



UNIT

1

# Reservation



## Unit Objectives

After studying this unit, you should be able to:

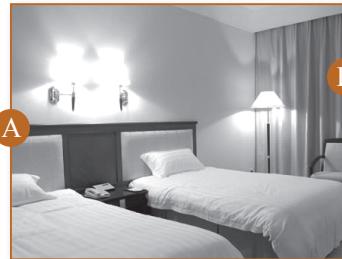
- name different room types in English
- make reservations for group guests
- make reservations for individual guests
- revise and cancel reservations
- make and maintain reservation records



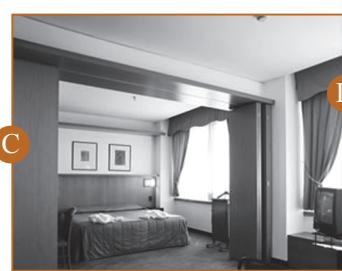
# Warming-up

**Task 1** Match the room types with their corresponding pictures.

single room



double room



TWB/standard room

suite



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

sea-view suite      executive suite      deluxe suite      presidential suite



**Task 3** What other room types do you know now? What are they? Discuss with your partner.



# Reading

**Task 1 Try to answer the following questions before you read the passage.**

1. Why is reservation very important in the work of Front Office?
2. How can the Central Reservation System facilitate the reservation work?

## Central Reservation System

Since most people make reservations before their stay, the Reservation Department usually becomes guests' first contact with the hotel. Therefore, reservation performs an important Front Office function. Efficient and high-quality reservation service helps create higher levels of guest satisfaction and bring hotel profitability in return.

People can book hotel rooms in a number of ways, by telephone, mail, fax, or the Internet. The introduction of the Central Reservation System (CRS) greatly facilitates the reservation process. The CRS is a computerized system that stores and distributes information on a hotel, resort, or other lodging facility.

The information commonly stored in the CRS includes the room rate, room allotments, room types, room availability, hotel information (such as address, phone number, fax number, room features, and hotel features), hotel cancellation, deposit and minimum stay information, nearby International Air Transport Association (IATA) cities and airports, on-site or nearby restaurants, bars and attractions.

The CRS links different hotels in a hotel chain with each other. It also links the major airline seat reservation systems and the computer terminals in the offices of important travel agencies. Thus the guest's reservation is very much facilitated.



For now the guest can simply go to either a travel agency or an airline office or a hotel and have all his travel arrangements made.

“The Internet is becoming more and more important for hotel bookings. However, I wouldn’t say overall it is going to increase our bookings. We have to be aware of it because it’s a different method of the way guests can book,” the sales manager John from one five-star hotel says. “So, we have to make sure we are offering the right rates, at the right time and in simple English, so that everyone around the world can understand, as now it is not just travel agents accessing the hotel information, it’s somebody sitting at home.”

**Task 2** Read the passage and tick off the ways of reservation mentioned in the passage.

<input type="checkbox"/> reserve in person	<input type="checkbox"/> book through a travel agency
<input type="checkbox"/> reserve through a central reservation system	<input type="checkbox"/> reserve at attractions
<input type="checkbox"/> reserve over the phone	<input type="checkbox"/> book on the Internet
<input type="checkbox"/> reserve by mail	<input type="checkbox"/> reserve at nearby restaurants
<input type="checkbox"/> book through the International Air Transport Association	<input type="checkbox"/> reserve at nearby bars
<input type="checkbox"/> reserve by fax	<input type="checkbox"/> book at an airline office

**Task 3** Read the passage again and fill in the table about the information stored in the CRS.

Information Stored in the CRS		
1. room rate		
2. room allotments		
3. _____		
4. room availability		
5. hotel _____		
6. deposit		
7. minimum stay information		
8. hotel information	address	
	phone number	
	_____	
	room features	
	hotel features	
9. nearby information	nearby IATA cities and airports	
	_____	
	bars	
	_____	

**Task 4** Decide if the following statements are true (T) or false (F).

- 1. The CRS links hotels around the world with each other.
- 2. We have to offer the right rates at the right time and in difficult English.
- 3. Now everyone may access the hotel information through the Internet.
- 4. The Internet provides a different reservation method.



