



# HOTEL RESERVATION



Working in the hotel industry you will come across many types of travellers. Some will be business guests, others will be tourists and visitors. Many will speak a different language other than your own. Chances are, plenty of your guests will speak English.

Do you know how to speak politely to a guest in English? Can you understand their requests and serve them accordingly? Whether your job is to take reservations or clean the hotel rooms, these materials can help you learn important words and expressions to use on the job in the hotel industry..



A reservationist at a hotel has many responsibilities, including:

1. **Customer service:** Reservationists help customers book travel arrangements, answer questions, and resolve issues.
2. **Communication:** Reservationists need to have excellent verbal and written communication skills, as well as good telephone etiquette.
3. **Reservations:** Reservationists take and input reservations, and may also negotiate rates.
4. **Multitasking:** Reservationists need to be able to multitask efficiently.
5. **Updating room vacancies:** Reservationists may need to update room vacancies on online booking platforms.
6. **Meeting revenue targets:** Reservationists may need to help meet monthly revenue targets.

# Front Desk - Receptionist

- Enterprise Hotel, Lisa speaking. How can I help you?
- Enterprise Hotel, Lisa speaking, How may I assist 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.
- Will two double beds be enough?
- Do you want a smoking or non-smoking room?

# Front Desk – Receptionist

- Good morning, Welcome to..... How may I assist you?
- We have several type of rooms
- We have special promo for this month
- Breakfast in Third floor and started at 07.00-09.00 am
- We have an indoor swimming pool and sauna.
- We serve a continental breakfast.



# Guest

- May I know room rate for this hotel?
- I'd like to make a reservation for next week
- Do you charge extra for two beds?
- Is there a restaurant in the hotel?
- Do the rooms have refrigerators?
- Is there an outdoor pool?
- Do you have any special promo for this weekend?

## Example of Conversation:

Resepsionis: *"Good morning. Welcome to Cleo Hotel."*

Guest: *"Good morning. I would like to make a reservation for next weekend."*

Resepsionis: *"Okay, we still have several rooms available for that. Let me know, is it the 25th?"*

Guest: *"Correct."*

Resepsionis: *"How long will you be staying?"*

Guest: *"Two days."*

Resepsionis: *"How many people is the reservation for?"*

Guest: *"One person."*

Resepsionis: *"What name will the reservation be listed under?"*

Guest: *"Maria Wanda."*

Resepsionis: *"The room is Rp350.000 per night."*

Guest: *"Okay."*

Resepsionis: *"Is there a phone number where you can be contacted?"*

Guest: *"The number is 085371275531."*

# EXAMPLE OF CONVERSATION

Resepsionis: *"Good morning, Welcome to Merlyn Hotel, How may I assist you?"*

Guest: *"Hi, I would like to book a room for my friend, please."*

Resepsionis: *"Sure, may I have your friend's name?"*

Guest: *"His name is Rendy."*

Resepsionis: *"How many nights will he be staying?"*

Guest: *"Just one night."*

Resepsionis: *"Okay. We have a room available for one night at \$95 per night. Would that be okay?"*

Guest: *"Sounds great."*

Resepsionis: *"When will your friend be arriving?"*

Guest: *"He will be arriving tomorrow at 4 pm."*

Resepsionis: *"Okay. I will make the reservation for him. Thank you for choosing our hotel."*

# ROOM RESERVATION

NAME/COMPANY _____	DATE OF ARRIVAL _____
ADDRESS _____	TIME OF ARRIVAL _____ A.M. P.M.
CITY _____ STATE _____ ZIP _____	DAY OF WEEK _____
EMAIL _____	DEPARTURE DATE _____
PHONE _____	NO. PERSONS _____
NO. OF BEDS/SIZES _____	RATE _____
MADE BY _____	DEPOSIT \$ _____
	DATE _____
RECEIVED BY PHONE <input type="checkbox"/>	EMAIL <input type="checkbox"/>
ONLINE <input type="checkbox"/>	IN PERSON <input type="checkbox"/>
CONFIRMED BY _____	DATE _____

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😊 END 😊

