

**T.C.
MİLLİ EĞİTİM BAKANLIĞI**

KONAKLAMA VE SEYAHAT HİZMETLERİ

**YABANCI DİLDE REZERVASYON VE
SİPARİŞ İŞLEMLERİ
(İNGİLİZCE)
222YDK106**

Ankara, 2012

- Bu modül, mesleki ve teknik eğitim okul/kurumlarında uygulanan Çerçeve Öğretim Programlarında yer alan yeterlikleri kazandırmaya yönelik olarak öğrencilere rehberlik etmek amacıyla hazırlanmış bireysel öğrenme materyalidir.
- Millî Eğitim Bakanlığınca ücretsiz olarak verilmiştir.
- **PARA İLE SATILMAZ.**

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AÇIKLAMALAR

KOD	222YDK106
ALAN	Konaklama ve Seyahat Hizmetleri
DAL/MESLEK	Önbüro Elemanı-Kat Hizmetleri Elemanı- Acenta Elemanı
MODÜLÜN ADI	Yabancı Dilde Rezervasyon ve Sipariş İşlemleri
MODÜLÜN TANIMI	Yabancı dilde rezervasyon ve sipariş işlemlerinin eksiksiz olarak anlama ve konuşmanın öğretildiği bir öğrenme materyalidir.
SÜRE	40/24
ÖN KOŞUL	Ön koşul yoktur.
YETERLİK	Mesleği ile ilgili yabancı dilde rezervasyon ve sipariş işlemlerini yapmak
MODÜLÜN AMACI	Genel Amaç Uygun ortam sağlandığında yabancı dilde rezervasyon ve sipariş işlemleri ile ilgili konularda okuma, dinleme, anlama, yazma, konuşma ve tanıtım yapabilecektir. Amaçlar: 1. Yabancı dilde rezervasyon işlemleri yapabilecektir. 2. Yabancı dilde sipariş işlemlerini yapabilecektir
EĞİTİM ÖĞRETİM ORTAMLARI VE DONANIMLARI	Ortam: Sınıf Donanım: Tv, video, video kasetleri, cd oynatıcı ve cd ler, bilgisayar, interaktif cd'ler kulaklık, sözlükler
ÖLÇME VE DEĞERLENDİRME	Modülün içinde yer alan her öğrenme faaliyetinden sonra verilen ölçme araçları ile kendinizi değerlendirebileceksiniz. Modül sonunda ise kazandığınız bilgi ve becerileri ölçmek amacıyla, öğretmeniniz tarafından hazırlanacak ölçme araçları ile değerlendirileceksiniz.

INTRODUCTION

Dear student,

Foreign language is known to be important in every field of sector in the present day. In the field of tourism it is still more important.

Our country has started full membership process for European Union. It would surely be possible to use the employment opportunities those will come up in this process only with qualified labor.

At this point the success of our country that will be one of the tourism center in Europe and even in the world depends on your qualified vocational training.

LEARNING ACTIVITY-1

AIM

If suitable conditions are provided you are going to take reservations through telephone, internet and fax and understand the needs of the customer. You can also ask, understand and answer questions correctly. You are going to make confirmations easily.

RESEARCH

- You can listen to the dialogues between the people around you in your daily life and you can visit accommodation facilities to observe the real life situations and you can act out the dialogues with your classmates in the classroom.
- You can listen and watch foreign radio and TV channels to improve your pronunciation and you can act out similar dialogues with your classmates in the classroom.

1. WAYS OF MAKING RESERVATIONS

1.1. Words to Learn

- Vacancy (n) :
- Stay (v) :
- Continental (adj) :
- Indoor (adj) :
- Outdoor (adj) :
- Deposit (n) :
- Necessary (adj) :
- Charge (n/v) :
- Refrigerator (n) :
- Consider (v) :
- Inquire (v) :
- Available (adj) :
- Amenity (n) :
- Facility (n) :
- Equip with (v) :
- Off season (n) :
- Reach (v) :
- Repeat (v) :
- Preference (n) :

Useful sentence patterns:

➤ **Front Desk Receptionist**

- Sunshine Hotels, Emily speaking. How can I help you?
- What date are you looking for?
- How long will you be staying?
- How many adults will be in the room?
- I'm afraid we are booked that weekend.
- There are only a few vacancies left.
- We advise that you book in advance during peak season.
- Will two double beds be enough?
- Do you want a smoking or non-smoking room?
- The dining room is open from 3 pm until 10 pm.
- We have an indoor swimming pool and sauna.
- We serve a continental breakfast.
- Cable television is included, but the movie channel is extra.
- Take Exit 7 off the highway and you'll see us a few kilometers up on the left hand side.
- The rate I can give you is 100 Euro with tax.
- We require a credit card number for a deposit.

➤ **Guest**

- I'd like to make a reservation for next week.
- Is it necessary to book ahead?
- Do you charge extra for two beds?
- How much is it for a cot?
- Do you offer free breakfast?
- Is there a restaurant in the hotel?
- Do the rooms have refrigerators?
- Do you do group bookings?
- Is there an outdoor pool?
- Do you have any cheaper rooms?
- When is it considered off- season?

1.2. Types of Reservation

- Telephone reservation
- Internet reservation
- Fax reservation
- Walk-in reservation

1.2.1. Telephone Reservation



Picture 1.1

Hotel : Grand Bazaar Hotel, good afternoon. Can I help you?
Caller : Good afternoon. Yes, I'd like to inquire whether there are two double rooms available from 15th June to 20th June.
Hotel : Just a minute – I'll put you through to the reservation.
Reservations : Reservations, Ayşe speaking.
Caller : Jones, Mary Jones speaking. I'd like to know whether there are 2 double rooms available from 15th June for 5 nights.
Reservations : Let's have a look. Well, there is one available with balcony and one without balcony.
Caller : That's fine. Which other amenities does the room offer?
Reservations : There is a satellite TV, coffee and tea making facilities, a bathrobe and bath slippers, a separate toilet and shower stall, and 24-hour room service. You can choose between a queen size bed or twin beds.
Caller : The room with balcony should be equipped with a queen size bed, the other one with twin beds, please.
Reservations : Which name please?
Caller : J-O-N-E-S
Reservations : Thank you. Bed with breakfast or half board?
Caller : We only take breakfast.
Reservations : Will you be paying by credit card?
Caller : Yes, Visa, my number is

Reservations : Thanks - please let me know your mail address or fax for you to sign it. Then please fax it back to us.
Caller : Please mail it to **mjones@abcmail.com**
Reservations : Thanks - we are looking forward to seeing you here.
Caller : Good bye.
Reservations : Good bye.