# Listening

**Task 1** Listen to five short dialogs and decide what each dialog is about and mark (✓) where appropriate.



	Rate	Telephone No.	Swimming pool	No. of people	Date
Dialog 1					
Dialog 2					
Dialog 3					
Dialog 4					
Dialog 5					

**Task 2** Joanna Eliot is a tour guide. She is calling to make a reservation for her tour group. Tick off the information mentioned in the conversation.



<input type="checkbox"/> name	<input type="checkbox"/> length of stay
<input type="checkbox"/> address	<input type="checkbox"/> method of payment
<input type="checkbox"/> number of people in the party	<input type="checkbox"/> telephone number
<input type="checkbox"/> type of room	<input type="checkbox"/> special requirement
<input type="checkbox"/> arrival time	<input type="checkbox"/> guarantee method

**Task 3** Listen to the conversation in Task 2 again and fill in the blanks with the words or expressions provided in the box.



per room    in the party    under your name    looking forward to  
 room rate    check    Twin-bed rooms    available

**Reservationist (R):** Good morning. Room Reservations. How may I help you?

**Guest (G):** I am calling from the International Youth Travel Agency. I'd like to know if you have any rooms (1) \_\_\_\_\_ for the nights from December 2nd to 6th.

**R:** May I know how many people there will be (2) \_\_\_\_\_?

**G:** 28.

R: What kind of rooms would you like?

G: (3) \_\_\_\_\_ with bath.

R: Just a moment, please. Let me (4) \_\_\_\_\_. ... Sorry to have kept you waiting, madam. I can book 14 TWBs for you for those days.

G: How much is the (5) \_\_\_\_\_, then?

R: Four hundred and eighty *yuan* per night (6) \_\_\_\_\_, with breakfast.

G: That's good.

R: May I book the rooms (7) \_\_\_\_\_?

G: Yes. My name is Joanna Eliot. J-O-A-N-N-A, Joanna, and E-L-I-O-T, Eliot.

R: Thank you, Ms. Eliot. May I have your phone number, please?

G: 312-5541412.

R: 312-5541412. That's 14 TWBs for Joanna Eliot at 480 *yuan* from December 2nd to 6th. Is that correct?

G: That's correct.

R: Thank you for calling. We're (8) \_\_\_\_\_ seeing you soon.

**Task 4** A guest is calling the hotel to cancel a reservation. Listen to the conversation and fill in the blanks with the information you hear.



*Guest name:* \_\_\_\_\_

*Date of reservation: from* \_\_\_\_\_ *to* \_\_\_\_\_

*Caller's name:* \_\_\_\_\_

*Phone number:* \_\_\_\_\_

**Task 5** Listen to the conversation in Task 4 again and decide if the following statements are true (T) or false (F).



- 1. Jim Fischer calls to change his travel schedule.
- 2. The reservation is under Kelvin Joant's name.
- 3. The boss calls to cancel his reservation.
- 4. The deposit will be refunded to Jim Fischer's account in seven days.

### New Words

outdoor *adj.* 室外的, 户外的

indoor *adj.* 室内的, 户内的

current *adj.* 当前的

tax *n.* 税

adult *n.* 成人

available *adj.* 可用的, 有空的

per *prep.* 每, 每一

cancel *v.* 取消

refund *n.* 退款

account *n.* 账户



# Speaking

## Task 1 Read and practice the conversation in pairs.



**Reservationist (R):** Good morning, New Century Hotel Reservations. Can I help you?

**Guest (G):** Yes, I'd like to reserve a room for my boss.

**R:** For which dates?

**G:** For the nights from January 10th to 14th.

**R:** How many guests will there be in your party?

**G:** Just two.

**R:** Could you hold the line for a moment, please? I'll check if there is a room available for those days.

**G:** OK.

*(The Reservationist checks the hotel's reservation system for the room availability.)*

**R:** Thank you for waiting. We have double rooms and suites. Which do you prefer?

**G:** How much do you charge for a suite?

**R:** A junior suite is at 790 yuan per night, and an executive suite 1,090 yuan.

**G:** I'd like to take the one at 790 yuan.

**R:** Certainly, madam. Could you tell me the name of the guest, please?

**G:** Peter Anderson.

**R:** Peter Anderson. Very well, madam. Could I know if you have any special requests, please?

**G:** Oh, if possible, I would like to have a quiet room.

**R:** All right, madam. We can arrange a quiet room for you. So that's a quiet junior suite for Mr. Peter Anderson for the nights from January 10th to 14th. Is that correct?

