

MAKING A RESERVATION



Section 1: Dialogue

Receptionist: Good morning and welcome to Sani Beach Hotel. How may I help you?

Client: Good morning, I would like to book a reservation for the whole 2nd week of August. Are there any rooms available during that particular week?

Receptionist: Yes, we have several rooms available. What is the exact date of your arrival?

Client: The 4th day of August at 1 o'clock pm. I will be with my wife.

Receptionist: Great! Do you prefer a queen-sized room with a view of the ocean or not?

Client: Yes please if that room is still available. How much is the accommodation per night?

Receptionist: Your room costs four hundred dollars per night. What name should the reservation be made under?

Client: Akihiro C. Watanabe

Receptionist: May I please have your telephone number in order for us to contact you later for more details or change of reservation?

Client: Yes, here's my number 050-0884-2356

Receptionist: All right. Can I have your credit card information please so that I can reserve the room for you?

Client: Cardholder name is Akihiro C. Watanabe. I am using a VISA card, and the card number is 8765-3457-3634-6134.

Receptionist: Great! Mr Watanabe, your reservation has been made for the 2nd week of August with a grand view of the ocean. Check in is at 1 o'clock pm on the 4th day of August. If you have any questions or clarifications, please don't hesitate to call us.

Client: Yes, thank you so much!

Receptionist: It's our pleasure. See you on the 4th day of August Mr. Watanabe. Have a great day.

Section 2: Useful Expressions

Please take note of the following useful expressions:

1. I would like to make a reservation
2. Do you have any vacancies?
3. How much is the room accommodation?
4. How long will you be staying?
5. What kind of room would you like?
6. Does the room have internet access? Television? Air-conditioning?
7. Can you offer me any discount?
8. Do you allow pets?
9. What time will you be arriving?

Section 3: Vocabulary Words

Please read the vocabulary word/expression with its definition and sample sentence.

Vocabulary Word	Sample Sentence
particular [per-tik-yuh-ler] adjective	I had nothing in <i>particular</i> planned.
several [sev-er-uh l, sev-ruh l] adjective	I visited him in London <i>several</i> times.
prefer [pri-fur] verb	I <i>prefer</i> a room with a view of the ocean
accommodation [uh-kom-uh-dey-shuh n] noun	I always ask the rate of their <i>accommodations</i> .
contact [kon- takt] verb	He already <i>contacted</i> Mr Akihiro.
clarification [klar-uh-fih -key -shuh n] noun	Where can I ask if I need to have some <i>clarifications</i> ?
hesitate [hez-i-teyt] verb	She didn't <i>hesitate</i> , but took the opportunity!

Section 4: Completing the Conversation Exercise

Please complete the dialogue by using the words from the box below.

Receptionist: Good morning! Welcome to the Beachfront Hotel. How may I help you?

Client: Good morning, I would like to book a queen sized room between April 21 and 24.

Receptionist: Yes, we have _____ queen sized rooms available for those dates. Do you _____ a room with a sunset view or sunrise view?

Client: A sunset view please. How much will the _____ be per night?

Receptionist: Your room will be four hundred dollars per night. May I have your name please so that I may already make the reservation?

Client: Okay, my name is Akihiro C. Watanabe.

Receptionist: How will I _____ you?

Client: You can contact me through this cell phone number: +63917-455-6778.

Receptionist: All right. May I also have your credit card information?

Client: Cardholder name is Akihiro C. Watanabe. I am using a VISA card with card number 3453-1345-1434-1453.

Receptionist: Great! Mr Watanabe, your reservation has been made. Check in is at 1 o'clock pm on April 21. Is there anything else in _____ you would like made to this reservation?

Client: No. That will be all.

Receptionist: Okay. If you have any questions or _____, please don't _____ to call us.

Client: Thank you.

Receptionist: You're welcome. We hope you have a lovely stay here at the Beachfront Hotel.

particular	several	prefer	accommodation
contact	clarification	hesitate	