➤ Self Check

- 1) What kind of room does the guest want to book?
- 2) How long are the guests going to stay at the hotel?
- 3) Do the guests book the rooms with breakfast or half board?
- 4) How will Ms Jones pay the cost?
- 5) What amenities does the room offer?

- **Amenities**
 - cable TV
 - check in / check out
 - connecting room
 - continental breakfast
 - handicapped facilities
 - hot tub
 - indoor / outdoor heated pool
 - kitchen / kitchenette
 - microwave
 - queen-size bed / king-size bed
 - restaurant
 - rollaway bed
 - room rates
 - sitting area

- **Expressions**
 - book a hotel
 - call the front desk
 - cancel a reservation
 - make a reservation
 - order room service

- **Reservation for restaurant at the hotel**



Picture 1.2 Reservation

Hostess : Thank you for calling Richmond Restaurant. How may I help you?
 Ray : I'd like to make a reservation.
 Hostess : For which day and for what time?
 Ray : It's for Friday, the 24th, at 7 o'clock.
 Hostess : How many people will there be?
 Ray : There will be seven of us.
 Hostess : And the name on the reservation?

Ray : Johnson.
 Hostess : And a phone number where we can reach you?
 Ray : 310-555-
 Hostess : Okay. Let me repeat back to you the information I have. This is a reservation for the Friday at 7 p.m. Is that correct?
 Ray : Yes, that's right. Can we have a table by the window in a non-smoking section? I want to be away from the kitchen, if possible.
 Hostess : Our restaurant is all non-smoking. We can't guarantee a window table, but I'll note your preference.
 Ray : Okay, that's fine. What's the parking situation at the restaurant?
 Hostess : We have a parking lot behind the restaurant, and we also have valet parking. Do any of the guests have special needs?
 Ray : No, thank you
 Hostess : We look forward to welcoming you at our restaurant, sir.
 Ray : Thank you

➤ **Self Check**

- 1) How many people will there be at the restaurant?
- 2) What kind of table does Ray want?
- 3) Is there a parking space available?
- 4) When are they going to have dinner?
- 5) Does Ray have any special requests?

➤ **Sample**

Reception : Good evening. The Bade Restaurant.
 Caller : Hi. I'd like to book a table for lunch on Wednesday, please.
 Reception : Just a moment, please. For how many people?
 Caller : It's for ten. My daughter's graduating from university that day.
 Reception : Oh..... I'm sorry, but we're very busy that day with a business conference... and there isn't room for another ten in the Bade Restaurant.
 Caller : Oh, that's pity. We always enjoy coming to the Bade. Can't you squeeze us in?
 Reception : I'm really sorry, Madam, but we only have room for two left.

➤ **Self Check**

- 1) For which day does the caller want to book a table?
- 2) How many people does the caller want to invite to the restaurant?
- 3) Is the restaurant available?
- 4) How many places available at the restaurant?



Picture 1.4

- Caller : I'd like to reserve a table for dinner on Friday evening.
 Restaurant : Certainly, sir. I'll just check availability. How many is it for?
 Caller : Just the two of us. Can we have a table at the window with a view over the harbour?
 Restaurant : Let me see... I'm afraid all the tables with a view of the harbour are reserved.
 Caller : Oh...



Picture 1.5

➤ **Reservation for Spa at the hotel**

• **Sample 1**

- R : Good Morning.Pamukkale SPA CENTER.How may I help you?
 W : I would like to make a reservation for aroma therapy massage.
 R : For when?
 W : Tomorrow afternoon please.
 R : I have to check the bookings.Hold on please.
 W : OK.
 R : Yes, madam. Is January 13th, 3 pm suitable for you?
 W : Yes, great
 R : See you madam

• **Sample 2**

- R : Welcome madam
 W : Thank you.I have an appointment for aroma therapy massage at 3:00.
 R : Yes, madam. We are ready.Would you like to have a soap massage in Turkish Bath before that if you have time?
 W : I'd love to, but how long does it take?
 R : About an hour.
 W : Thank you very much but I do not have much time.

R : OK then, please come this way to have your aroma therapy massage.
W : Thank you.

1.2.2. Internet Reservation

To :Jasmin Hotel
Subject :Room reservation

Dear Sir/Madam,

I noticed your hotel listed in the “ Best Hotels” guide for last year and wish to reserve a double (or twin) room from August 2nd and 11th (nine nights).I would like a quiet room at the back of the Hotel, if one is available.

If you have a room free for this period please let me know the price, what this covers , and whether you require a deposit

Yours faithfully,
Jack Smith

1.2.3. Reservation by Fax

10 Holiday Street
D’urberville
Paris, France 07389

Dear Happy House Inn,

Please be informed that I will be traveling to Paris on July 15th, 2009 and I will be requiring a room at your hotel for the duration of 3 days.

I would like to reserve an ocean view suite that has 2 beds included. I checked on your website, and the price is supposed to be \$231 per night.

Please call me at 212-543-2345to verify my reservation.

Thank you,
Julie Meyers

1.2.4. Walk-in reservation

Mr. McKenzie has gone on a tour to Marmaris. He enters in the Blue Hotel and goes to the Hotel Reception.

- Hotel Receptionist : Good afternoon, Sir. Can I help you?
Mr. McKenzie : Good afternoon. Can I get a room in the Hotel please?
Hotel Receptionist : Have you made advance booking advance booking, Sir?
Mr. McKenzie : I'm afraid I haven't done any room reservation.
Hotel Receptionist : What kind of a room do you want, Sir? A double room or a single room.
Mr. McKenzie : A single room, please.

1.3. Principles of Taking or Making Reservations

Information from the Guest	Information from the Hotel
<ul style="list-style-type: none">➤ Date of Arrival➤ Full name of the Guest➤ Address➤ Telephone Number➤ Name and Telephone number of the person making the reservation➤ Information about the company or travel agent➤ Date of Departure➤ Estimated time of arrival➤ Room type➤ Number of rooms requested➤ Number of people➤ Names of guests➤ Ages of the children➤ Special requests➤ Type of Payment	<ul style="list-style-type: none">➤ Features of the room➤ Type of accomodation, price and what included in the price➤ Name of the reservation clerk➤ Reservation number➤ Date of reservation➤ Procedures the guest should do to confirm reservation➤ Optional time for reservation➤ Procedures the guest should do before coming to the hotel➤ Address of the hotel and directions➤ Recommendation in the event of a fully booked hotel or registering the name of the guests in the waiting list

No matter what the reservation type, a reservation form must be completed.