**G:** Correct.

**R:** Thank you, madam. We'll send you an email to confirm the booking. May I have your email address?

**G:** Certainly. My email is susanroberts@yahoo.com.

**R:** Susanroberts@yahoo.com. Thanks for calling, madam. We are looking forward to seeing Mr. Anderson. Goodbye.

**G:** Goodbye.

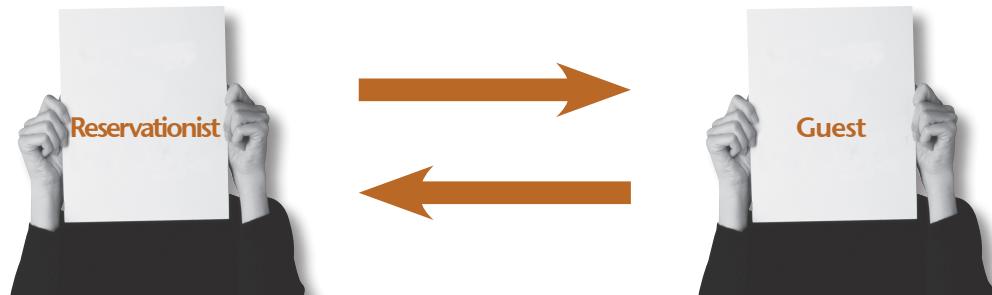
## Task 2 Discuss the procedure of reservation with your partner with the help of the conversation in Task 1 and put the following steps in the correct order.



- Confirming the reservation details with the guest;
- Asking for the date and room type the guest wants;
- Asking for the guest's name, telephone and fax number, address, number of the party, etc.;
- Asking for any special requests;
- Checking room availability;
- Saying goodbye;
- Greeting the guest.

Correct order: \_\_\_\_\_

**Task 3** Michael Ford calls the Reservation Department. He wants to reserve a double room. Make up a conversation similar to the one in Task 1 with the expressions given in the box, and then act it out in pairs.



Room Reservations. How may I help you?  
 For which dates?  
 How many guests will there be in the party?  
 What kind of room would you like?  
 Wait a moment, please. Let me check.  
 Sorry to have kept you waiting.  
 Could I know if you have any special requests?

I'd like to reserve...  
 For the nights from... to...  
 How much is the room rate?  
 If possible, I'd like to have a room with a street view.

**Task 4** Mr. Smith comes to the hotel to revise his reservation. Please role-play the situation with the help of the useful expressions provided below.



	Last Reservation	Revised Reservation
<b>Room Type</b>	single room	family suite
<b>Length of Stay</b>	two nights from February 15th to 16th	four nights from February 15th to 18th
<b>Room Rate</b>	RMB 290 yuan	RMB 420 yuan
<b>Deposit</b>	RMB 300 yuan	RMB 500 yuan



**Guest**

My name is... I made a reservation...  
 Now I'd like to modify it.  
 I'd like to change... into... and extend my reservation for two more nights till...



**Reservationist**

How would you like to change it?  
 So that's a family suite for... nights from... to...  
 Could you pay 200 yuan more to guarantee your revised reservation?



# Writing

## Task 1 The following is a written record of a guest's reservation call. Read this record.

**Reservationist (R):** Room Reservations. May I help you?

**Guest (G):** Yes. Do you have a double room available from September 21st to 26th?

**R:** Just a moment, please. I will check the computer for room availability... Sorry to have kept you waiting. Since it's the peak season now, all the double rooms are booked up. Would you mind having a junior suite instead?

