest. Listen to the dialog again and complete the following confirmation notice.



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400 830 xxxx

Home About us Offers Online booking

No. 1 South Sanlitun Road, Chaoyang District, Beijing, 100027

Reservation confirmed

Guest's Name: (1) _____ **Check-in:** Mar. 2, 2021 **Checkout:** (2) _____

Your confirmation number is 26798110.

Room Type: (3) _____ **Number of Rooms:** (4) _____

Room Rate Per Night:
Mar. 2, 2021 (Tue.) — Mar. 4, 2021 (Thur.) (5) _____ (CNY/Night)
Price for 1 room(s) and 3 night(s): (6) _____ (CNY)
Estimated Additional Charges and Taxes: CNY 921

Estimated Total Price: CNY 6,471

MODIFY THE RESERVATION

Cancellation Policy: Canceling your reservation before 4:00 p.m. (local time) on Tuesday, March 2, 2021 will result in no charge. Canceling your reservation after 4:00 p.m. (local time) on Tuesday, March 2, 2021 will result in a charge of 1 night per room to your credit card.

Scene 3 Canceling a reservation



Task 1 Listen to the dialog and complete the reservation cancellation information.

Service Tip

接到客人取消预订的要求时，预订员应根据预订记录与客人核对所要取消的预订日期、房型和房数，记录取消预订人的姓名和联系电话，感谢客人及时通知酒店，询问客人是否需要做下一个阶段的预订，并表达期待下次能继续为客人服务的诚意。

Reservation Cancellation Information

Guest	Henry Collins
(1) _____	26798110
Cancellation Deadline Date	(2) _____
Cancellation Deadline Time	Before (3) _____ p.m.
Cancellation Charge	(4) _____

Task 2 Role-play. Take turns to play the role of the reservation agent and act out the following reservation cancellation situation with your partner.



You

Answer the phone with your hotel's name (InterContinental Hotel) and greet the guest.

Caller

Hi, I need to cancel my reservation. Can you help me with that?



You

Ask for the guest's name and the reservation number.

Caller

Henry Collins and the reservation number is 26798110.



You

Confirm the reservation number and reservation details with the caller (A premier twin room, 3 nights, March 2 to 4).

Caller

Yes, that's right.



You

Tell the guest that you have canceled his reservation with no cancellation charge and his deposit will be refunded to his account in seven days.

Caller

Good.



You

Tell the guest you will send him a confirmation email.

Caller

Thank you.