1.4. Reservation Process

1.4.1. Confirmation

Important Notes:**Reservation Confirmation:**

- The hotel should communicate guests by telephone, fax, mail, or e-mail a Letter of Confirmation, which confirms the important points of the reservation agreement. This letter proves that the guest has the right to have a room at the hotel.
- The Hotel shall send a confirmation letter to all reserved potential guests, whether their reservations are guaranteed or non-guaranteed. Below are the main points that should be communicated in a confirmation letter:
 - a) Name and address of the guest
 - b) Date and time of arrival
 - c) Room type and rate
 - d) Length of stay
 - e) Number of persons in a group, if any
 - f) Reservation type [guaranteed or not]
 - g) Reservation confirmation number
 - h) Special requests, if any

➤ **Confirmation by the hotel**

Dear Mr. Smith,

Thank you for choosing to stay with us at the Jasmin Hotel. We are pleased to confirm your reservation as follows:

Confirmation Number:	111233
Guest Name:	Mr. Jack Smith
Arrival Date:	08/02/12
Departure Date:	08/11/12
Number of Guests:	2
Accommodations:	Deluxe Suite
Rate per Night:	\$575.00
Check-in Time:	4:00pm
Check-out Time:	11:00am

Should you require an early check-in, please make your request as soon as possible. Rates are quoted in U.S. dollars and subject to applicable state and local taxes. If you find it necessary to cancel this reservation, the Jasmin Hotel requires notification by 4:00 P.M. the day before your arrival to avoid a charge for one night's room rate.

Whatever we can do to make your visit extra special, please let us know.

We look forward to the pleasure of having you as our guest at the Sample Hotel.
Sincerely,

Jason Moore
Reservations Department

➤ **Telephone Confirmation**

Mr. Smith wants to confirm his booking and telephones the hotel

Staff	: Good evening. How may I help you?
Mr. Smith	: Yeah, Actually a few days ago I booked a room with a twin bed and bath. I forgot the confirmation number you gave me by fax. I am Mike Smith. Can you please check the room?
Staff	: Just a moment Mr. Smith. I am checking the list... sorry for keeping you waiting... Yes, I get it. There is a room booked for Mike Smith on 3 rd of May.
Mr. Smith	: Oh, thank you very much.
Staff	: You're welcome sir. We look forwards to seeing you.

1.4.2. Payment

Expressions

From Staff

Will that be cash or charge?
How will you be paying?
Could you sign here please?
Here's your change sir.
Would you like a receipt?
I'll check the bill again if you like.
Yes, a service charge is included in the bill.
Let me double check that for you ma'am.

From Guests

I'll be paying with cash.
Do you accept VISA or MasterCard?
There you are.
That's OK, keep the change.
Could I have a receipt please?
This seems a bit much. Can this be right?
Is a tip or gratuity included in the bill?
I think there's been a mistake on the bill.

Guest : Could I have the check please?
Staff : Of course sir, I'll be back in a moment.

Guest : I'd like to check out please.
Staff : Of course sir, could I have your room number and room key?
Guest : The room was 333. Here's the key.
Staff : Did you use the mini bar sir?
Guest : Yes, I had a couple of sodas.
Staff : The total comes to \$580.50. Will you be charging this sir?
Guest : Yes, put it on my Visa Card.

or

Staff : How would you like to pay?
Guest : With MasterCard.
Staff : Fine. Can you put your card into the machine?...Now enter your PIN.
Right. That's gone through. You can remove your card. Thank you.
Guest : OK
Staff : Here's your receipt
Guest : Thank you
Staff : Bye. Hope to see you again.

➤ **Speaking Activity**

Practice using the above expressions by having a dialogue similar to the ones above with a partner, one partner taking the role of the guest and the other the role of the staff. For additional practice, switch roles. Practice the dialogue several times, trying to use all of the expressions noted above.

1.5. Canceling a Reservation

Caller : ... I made a reservation for a family room on the 3rd of July, but I'm afraid I have to cancel it.
Reception : What was the name, please?
Caller : The room was booked in the name of Dowson
Reception : That's fine.
Caller : Is there a charge for canceling the room?
Reception : No. No charge will be made.
Caller : Oh, good. Thanks
Reception : Thanks for letting us know.

Note: After receiving a reservation request, the hotel might accept it, as it is, if there is room availability. If not, the reservation department should suggest alternative room types, dates, and/or rates, to the potential guest. If, however, the potential guest insists on his/her previous request, the hotel should suggest an alternative hotel. That's one of the main reasons why we need to maintain good relation-ships with nearby competing Hotels

1.6. Informing Other Departments

Information regarding bookings shall be notified to the relevant departments of the hotel through telephone.

1.7. Extra Dialogues

➤ Sample 1

Reception : Welcome to Village Hotel. May I help you?
Guest : Yes, I would like a room for tonight. Do you have any double rooms available?
Reception : Yes, we do. Our double rooms are \$200 per night.
Guest : OK.
Reception : Will that be cash or credit card?
Guest : Credit card.
Reception : Thank you. I will also need to see your passport. One moment please.
Reception : Will you want breakfast?
Guest : Yes, please. Breakfast for two people.
Reception : What time would you like your breakfast brought to your room?
Guest : At 7:45 a.m. Oh, do your rooms have the Internet access?
Reception : Yes, our rooms have a high-speed DSL Internet connection.
Guest : Great.
Guest : We would also like to use the sauna, pool and spa. Do you have a fitness center?
Reception : Yes. I will arrange that. You will be in room 606. Here's your room key.
Guest : Will you ask the bellboy to take our luggage to our room?

Reception : No problem.
Guest : I will also need a wake up call tomorrow morning at 7:30.
Reception : I will arrange that for you. Enjoy your stay.
Guest : Thank you.