**G:** What's the rate, please?

**R:** For junior suite, the current rate for a junior suite is 1,980 *yuan* per night, including breakfast.

**G:** That sounds reasonable. I'll take it.

**R:** Very good. Could you tell me your name and telephone number, please?

**G:** Yes, it is Douglas Keeler. (212) 734-1550.

**R:** Thank you, Mr. Keeler. And what is your address, please?

**G:** It is 1470 1st Avenue, New York City, USA.

**R:** Yes, so it is 1470 1st Avenue, New York City, USA.

**G:** That's right. By the way, I'd like a room with a garden view if that is possible.

**R:** A garden view room is preferred, okay.

**G:** Can I pay when I arrive?

**R:** Yes. We can keep the room for you until 6:00 pm on September 21. If you want to hold the room, we require a 2,000 *yuan* credit card deposit. You can cancel up to five days in advance and we will refund your deposit.

**G:** All right. I'll give you my credit card number. It's a Master Card, the number is 5509-0963-1589-8325, and the expiry date is November, 2020.

**R:** We also have airport pick-up service if you let us have your flight number and arrival time.

**G:** Oh, that's great, but I don't need that.

**R:** OK. We'll mail you a reservation card confirming your booking as soon as possible.

**G:** Just fax me for it. The fax number is (212) 734-1551.

**R:** (212) 734-1551. I get it. We look forward to your coming.

**Task 2** The following is a hotel reservation form. Please fill in the form with the information given in the written record in Task 1.



### Hotel Reservation Form

Last Name		First Name	
No. of Adults		No. of Children	
Company		Passport No.	
Address			
City		Country	
Telephone		Fax	
Special Request	( <input type="checkbox"/> ) non-smoking ( <input type="checkbox"/> ) quiet ( <input type="checkbox"/> ) garden view others _____		
Room Type	Room Rate	Arrival Date	Departure Date
Standard Room	¥1,480		
Double Room	¥1,480		
Deluxe Single Room	¥1,580		
Studio/Junior Suite	¥1,980		
Executive Suite	¥2,580		
—Rates are inclusive of 15% service charge and one daily breakfast —¥100 per person for additional breakfast —Check-in time: 14:00 on day of arrival —Check-out time: 12:00 noon			
<b>Transportation Service</b> <input type="checkbox"/> Passat from Beijing Airport at RMB 200 <i>yuan</i> per way per car <input type="checkbox"/> Do not require			
Arrival Flight No.		Arrival Time	
Departure Flight No.		Departure Time	
Transportation Service arrangements must be on guaranteed basis and a 100% charge will be levied on No Shows.			
<b>Guarantee Method</b> (Please fill in details) <input type="checkbox"/> Master Card <input type="checkbox"/> American Express <input type="checkbox"/> Visa <input type="checkbox"/> Diners Club <input type="checkbox"/> JCB			
Credit Card No.		Expiry Date	
Name as in Credit Card (For Hotel Use Only): _____			
Confirmation Number: _____			
Signature/Date: _____			



# Project

## Project Guidelines

This project aims to go through the process of room reservation. The whole task is divided into three steps. Step One focuses on a research of a local five-star hotel's room information. Step Two is a presentation about the hotel's room information. Step Three calls for a complete role-play of room reservation process.

Please follow the Task Description to complete the project.

## Task Description

### 1 Step One

- Organize small groups of 3 or 4 students in your class.
- Look up information on a local five-star hotel, including its hotel introduction, number of rooms, room types and features, etc. in different ways.
- Focus on its room types, room rates, reservation methods, guaranteed reservation deposit, discount policy, etc.

### 2 Step Two

- Work in the same group.
- Prepare a presentation to introduce to the class the hotel's room information. The room information should include what you have collected in Step One, especially the room types, room rates, reservation methods, guaranteed reservation deposit, discount policy, etc.
- Choose one student in each group to give a presentation; use multimedia aid if possible.

### 3 Step Three

- Work still in the same group.
- Prepare a role-play of the whole procedure of room reservation.
- Use the information you obtained in Step One and presented in Step Two.
- Follow the correct steps of reservation procedure you have learned in this unit.



# Self-evaluation

**Rate your progress in this unit.**

D	M	P	F*
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I know the different types of room.

I know what the Central Reservation System (CRS) is.

I can introduce the different ways to make a reservation.

I know what information is stored in the CRS.

I can ask for and take down the necessary guest details.

I can make group reservations.