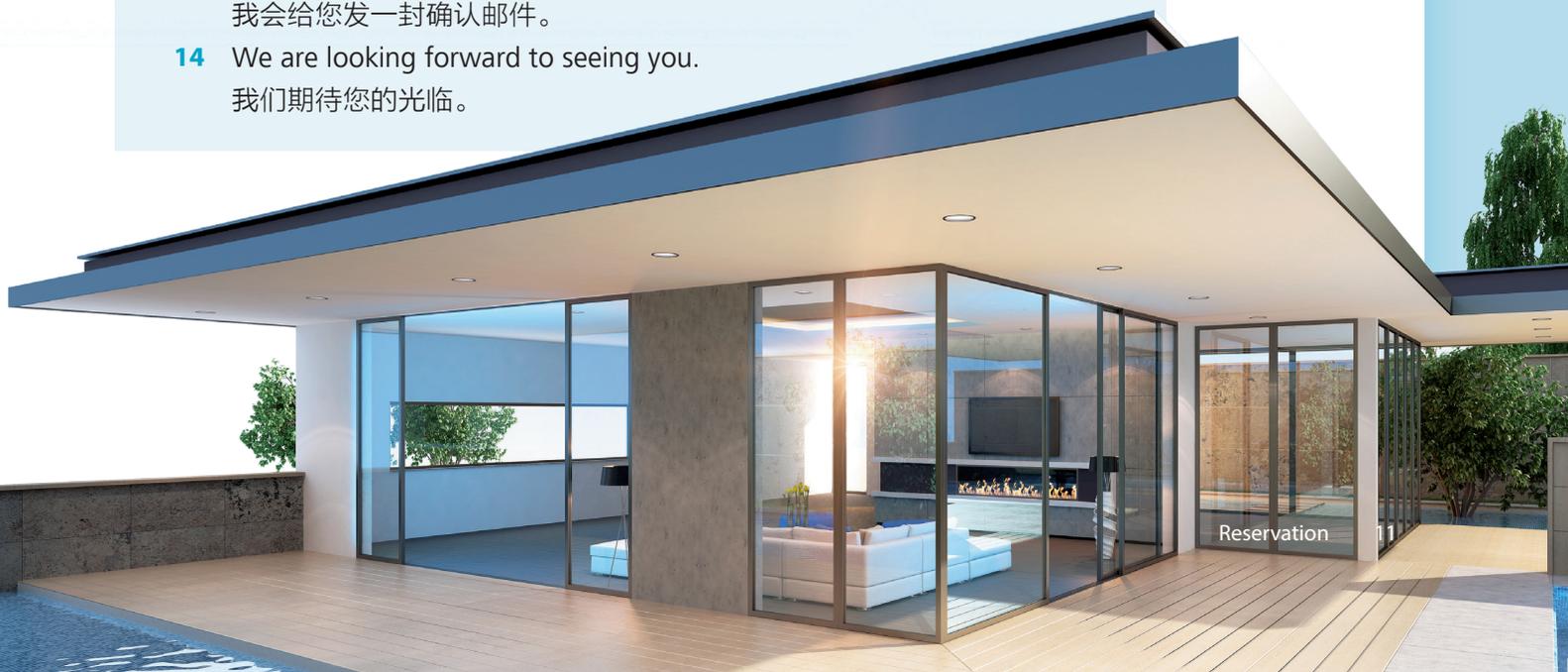


You

Thank the guest for calling and tell the guest you look forward to another chance to serve him.

Resource Bank

- 1** For which dates, please?
您要订哪几天的房间?
- 2** What kind of room would you like?
您想要订什么房间?
- 3** I'll check the room availability.
我来查一下是否有空房间。
- 4** Our deluxe room's rate is 1,750 *yuan* per night.
豪华房的价格是每晚1,750元。
- 5** Could you please provide your credit card number and expiry date?
可以提供您的信用卡卡号和有效期吗?
- 6** We need them to guarantee your reservation.
我们需要这些来为您做担保预订。
- 7** Could you tell me your name and the reservation number, please?
请您告诉我您的姓名和预订号, 好吗?
- 8** How would you like to change/modify your reservation?
您打算如何更改您的预订?
- 9** I've changed/canceled your reservation.
我已为您更改/取消了预订。
- 10** There's no cancellation charge.
本次取消预订不收取费用。
- 11** The deposit will be refunded to your account in seven days.
押金将于7日内退回您的账户。
- 12** I'm afraid a full day's rate will be charged because you cancel the reservation after the deadline.
由于您晚于取消截止时间取消预订, 我们恐怕要收取一天的费用。
- 13** I will send you a confirmation email.
我会给您发一封确认邮件。
- 14** We are looking forward to seeing you.
我们期待您的光临。



Practical Reading

Reading 1 Hotel reservation form

Task 1 Listen to the dialog in Scene 1 again. Take down necessary notes to fill out the hotel reservation form.

HOTEL RESERVATION FORM

Guest Information

First Name: (1) _____ Last Name: (2) _____
Email Address: (3) _____ Country/Region: /
Address: / City/Town: / Postal Code: /
Country/Region Code: / Phone Number: / Special Request: /

Room Information

Room Type (Please tick)
(4) Deluxe King-bed Room Deluxe Twin Room Premier King-bed Room
 Premier Twin Room Superior Suite Executive Suite
Arrival Date: (5) _____ Departure Date: (6) _____

Rate Information

Price for 1 Room(s) and 1 Night(s): CNY (7) _____ (including breakfast for two)
Estimated Additional Charges and Taxes: CNY 290
Estimated Total Price: CNY 2,040

Other Charges

The following fees will be added to your bill only if they apply to your stay.

Parking

InterContinental Beijing Sanlitun provides secure underground car parking service for hotel guests at 10 *yuan* per hour or 200 *yuan* per day.

Maximum Number of Persons Allowed per Room

3 persons

Payment Information (Please tick)

- A non-guaranteed room will be held until 4:00 p.m. (local time) on the day of arrival.
- Payment Card (Please tick)
- (8) MasterCard American Express Visa
- Credit Card Number: (9) _____
- Expiry Date: (10) _____

Notes:

- *This payment card is used to hold your room until you arrive on your confirmed check-in date.
- *If you book a room that requires a deposit or prepayment, this payment card will be charged anytime before your check-in date.

Task 2 Read through the hotel reservation form in Task 1 and tick the information we can get from it.

- 1 Who is the guest?
- 2 When will the guest arrive and leave?
- 3 How many guests are there?
- 4 What kind of room does the guest book?
- 5 How much should the guest pay?
- 6 Does the guest make a guaranteed reservation?
- 7 What's the guest's special request?



Reading 2 Email

Task 1 The following is an email from Mr. Collins requesting to cancel his reservation. Fill in the blanks according to the Chinese information.