➤ **Sample 2**

Staff : Sign here please. And thank you for staying with us.
Guest : There you go. Thanks
Staff : How will you be settling your bill sir?
Guest : I'll be paying by cash.
Staff : Yes sir, here's the bill.
Guest : Excuse me, but what is this charge for?
Staff : Let me see, it's for an apple pie.
Guest : But we didn't order apple pie.
Staff : I'm terrible sorry for the error sir. Let me refigure this. Here you go sir.
Guest : That looks right. Thank you.
Staff : Sorry for the error sir, and please come again.
Staff : Would you like to pay for the tennis court in cash or charge it to your room?
Guest : Just charge it to my room please.
Staff : Yes sir, if you could just sign here.
Guest : There you are.
Staff : Thank you sir, have a pleasant day.

➤ **Sample 3**

Guest : I need to reserve a room.
Reception : Not a problem. May I have your name, please?
Guest : Of course. I'm Michael Feilding.
Reception : Hi, sir. My name is Jenny. Could you tell me when you need the room?
Guest : Right now. I plan to be there in June from the 14th to the 18th.
Reception : Perhaps you didn't know that we have new room rates. Do you find that acceptable, sir?
Guest : Maybe. How much is a room?
Reception : The price per night is \$150.
Guest : That sounds fine to me.
Reception : Fantastic! Would you like a smoking or a nonsmoking room?
Guest : I hate cigarettes! Nonsmoking.
Reception : That'll be nonsmoking. Now, do you approve of a single queen-size bed?
Guest : That'll be no problem.
Reception : I'm happy to hear that, sir. Your reservation is all set except for your phone number.
Guest : Sure! My number is 533 234 56 47.
Reception : 533 234 56 47. Thank you for doing business with us, Mr. Fielding.

APPLICATION ACTIVITY

- Use vocational phrases when necessary.

Steps of Process	Suggestions
➤ Collect all the necessary information for the dialogue	➤ First read the dialogue carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
➤ Perform the dialogue	➤ Perform the dialogue with your classmates. While you are performing, be careful with the pronunciation and intonation..
➤ Build up your own dialogue	<ul style="list-style-type: none"> ➤ Change the venues ➤ Change the dates ➤ Change the preferences ➤ Change the duration ➤ Change the persons

At the end of this activity you will be able to express the main definitions and terms about introducing yourself and others as well as talking about interests and hobbies.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for the dialogue?		
4. Do you know all of the words that you speak about?		
5. Do you pronounce them correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand the guests that you speak?		
8. Can you give the right answers to the questions?		
9. Can you talk about reservation types and necessary information?		
10. Can you ask the guest about the information needed?		
11. Can you explain the information that the hotel must give to the guest?		
12. Can you make reservation confirmation?		
13. Can you talk about the payment information?		
14. Can you cancel a reservation and inform such to the other departments?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1. Look at the confirmation letter below and complete the missing sentences with a suitable word or expression.

<p>Dear Mrs.O'Brian,</p> <p>Thank you for your letter of 5th April 2002. We are pleased to ¹.....the ²..... you describe for the month of August 2002. We ³..... a short ⁴.....of how you reach our hotel. We ⁵.....to your stay with us.</p> <p>Yours ⁶....., Nick Webster</p>

2. Read the following dialogue and give short answers to the questions:

- Receptionist : Thanks for calling Holiday Inn. Mary speaking.
Caller : Hello. I'm interested in booking a room for the third weekend in October.
Receptionist : I'm afraid we're totally booked for that weekend. There's a convention in town and we're the closest hotel to the convention centre.
Caller : Oh, I didn't realize. Well what about the weekend after that?
Receptionist : So... Friday the seventeenth?
Caller : Yes. Friday and Saturday.
Receptionist : It looks like we have a few vacancies left. We recommend that you make a reservation, though. It's still considered peak season then.
Caller : Okay. Do you have any rooms with two double beds? We're a family of four.
Receptionist : Yes, all of our rooms have two double beds. The rate for that weekend is \$130 dollars a night.
Caller : That's reasonable. And do you have cots? One of my daughters might be bringing a friend.
Receptionist : We do, but we also charge an extra ten dollars per person for any family with over four people. The cot is free.
Caller : Okay, but I'm not sure if she is coming. Can we pay when we arrive?
Receptionist : Yes, but we do require a fifty dollar credit card deposit to hold the room. You can cancel up to five days in advance and we will refund your deposit.
Caller : Great, I'll call you right back. I have to find my husband's credit card.
Receptionist : Okay. Oh, and just to let you know.

➤ **Answer the questions:**

- 1) How many people will stay at the hotel?
- 2) Does the hotel charge extra for the cot?
- 3) What should the customer do to book the room?
- 4) How many days in advance can the customer cancel the reservation?
- 5) Is she able to book a room for the third weekend of October? Why?

3. Read the following dialogue and give short answers to the questions:

Receptionist : Good morning. Welcome to the Moonlight Hotel

Client : Hi, good morning. I'd like to make a reservation for the third weekend in May. Do you have any vacancies?

Receptionist : Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

Client : The 24th.

Receptionist : How long will you be staying?

Client : I'll be staying for two nights.

Receptionist : How many people is the reservation for?

Client : There will be two of us.

Receptionist : And would you like a room with twin beds or a double bed?

Client : A double bed, please.

Receptionist : Great. And would you prefer to have a room with a view of the ocean?

Client : If that type of room is available, I would love to have a sea view. What's the rate for the room?

Receptionist : Your room is two hundred and ninety dollars per night. Now what name will the reservation be listed under?

Client : Juan Carlos.

Receptionist : Could you spell your last name for me, please?

Client : Sure. C-A-R-L-O-S

Receptionist : And is there a phone number where you can be contacted?

Client : Yes, my cell phone number is 545-3546782.

Receptionist : Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?

Client : Visa. The number is 4536271829.

Receptionist : And what is the name of the cardholder?

Client : Juan Carlos.

Receptionist : Alright, Mr. Carlos, your reservation has been made for the twenty-fourth of May for a room with a double bed and view of the ocean. Check-in is at 12 o'clock. If you have any other questions, please do not hesitate to call us.

Client : Great, thank you so much.

Receptionist : My pleasure. We'll see you in May, Mr. Carlos. Have a nice day.

➤ **Read the questions carefully and give short answers to the questions:**

- 1) How many people are going to stay at the hotel?
- 2) What is the rate for the room?
- 3) What time is the check-in?
- 4) How will the customer pay the cost?
- 5) What type of room does the customer want?