I understand how to use the FIT reservation service.

I can use the reservation cancellation service.

I can use the reservation revision service.

I can recount the reservation procedures used by a receptionist.

I can complete a hotel Reservation Form.

I know how to look for and investigate hotel information.

I can do a presentation on hotel rooms and reservation procedures.

I can role-play the procedures used when making a room reservation.

**\*Note:** Distinction, Merit, Pass, Fail



# New Words and Expressions

## Reading

### New Words

access /'ækses/ *v.* 进入  
 allotment /ə'lɒtmənt/ *n.* 分配  
 arrangement /ə'reɪndʒmənt/ *n.* 安排  
 attraction /ə'trækʃən/ *n.* 具有吸引力的事物（或人）  
 availability /ə'veɪlə'bɪləti/ *n.* 利用（或获得）的可能性  
 cancellation /kænsə'leɪʃən/ *n.* 取消  
 chain /tʃeɪn/ *n.* 连锁  
 computerized /kəm'pjʊ:təraɪzd/ *adj.* 计算机应用的  
 contact /'kɒntækt/ *n.* 联系  
 deposit /dɪ'pɔzɪt/ *n.* 押金  
 distribute /dɪ'stribju:t/ *v.* 分配  
 efficient /ɪ'fɪʃənt/ *adj.* 有效率的  
 facilitate /fə'sɪlɪteɪt/ *v.* 使便利  
 facility /fə'sɪləti/ *n.* 设施，机构  
 feature /'fi:tʃə(r)/ *n.* 特征  
 function /fʌŋkʃən/ *n.* 功能  
 high-quality /'haɪ'kwɒləti/ *adj.* 高质量的  
 information /ɪnfə'meɪʃən/ *n.* 信息  
 lodging /'lɒdʒɪŋ/ *n.* 住所

major /'meɪdʒə(r)/ *adj.* 主要的  
 minimum /'mɪnɪməm/ *adj.* 最小的  
 on-site /'ɒnsaɪt/ *adj.* 现场的  
 overall /əʊvər'ɔ:l/ *adv.* 全面的；总的来说  
 profitability /,prɒfɪtə'bɪləti/ *n.* 盈利能力  
 rate /reɪt/ *n.* 房价  
 reservation /,rezə'veɪʃən/ *n.* 预订  
 terminal /'tɜ:mɪnl/ *n.* 终端

### Phrases and Expressions

be aware of 意识到  
 Central Reservation System 中央预订系统  
 five-star hotel 五星级酒店  
 Front Office 前厅  
 Reservation Department 预订部  
 sales manager 销售经理  
 travel agency 旅行社

### Proper Noun

International Air Transport Association  
 国际航空运输协会



# Vocabulary and Structure

## Task 1 Match the words in the box with their definitions.

rate      cancel      deposit      refund      revise

1. \_\_\_\_\_
  - a charge or payment that is set according to a standard scale
2. \_\_\_\_\_
  - to end an agreement or arrangement that you have with someone
3. \_\_\_\_\_
  - money that you pay when you rent something, which will be given back if nothing is damaged
4. \_\_\_\_\_
  - an amount of money that is given back to you
5. \_\_\_\_\_
  - to change something because of new information or ideas

## Task 2 Write the Chinese versions of the following expressions.

1. double room \_\_\_\_\_
2. TWB \_\_\_\_\_
3. triple room \_\_\_\_\_
4. junior suite \_\_\_\_\_
5. executive suite \_\_\_\_\_
6. presidential suite \_\_\_\_\_
7. deluxe suite \_\_\_\_\_
8. double-size bed \_\_\_\_\_
9. queen-size bed \_\_\_\_\_
10. king-size bed \_\_\_\_\_

## Task 3 Fill in each blank with the appropriate form of the word given in brackets.

1. Let me have a check... Sorry to \_\_\_\_\_ (keep) you waiting. We do have a room available.
2. May I know your \_\_\_\_\_ (arrive) date?
3. There's a convention held in our hotel. I'm afraid we have no other \_\_\_\_\_ (vacancy).
4. There are still some single rooms \_\_\_\_\_ (availability).
5. You need to pay 900 *yuan* more to guarantee your \_\_\_\_\_ (revise) reservation.