Compose
Receive mail
Contacts

Inbox (8)
Starred
Unread
Drafts
Sent
Deleted
Spam
More

<<Back | Forward | Delete | Mark as... | Move to... >>

From: henrycollins96@gmail.com
Date: Feb. 1, 2021, 4:36 p.m.
To: <guest@interconsanlitunbj.com>

Dear Sir/Madam,

I've booked a(n) (1) _____ (尊贵双床房) for three nights from March 2 to 4 with you a week ago. The (2) _____ (确认号) is 26798110. However, my traveling schedule has changed. I need to (3) _____ (取消) this reservation. I'd like to know if you can cancel it for me. And I have paid a(n) (4) _____ (押金) for this reservation by my credit card. Can you (5) _____ (退款) my money in full?

Looking forward to hearing from you.

Quick Reply: henrycollins

Next unread: Jenny Welcome to my country



Task 2 Choose the appropriate words from the boxes to complete the reply to Mr. Collins. Change the forms of the words if necessary.

charge

depart

contact

account

change

serve



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 **HELP**

Dear Mr. Collins,

We are sorry to hear that your plans have (1) _____ and you will not be staying with us at InterContinental Beijing Sanlitun. We have canceled your reservation and there is no cancellation (2) _____ since you have canceled the reservation before 4:00 p.m. on Tuesday, March 2. Your prepaid deposit will be refunded to your (3) _____ in seven days.

You are welcome to book our hotel again when you plan your next trip to Beijing. If you have any questions or concerns, please do not hesitate to (4) _____ us. We look forward to your next stay with us in the future.

CANCELLATION DETAILS

ROOM SUMMARY

Guest's Name: Henry Collins	Room: Premier twin room
Arrival Date: March 2, 2021 (Tue.)	(5) _____ Date: March 5, 2021 (Fri.)

Yours sincerely,

Room Reservations, Guest Service, InterContinental Beijing Sanlitun,
guest@interconsanlitunbj.com
 No. 1 South Sanlitun Road, Chaoyang District, Beijing, 100027, China
 +86-010-6530xxxx

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BOOK AGAIN

Project

Please follow the steps to complete the project.

STEP 1

Work in groups of six. Do some research on a five-star hotel. Each group member is responsible for collecting one piece of the following information and shares findings with the whole group.

- 1 Room information, including room types and rates
- 2 Discount policy
- 3 Guarantee policy
- 4 Modification policy
- 5 Cancellation policy and refund policy
- 6 Check-in and checkout time and extra charges

STEP 2

Work in pairs. Each pair choose one of the following situations and create a conversation.

- 1 Making a reservation
- 2 Changing a reservation
- 3 Canceling a reservation

STEP 3

- 1 Each pair take their turn to act out the conversation. The rest of the group watch and discuss whether they show the whole procedure in that situation.
- 2 Each pair improve their conversation.
- 3 Finally, the whole group work together and shoot videos of the three conversations.



Service Etiquette

- 1 客人电话预订客房时，预订员需要在电话铃响3声以内接听电话，并以热情友好的语气问候客人，例如，“Good morning, ... Hotel, Room Reservations. How may I assist you?”。
- 2 与客人交谈时，要语言清晰、语速适当，并始终保持友好、积极的语气。
- 3 酒店服务中要注意使用礼貌英语（Courtesy English）。询问客人信息时，常加上“May I know...”或“Could you please tell me...”等。例如，询问客人姓名时，常说“May I know your name, please?”而不是“What’s your name?”。
- 4 当得知客人姓名后，尽量使用客人的姓（last name）而不是名（first name）来称呼客人，以表示对客人的重视与尊重。例如，客人全名为Henry Collins，应称呼Mr. Collins，不要称呼Henry。
- 5 当不能满足客人的预订需求时，预订员可以使用“I’m afraid...”来使语气委婉柔和。例如，客人想要的房型已经订完了，预订员不直接说“There’s no vacancy.”，而是说“I’m afraid the... (room type) has been fully booked.”。
- 6 如果客人所需的房间已经订满，预订员应为客人提供建议以供选择，而不是简单地拒绝客人的需求。例如，预订员可以建议客人改订其他房型或其他日期的房间，可以说“Would you mind booking... (another room type/on another date) instead?”。如果所有的建议客人没有采纳，预订员则可告知客人，已将订房要求记录在等候名单（waiting list）上，一旦有退房，会立即联系客人。

Self-evaluation

Rate your progress in this unit.	D	M	P	F*
I know different bed types.				
I know different room types.				
I know how to ask for necessary guest information.				
I can help guests make a reservation.				
I can help guests change a reservation.				
I can help guests cancel a reservation.				
I know how to explain guarantee policies.				
I know how to explain cancellation policies.				
I can complete the hotel reservation form.				
I can write emails to confirm guests’ reservations.				
I can reply to guests’ emails to confirm a reservation change or cancellation.				

*Note: Distinction, Merit, Pass, Fail