4. Look at the letter below and complete the gaps with the words from the list:

book/vacancies/ including/month/suitable/ grateful/ shower/

Dear Sir/Madam,

I would like to ¹..... a double room for the ²..... of August 2002. I need an air-conditioned room with bath and ³..... which faces the sea. I should be ⁴..... if you would confirm my booking as soon as possible. Please give me an indication of your rates per night ⁵..... full board. Should you have no ⁶..... please could you give me the address of a ⁷..... hotel in your area?

Yours faithfully,
Jennifer O'Brian

Please compare the answers with the answer key. If you have wrong answers, you need to review the Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity

LEARNING FACILITY-2

AIM

If suitable conditions are provided you are going to understand the matters about taking order form the guest and you can also give information to the customers and respond them in a correct way and you are also be able to ask and give directions.

SEARCH

- You can listen to the dialogues between the people around you in your daily life and you can visit accommodation facilities to observe the real life situations and you can act out the dialogues with your classmates in the classroom.
- You can listen and watch foreign radio and TV channels to improve your pronunciation and you can act out similar dialogues with your classmates in the classroom.

2. TAKING ORDERS

2.1. Words to Learn

- Corked (adj) :
- Pepper mill (n) :
- Dressing (n) :
- Delicoious (adj) :
- Separate (adj/v) :
- Taste (n/v) :
- Rare (adj) :
- Booth (n) :
- Special (adj) :
- Compliment (n) :
- Wish (n/v) :
- Include (v) :
- Starter (n) :
- Main course (n) :
- Wheelchair (n) :
- Ramp (n) :
- Access (n/v) :
- Graduate (n/v) :
- Availability (n) :
- Reschedule (v) :

- Inconvenience (adj) :
- Handicapped (adj) :
- Steak (n) :
- Anniversary (n) :
- Lobster (n) :
- Trolley (n) :
- Satisfaction (n) :
- Baby-sitter (n) :

2.2. Welcoming Guests



Picture 2.1

- Always smile!
- Greet the Customer
 - Good morning
 - Good afternoon
 - Good evening
 - Good night
- Say “Welcome”
- Ask whether the guest has the booking.
- Take the customers to the table reserved for them.
- Take the guests who do not have any reservation to the empty tables.
- Get the coats of the customers.
- Have ladies seated before the men and old ladies before the young ones.
- Have ladies seated at places of better views.
- Get closer to the customer once they are seated
- Smile and greet the customers again
- Serve the water.
- Take their orders for drinks
- Give the customers the menus starting from the ladies first
- Take the orders
- Complete the missing cutleries on the table
- Deliver the order to the relevant points.



Picture 2.2 preparation before service

2.3. Dealing with Orders

Booking a Table	Placing Your Order	Complaining
<ul style="list-style-type: none"> ➤ I'd like to reserve / book a table for four at 8pm, please. ➤ I'd like to reserve / book a table for a party of six at 8pm, please. ➤ I'd like to book a table for two at 8 in the name of XXX, please. ➤ Could we have a table by the window, please? ➤ Could we have a non-smoking table, please? ➤ Could we have a table away from the kitchen/toilets, please? ➤ Could we have a booth, please? ➤ Could you make sure it's a quiet table, please? 	<ul style="list-style-type: none"> ➤ I'd like the, please. ➤ For starters I'll have the soup and for the main course I'd like the roast beef. ➤ Could I have chips instead of new potatoes, please? ➤ What is the house special today? ➤ Is there anything you would recommend? ➤ Could I see the wine menu, please? ➤ I'll have a bottle of Cabernet Sauvignon. ➤ I'll have a glass of house red/white, please. ➤ Which wine would you recommend? 	<ul style="list-style-type: none"> ➤ Excuse me, but my meal is cold. ➤ Excuse me, we've been waiting for over half an hour for our drinks. ➤ I'm sorry but I ordered the side salad not the vegetables. ➤ Excuse me this steak is over done, I ordered rare. ➤ I'm afraid this wine tastes corked. ➤ Excuse me this wine isn't chilled properly.
Arriving at the Restaurant	During/After the Meal	Paying
<ul style="list-style-type: none"> ➤ Good evening, the name is XXX. I have a table booked for six. ➤ Do you have the menu in English/German/French ..., please? ➤ Do you have a high chair for young children, please? ➤ Could we have a table over there, please? ➤ I'm sorry but I asked for a table by the window. ➤ Could we have an extra chair, please? 	<ul style="list-style-type: none"> ➤ Could we have some more bread, please? ➤ Do you have a pepper mill? ➤ Could I have some dressing, please? ➤ Could you pass me the salt, please? ➤ That was delicious. My compliments to the chef. 	<ul style="list-style-type: none"> ➤ Could I have the bill, please? ➤ Do you take Visa? ➤ We'd like separate bills, please. ➤ Is service included? ➤ No, please. This is on me. (When you wish to pay for everyone.)



Picture 2.3

➤ **Sample**

Waiter : Hello, Can I help you?
Kim : Yes, I'd like to have some lunch.
Waiter : Would you like a starter?
Kim : Yes, I'd like a bowl of chicken soup, please.
Waiter : And what would you like for a main course?
Kim : I'd like a grilled cheese sandwich.
Waiter : Would you like anything to drink?
Kim : Yes, I'd like a glass of Coke, please.
Waiter : After Kim has her lunch. Can I bring you anything else?
Kim : No thank you. Just the bill.
Waiter : Certainly.
Kim : I don't have my glasses. How much is the lunch?
Waiter : That's \$6.75.
Kim : Here you are. Thank you very much.
Waiter : You're welcome. Have a good day.
Kim : Thank you, the same to you.

2.3.1. Giving Information to the Guest

Caller : Hello.... I'd like to book a family room for 4 days from Friday the 14th of May
Reception : I'm sorry, but unfortunately, the hotel is closed that week for refurbishment. We're decorating the restaurants and the lounges
Caller : Oh, I see. Er.... Do you have a room the following week?
Reception : I'm afraid not.

2.3.2. Special Requests of the Guest

➤ **Handicapped Room**

Woman : ... When we booked, we requested a room and bathroom with wheelchair access.
Reception : Yes. I've got your request here. If there's a problem with your room, just contact me.
Woman : Thank you. What about access to the restaurant and bar?
Reception : That's fine. You can use the lift to all floors. There's a short ramp down to the restaurant...

➤ **Wake up call**

Front desk : Front desk, may I help you?

Guest : This is Mr. Michaels in room 209. I would like to leave a wake up call for 8:00 am.

Front desk : Certainly sir.