**Task 4** Complete the sentences with the words in the box.

of      under      by      for      to

1. How much do you charge \_\_\_\_\_ a double room?
2. The reservationist should be aware \_\_\_\_\_ different ways of guaranteed reservation.
3. We'll send you a confirmation notice \_\_\_\_\_ email as soon as possible.
4. We look forward \_\_\_\_\_ seeing you soon.
5. May I book the room \_\_\_\_\_ your name?

**Task 5** Choose the best Chinese translation for each sentence.

1. By the way, could you arrange these ten rooms on the same floor if that is possible?
  - 另外, 你能把这10间房安排在同一层楼上, 如果可能的话?
  - 另外, 如果可能的话, 你能安排同一楼层的10间房间吗?
  - 顺便问一下, 同一层楼可以安排10间房吗?
  - 顺便问一下, 如果可能的话, 您能把这10间房安排在同一个楼层吗?
2. At what time do you expect to arrive?
  - 在几点钟您期待会到达?
  - 您期待几点钟会到达?
  - 您预计几点钟会到?
  - 您希望我们几点钟到?
3. For group reservation, there's a 10% discount in peak season, and 20% in off-season.
  - 对于团体预订, 在高峰时刻打九折, 其他时间打八折。
  - 对于团体预订, 旺季九折, 此外二折。
  - 对于团体预订, 旺季九折, 平时八折。
  - 团体预订旺季一折, 平时二折。
4. Would you like a room on the street or on the court?
  - 您想要一个街上的房间还是庭院上的房间?
  - 您想要一个临街的房间还是临近庭院的房间?
  - 您想要一个临街的还是庭院的房间?
  - 您想要一个房间, 临街的还是临近球场的?



# Useful Expressions

## 1. Making Reservations

- (1) For which dates?  
您要订哪几天的房间?
- (2) May I know your arrival date and departure date?  
请问您的到店日期和离店日期?
- (3) How many nights are you going to stay?  
您打算住几个晚上?
- (4) What kind of room would you like?  
您想预订哪种房间?
- (5) How many guests will there be in your party?  
您一行共有多少人?
- (6) Could you hold the line, please? I'll check our room availability.  
请别挂断好吗? 我来查一下是否有空房间。
- (7) May I know your name/telephone number/email address?  
能告诉我您的姓名/电话/电子邮件地址吗?
- (8) Could I know if you have any special requests, please?  
请问您还有没有什么特殊要求?
- (9) Would you like to make a guaranteed reservation by credit card?  
您愿意用信用卡来担保预订吗?
- (10) How will you be settling the account?  
您打算用何种方式付款?
- (11) For group reservation, there's a 10 percent discount.  
团队预订可以打九折。
- (12) We will send you an email to confirm the reservation.  
我们会给您发一封邮件确认这次预订。
- (13) We are looking forward to seeing you.  
我们期待您的光临。

## 2. No Vacancy or Booked Up

- (1) It is the peak season.  
现在是旺季。
- (2) I am sorry. We don't have any vacancies.  
对不起, 我们没有空房了。
- (3) I'm sorry, but we are fully booked today.  
很抱歉, 我们酒店今天已经订满了。
- (4) I'm afraid we have no TWB available. Would you mind two singles instead?  
恐怕我们现在没有空余的双床房了, 您介意改订两个单人房吗?
- (5) Is it possible for you to change your reservation date?  
您可不可以改变预订日期呢?

- (6) Could you call us again later this week? We may have some cancellations.  
您这周迟一些时候再打电话过来好吗? 可能会有人取消预订。
- (7) We hope we'll have another opportunity to serve you.  
我们期待下次能为您效劳。

### 3. Revision and Cancellation

- (1) How would you like to change/revise/modify your reservation?  
您打算如何修改您的预订?
- (2) We'll extend the reservation for you.  
我们会为您延长预订的。
- (3) Certainly, sir. We'll make the change/cancellation for you.  
当然可以,先生。我们会为您更改/取消预订。
- (4) Could you pay 2,000 *yuan* more to guarantee your revised reservation?  
您能再交2,000元担保您更改的预订吗?