Guest : Thanks.

➤ **House Keeping**

House keeping : House keeping, may I help you?

Guest : This is Mr. Smith in room 108. Could I get a couple of more towels and another blanket?

House keeping : Yes sir, we will get them to you right away.

Guest : Thank you.

➤ **Room service**

Room Service : Room service, may I help you?

Guest : Yes, this is Mr. Jackson in room 605. Could you send up a tuna fish sandwich and a bag of potato chips?

Room Service : Certainly, sir that will be about ten minutes.

Guest : Thank you.

➤ **Self Check**

- 1) What can a handicapped person do to go to the restaurant and bar?
- 2) What is the request of the man in room 209?
- 3) Which department does the guest in room 108 call to ask for towels?
- 4) How long does it take the room service to prepare a sandwich?

2.3.3. Recommendation



Picture: 2.5 Give your true recommendation

➤ **Sample 1**

Reception : ...But how about the Terrace Bar? We could set a table for ten people there. We're offering a different menu in the Terrace this week, but if you prefer, we could offer you the menu from the Bade Restaurant.

Caller : Hmm...
Reseption : For groups, we usually set a table at one end.
Caller : Hmm... I'm not sure. I'll think about it...

➤ **Sample 2**

Woman : Could we possibly order, Please?
Waiter : Certainly
Woman : I'd like to have parfait please.
Waiter : Sorry, the parfait is off tonight
Woman : Oh.What do you recommend, then?
Waiter : The chocolate fondue is very good
Woman : Well, I'll have that, then
Waiter : Very well madam.



Picture 2.6

2.3.4. DConfirmation of an Order

➤ **Sample 1**

Waiter : Welcome to Maddy's. Here are your menus.
Customer : Have you got any specials today?
Waiter : Yes. Today's special is grilled salmon. I'll be back to take your order in a minute.

➤ **Sample 2**

Waiter : Are you ready to order?
Customer 1 : Yes. I'd like the prawn spaghetti please.
Waiter : Would you like anything for entrée?
Customer 1 : No thank you, we're just going to have mains tonight.
Waiter : Ok sure, and you?
Customer 2 : I'll have the veal casserole with vegetables and mashed potato please.
Waiter : Would you like anything to drink?
Customer 1 : I'll have a coke, please.

Waiter : And for you?
Customer 2 : Just water, please.
Waiter : OK. So that's one prawn spaghetti, one veal casserole with vegetables and mashed potato, one coke, and one water. I'll take your menus.

➤ **Sample 3**

Waiter : Here is your food. Enjoy your meal.

➤ **Sample 4**

Waiter : How was everything?
Customers 2: Delicious thanks.
Waiter : Would you like anything for dessert?
Customer 1 : No, just the bill please.

➤ **Self Check**

- 1) What is the special dish of the restaurant for today?
- 2) What do the customers have to drink?
- 3) How was the meal?
- 4) Do the customers eat dessert or not?



Picture 2.7

2.3.5. Completion an Order

Waiter : How was the fish sir?
Guest : Very good.
Waiter : Would you like to see the dessert menu?
Guest : I'm afraid I'm full.
Waiter : Can I get you a coffee or a liqueur?
Guest : Just an espresso, please. Oh, and the bill.

2.4. Cancellation of an Order

2.4.1. Reason for cancellation

Mr Connell : Waiter!

Waiter : Is everything all right, sir?

Mr Connell : Not exactly. This steak is raw. I asked for it well done! And it's rather cold.

Waiter : I do apologise, sir. Would you like it cooked a little more?

Mr Connell : No, I do not want to eat steak any more.

Waiter : Would you like something else?

Mr Connell : No, thank you.

2.4.2. Cancellation

Guest : I had reserved a tennis court, but it has been taken over by someone else.

Staff : Yes sir, I understand. But we have a policy that if a party is more than 15 minutes late for a starting time, we schedule the courts for other waiting guests. I'm so sorry for the inconvenience. Would you like to reschedule?

Guest : No, I would like to cancel it.

Staff : OK sir, Please accept our apologies.

➤ **Self Check**

- 1) What does Mr Connell complain about?
- 2) Does he want anything else?
- 3) When does the hotel cancel a reservation?
- 4) Does the guest reschedule his booking?

2.5. Extra Dialogues



Picture 2.8

➤ **Sample 1**

- **Mr and Mrs Smith are out celebrating their wedding anniversary.**

It's 8pm. Mr Smith (James) and Mrs Smith (Melinda) are celebrating their 10th wedding anniversary. They have just arrived at the restaurant.

Mr Smith: Well here we are. What do you think?

Mrs Smith: It's lovely Jack. Are you sure we can afford it?

Mr Smith: Well I may have to do some washing up, but you're worth it.

The waiter arrives.

Waiter: Good evening sir, madam.

Mr Smith: Good evening. We have a reservation for a table for two in the name of Smith.

Waiter: Yes sir. May I take your coats?

Waiter takes their coats and hangs them up.

Mr & Mrs Smith: Thank you.

Waiter: You're welcome. Would you like to come to the table or would you prefer to order in the bar?

Mr Smith: I wouldn't mind an aperitif. We'll order in the bar.

Waiter: Please follow me; I'll bring you the menu in a moment.

- **Mr & Mrs Smith order their drinks at the bar and sit down to look at the menu.**

Mrs Smith: Oh dear Jack, it's all in French!

Mr Smith: Well that's what we're paying for. Don't worry I've got an idea.

Waiter: Are you ready to order sir?

Mr Smith: Not really. Could you recommend something?

Waiter: Certainly sir. The fresh lobster is particularly good this evening and for starters may I recommend a light consomme?

Mr Smith: Sounds lovely, what do you think dear?

Mrs Smith: Oh yes, I love lobster.

Waiter: So, that's two consomme and two lobsters. Would you like to look at the wine menu?

Mr Smith: Why don't you bring us what you think will go best. Nothing too expensive though.

Waiter: No problem sir. I'll call you as soon as your table is ready.
The waiter walks away.

Mrs Smith: You are clever Jack, but what about dessert.

Mr Smith: Don't worry, they bring round a sweet trolley, so we just point at what we fancy!

- **A while later Mr & Mrs Smith have finished eating and are drinking their coffee.**

Waiter: Was everything to your satisfaction?

Mr & Mrs Smith: Yes, lovely thank you.
The whole meal was delicious, our compliments to the chef.

Mr Smith: Unfortunately we have to be back for the baby-sitter so could we pay now?

Waiter: Certainly sir, I'll bring you the bill. Would you like me to order you a taxi?

Mr Smith: Yes that would be great, thank you.

Mrs Smith: What a nice man, we must leave him a good tip.

Mr Smith: Yes of course.

➤ **Sample 2**

Reception : I could offer you a family room with a double and single bed instead.
Caller : Oh, yes. That would be fine. How much is it?
Reception : We can let you have it for the same price as a twin.
Caller : Good.
Reception : Can you give...

APPLICATION ACTIVITY

- Use vocational phrases when necessary.

Steps of Process	Suggestions
<ul style="list-style-type: none"> ➤ Collect all the necessary information for the dialogue 	<ul style="list-style-type: none"> ➤ First read the dialogue carefully. If you don't know the meaning of a word, look up the word in an English dictionary and learn its meaning. Try to understand the tenses of the verbs. Be sure that you understand the sentences correctly and pronounce them correctly
<ul style="list-style-type: none"> ➤ Perform the dialogue 	<ul style="list-style-type: none"> ➤ Perform the dialogue with your classmates. While you are performing, be careful with the pronunciation and intonation..
<ul style="list-style-type: none"> ➤ Build up your own dialogue 	<ul style="list-style-type: none"> ➤ Change the venues ➤ Change the dates ➤ Change the preferences ➤ Change the people

At the end of this activity you will be able to express the main definitions and terms about the time spent at the hotel.

CHECKLIST

If you have behaviors listed below, put (X) in “Yes” box for earned your the skills within the scope of this activity otherwise put (X) in “No” box.

Evaluation Criteria	Yes	No
1. Did you find out the words that you don't know?		
2. Did you look up the meanings of the words from the dictionary?		
3. Did you make necessary sentences for the dialogue?		
4. Do you know all of the words that you speak about?		
5. Do you pronounce them correctly?		
6. Do you use the suitable tenses in your sentences?		
7. Can you understand the guests that you speak?		
8. Can you give the right answers to the questions?		
9. Do you know how to welcome a guest at the hotel?		
10. Can you give information to the guest?		
11. Can you ask the guests about his/her special requests?		
12. Can you make any recommendations to the guest?		
13. Can you process cancellation of an order?		

EVALUATION

Please further review your "No" answers in the form at the end of evaluation. If you do not feel confident, repeat learning activity. If you say "Yes" to all questions, move onto the "Measuring and Evaluation".

MEASURING AND EVALUATION

1. Put the sentences in the telephone dialogue in the correct order.

- 1 () Reception : I'll ask housekeeping to get you some more.
- 2 () Guest : We'd like a bottle of mineral water, two glasses, and a selection of vegetarian sandwiches. Thank you very much.
- 3 () Reception : In 304? I'm very sorry. I'll speak to them straightaway.
- 4 () Guest : Thank you. One last thing. Can I order drinks and sandwiches from you?
- 5 () Reception : Reception. How can I help you?
- 6 () Guest : OK, I'll wait for housekeeping before I take a shower. Also, I'm sorry to complain but the people in 304 are very noisy.
- 7 () Reception : Certainly. I'll send some toiletries up to your room.
- 8 () Guest : Thank you. And our bathroom towels are very wet.
- 9 () Reception : If you give me your order, I'll pass it on to room service.
- 10 () Guest : Hello. It's Mrs Beneto in room 303. Can we have some more soap and shower gel, please?

2. Complete the sentences with the verbs in the brackets.

- 1 They(order) a bottle of red wine a few minutes ago.
- 2 The waitress.....(open) the bottle of champagne at the moment
- 3 The waiter.....(take) their order recently.
- 4 The guests.....(arrive) at 10 p.m last night
- 5 The restaurant manager(speak) to the chef about the complaint soon.

3. Put the sentences in the telephone dialogue in the correct order.

- 1 () Waiter : Here's your table. Can I take your coats?
- 2 () Guest : Yes. I'd like a fruit juice and my wife would like a cola
- 3 () Waiter : Bree. Table for two at 8 o' clock. Come this way and I'll show you to your table
- 4 () Guest : Thank you.
- 5 () Waiter : Here's the menu and wine list. Would you like an aperitif?
- 6 () Guest : Thank you
- 7 () Waiter : Fruit juice and cola. Fine. And the soup of the day is French onion
- 8 () Guest : Good evening. We booked a table for two. The name is Bree.
- 9 () Waiter : Good evening.
- 10 () Waiter : Thanks.

4. Look at this conversation between a bar person and a guest.

First complete the sentences using the words in the list and then put the dialogue in correct order

Very popular	are your	we don't have	can I get	you like ice
Just some ice	draught beer	Good	I'd like	This

- Bar person : ¹.....evening, madam.
Bar person : Would ².....and lemon in the coke?
Guest : ³.....a large ⁴.....please, and a coke.
Guest : ⁵Ok, that' s fine.
Guest : No lemon, ⁶....., please.
Bar person : What ⁷.....you to drink?
Bar person : Here ⁸.....drinks, madam.
Bar person : I' m sorry , ⁹.....any draught beer.
Bar person : ¹⁰.....local beer is ¹¹.....
Guest : ¹²Good evening
Guest : ¹³Thank you

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review Measuring and Evaluation. If you give right answers to all questions, pass to the next learning activity

MODULE EVALUATION

1. Read the letter below carefully and answer the questions:

BOOKING CONFIRMATION LETTER

July 1st;2011

Dear Mr.Newmann,

I am writing this letter to you on behalf of the management of Istanbul International Hotel. The aim of the letter is to confirm the booking that you have made with our hotel. According to our records, you made bookings on the 10th of this month. The Booking Records also show that you had booked for the main banquet hall, six (6) executive suite rooms, one (1) luxury room, one (1) spa and the large swimming pool. In addition, you also booked for the small conference centre all of which you intend to use for your upcoming annual conference.

We want to assure you that your bookings have been recorded and we promise that you will get the real value for your money. In the meantime, thank you for doing business with us.

Yours sincerely,

Irene Jackson,
Booking Manager,
Istanbul International Hotel

➤ Answer the questions:

- 1) What is the letter for?
- 2) When does the guest arrive at the hotel?
- 3) How many room has the guest booked?
- 4) Why dd the guest book the conference center?

2. Role play the following situations with a partner, one person taking the role of the guest and the other person taking the role of a hotel staff.

The guest didn't order a beer with dinner

The bill had a charge for a deluxe burger, not a plain burger

The bill included a charge for 2 glasses of tea, the guest only had 1

The bill didn't include 2 orders of ice cream

The guest got the wrong bill, for someone else's order

3. Use each phrase once to complete the sentences.

Cash	receipt
Visa	payment
Vouchers	VAT
Debit Card	Company
Mastercard	Traveller's cheques

1. Most hotels acceptby credit card.
2.payments are taken directly from the customer's bank account.
3.and are two of the most widely- used credit cards.
4. People don't usually carry large amounts ofon holiday.
5.can soon be replaced if they are lost or stolen.
6. In business travel, theusually pays for the room and meals.
7. Business travellers need afor their accounts departments.
- 8.....is usually included in hotel bills.
9. Travellers sometimes have prepaidfor their accommodation.

4. Rewrite the two jumbled conversations between the people in the correct order.

Straightaway, sir. Here it is.
No, sir, it isn't included.
Could I have my bill, please?
Twenty euros. Thank you very much, sir. Just sing here.
Certainly Sir. I ' ll just print it out for you
How would you like to pay?
Do you take Mastercard?
Actually sir, the room service was for dry cleaning and pressing on Tuesday.
I'd like to settle my bill, please. Room 432.
The extras are for the car park, minibar, and room service.
By Visa.
Visa is fine, sir. Here we are. Three nights, accommodation with breakfast.
Please add 20 euros to my Mastercard payment.
Yes. Mastercard is fine, sir.
Right. And the extras?
But I didn't use room service.
Oh, yes! I forgot. That's right then.
Is service included in the bill?
OK. Thank you. It was a very good meal.

- 1)
1. Man :.....
 2. Cashier :.....
 3. Man :.....
 4. Cashier :.....
 5. Man :.....
 6. Cashier :.....
 7. Man :.....
 8. Cashier :.....
 9. Man :.....

- 2)
1. Man :.....
 2. Waiter :.....
 3. Man :.....
 4. Waiter :.....
 5. Man :.....
 6. Waiter :.....
 7. Man :.....
 8. Waiter :.....
 9. Man :.....

5. Conversation Activities

1. Pair work- discussion

When was the last time you stayed at a hotel? Tell your partner about it using some of the ideas for discussion below. Your partner should ask questions to get more information.

- when were you there
- what hotel did you stay at
- where was the hotel
- what kind of hotel was it (economy, 5 star, etc)
- how long did you stay
- did you like the hotel- why or why not

2. Pair work- Role Play

The situation : At a hotel

Working with a partner, role play the situation, using the information below

The roles : guest, hotel employee

<u>A. Room service- ordering meals</u>	
The clerk should:	The guest should:
● ask name and room number	● place the order
● ask what the order is	
● ask when to deliver	
● say thank you	
<u>B. Wake up call</u>	
The guest should:	The clerk should:
● call to leave a wake up call	● say hello
● give name and room number	● ask the time of the wake up call

EVALUATION

Please compare the answers with the answer key. If you have wrong answers, you need to review the Learning Activity. If you give right answers to all questions, please contact your teacher and pass to the next module.

ANSWER KEY

LEARNING ACTIVITY-1 SELF CHECK

1.2.1 A	1. Two double room
	2. 5 days
	3. with breakfast
	4. by credit card
	5. There is a satellite TV, bathroom, shower etc.
1.2.1 B	1. 7
	2. A table by the window
	3. Yes, there is
	4. On friday 24 th at 7 o'clock
	5. No, he doesn't
1.2.1 C	1. Wednesday
	2. 10
	3. No, it isn't
	4. Only two

MEASURING AND EVALUATION

1.	1. CONFIRM 2. ACCOMMODATION 3. ENCLOSE 4. DESCRIPTION 5. LOOK FORWARD 6. SINCERELY
2.	1. 4 people and a friend 2. Yes, it does. 3. She should pay 50 dollar deposit 4. 5 days in advance 5. No, she doesn't. Because there is a convention in town on that date and all the rooms are booked.
3.	1. 2 PEOPLE 2. 290 USD 3. 12 O'CLOCK 4. BY CREDIT CARD 5. A DOUBLE ROOM
4.	1. BOOK 2. MONTH 3. SHOWER 4. GRATEFUL 5. INCLUDING 6. VACENCIES 7. SUITABLE

LEARNING ACTIVITY-2 SELF CHECK

2.3.2	1)He can use the lift
	2)He wants to have a wake-up call
	3)Housekeeping
	4)10 minutes
2.3.4	1)Grilled salmon
	2)Customer 1 wants coke, 2 wants water
	3)Delicious
	4)No,they, don't
2.4.1/ 2.4.2	1)His steak is raw
	2)No, he doesn't
	3)When the person is late for 15 minutes
	4)No,he doesn't

MEASURING AND EVALUATION

1.	5-10-7-8-1-6-3-4-9-2
2.	1)ordered 2)is opening 3)has taken 4)arrived 5)is going to speak
3.	9-8-3-10-1-4-5-2-7
4.	1)Good 2)you like ice 3)I'd like 4)draught beer 6)can I get 7)are your 8)we don't have 9)This 10)popular Correct order of the dialogue: 1-12-7-3-4-2-6-8-13-9-10-11-5

MODULE EVALUATION

1.	1) To confirm a booking 2) 10th of July 3) 7 rooms 4) For the annual conference
2.	Students' own answer
3.	1)payment 2)Debit Card 3)Visa /Mastercard 4) cash 5) Traveller's cheques 6)Company 7)receipt 8)VAT 9)vouchers
4.	1) C: Certainly madam,I'll just print it out for you.How would you like to pay? M:By visa C:Visa is fine, sir.Here we are.Three nights, accommodation with breakfast M: Right.And the extras? C: The extras are for the car park, minibar and room service. M:But I didn't use room service C:Actually madam,the room service was for dry cleaning and pressing on Tuesday M: Oh,yes,I forgot.That's right then. 2) W: Straighaway, sir.Here it is. M: Do you take Mastercard? W: Yes, mastercard is fine, sir? M: Is service included in the bill? W: No, sir, it isn't included? M:Please add twenty euros to my Mastercard payment W:Twenty euros.Thank you very much, sir.Just sign here M: OK.Thank you. It was a good meal.
5.	1)Students' own answers 2)Students' own answers

RESOURCES

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