

English for Hotel Personnels

Unit 5
Correspondence

Unit 6
Welcoming guests



English for Hotel Personnels

Unit 5
Correspondence



Type of Hotel emails

01

Hotel booking
confirmation
email

02

Pre-arrival
hotel email

03

Post-stay
hotel email

04

Re-engagement
hotel email

Hotel booking confirmation email

- ✔ Thanks Anna!
Your booking in Kiev is confirmed.
- ✔ **Gar'is Kyiv Factory Hostel** is expecting you on **14 June**
- ✔ Your **payment** will be handled by Gar'is Kyiv Factory Hostel. The '**Payment**' section below has more details
- ✔ Make changes to your booking or ask the property a question in just a few clicks

[Make changes to your booking](#)

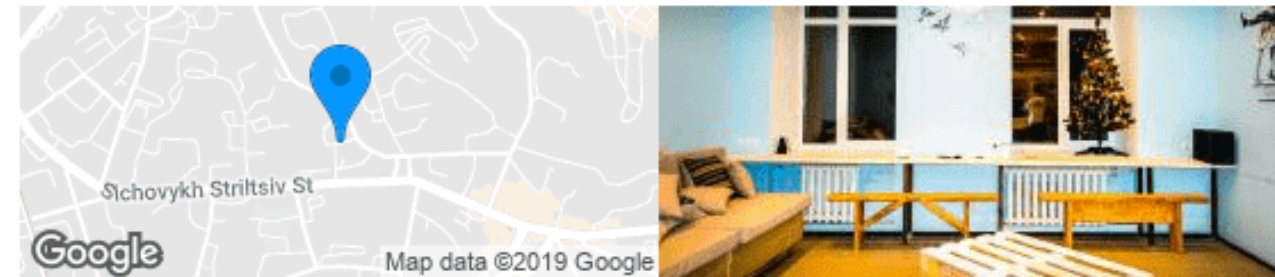
[Manage your booking in the app](#)

Gar'is Kyiv Factory Hostel

Artema Street 24b, Pomeshenie 13, Shevchenkivskyj, Kiev, 04053, Ukraine -

Phone: +380685557577

[Email property](#)



 [Get the print version](#)

Your reservation	1 night, 1 dormitory bed
Check-in	Friday 14 June 2019 (from 13:00)
Check-out	Saturday 15 June 2019 (until 12:00)
Prepayment	You will be charged a prepayment of the total price at any time.
Cancellation cost	<ul style="list-style-type: none">• From now on: USD 34

[Cancel your booking](#)

This booking is non-refundable. Changing the dates of your stay is not possible.

Pre-arrival hotel email



Dear Guestfolio Test,

Thank you for choosing Hansar Bangkok! Your Online Concierge is available [HERE](#) for your convenience.

Through the Online Concierge you can design your custom itinerary, alter your reservation, or even request special amenities. Both the above link and the big button below take you to your personal page, so just click on either whenever you need access again.

ENHANCE YOUR STAY

Yours Sincerely,

The Hansar Bangkok Hotel Team

HANSAR BANGKOK HOTEL

3/250 Soi Mahadiekluang 2 Rajdamri Road

Bangkok, 10330, Thailand

+ 66 2209 1234

info@hansarbangkok.com | [Unsubscribe](#)



Post-stay hotel email



Hello, Jenni!

Thank you for choosing Kimberlyn hotel for your recent stay in city. It was a pleasure to have you as our guest. We would like to take this opportunity to thank you for your collaboration and we hope to see you again soon at hotel.

We want to note that we constantly conduct work on improvement of quality of service, and we will be very grateful if you leave the opinion. Your remarks will help us to choose a right direction.

Your opinion is important to us!

[Leave a comment](#)

HOTEL ON RIVINGTON



Come see us again and save 15%!

Dear Jane Doe,

We hope you enjoyed your recent stay with us and were able to take advantage of all the Lower East Side has to offer. It would be our pleasure to welcome you back to Hotel on Rivington, and as a special thank you, we'd like to offer you an exclusive discount designed for our most valued guests.

Book your return visit now and receive 15% off nightly rates plus a complimentary welcome amenity.

Book Your Next Stay Now

Re-
engagement
hotel email



Writing a good business email

- 1 Use the subject line to tell the recipient what the email is about.
- 2 Use greetings and endings as you would in a letter.
- 3 Sentences in emails (and letters) should be short and clear – KISS (keep it short and simple).
- 4 Use spaced paragraphs for different topics.
- 5 You can write numbers 1–10 in emails: 3 nights. In letters, write these in words: *three nights*.
- 6 Don't SHOUT in capital letters.
- 7 Don't use acronyms or abbreviations for customers, e.g. FYI (for your information).
- 8 Read your email for spelling, punctuation and tone.

Subject: FYI

Dear Carlos

It was very nice to receive your email. We are delighted to cfm your reservation for 3 ngts from Tuesday 4 to Friday 7 December.

All the best

Benita Bellini

Reservations Manager

1

HOTEL INTERNATIONAL, GRAN VIA, 402, 08007 BARCELONA
+34 935 526 536 www.hotelinternational.com

Mr P McKinnon
20 Church Street
Edinburgh EH4 9HZ
13 July 20_ _

Dear Mr McKinnon

..... our hotel brochure for your
information.

..... directions for arrival by road.

..... service to you in the future.

Yours sincerely

Rosa Gonzalez

Marketing Assistant

**Complete
the first
gap of each
corresponce
with one of
the phrases**

- a. We enclose a copy of**
- b. We are pleased to confirm your reservation**
- c. Regarding your request to**

2

Subject: confirmation of booking

Dear Mrs Tevez

Thank you for your email.
of 1 double room for 3 nights from 30 September.

We also confirm your table booking for 4 on
1 October at 8 p.m.

..... for the 3 days as requested.

..... to seeing you in September.

Best regards

Toni Fong

Reservations

3

Subject: request to change dates

Dear Ms Parsons

..... change the dates of your
booking.

..... for 15 and 16 March.

However, we can offer you accommodation at our
partner hotel nearby.

..... their brochure for your
information.

1

HOTEL INTERNATIONAL, GRAN VIA, 402, 08007 BARCELONA
+34 935 526 536 www.hotelinternational.com

Mr P McKinnon
20 Church Street
Edinburgh EH4 9HZ
13 July 20_ _

Dear Mr McKinnon

..... our hotel brochure for your information.

..... directions for arrival by road.

..... service to you in the future.

Yours sincerely

Rosa Gonzalez

Marketing Assistant

Complete the second gap of each correspondence with one of the phrases

a. Unfortunately we are fully booked

b. It includes

c. We have also reserved a parking space for you

2

Subject: confirmation of booking

Dear Mrs Tevez

Thank you for your email.
of 1 double room for 3 nights from 30 September.

We also confirm your table booking for 4 on
1 October at 8 p.m.

..... for the 3 days as requested.

..... to seeing you in September.

Best regards

Toni Fong

Reservations

3

Subject: request to change dates

Dear Ms Parsons

..... change the dates of your booking.

..... for 15 and 16 March.

However, we can offer you accommodation at our partner hotel nearby.

..... their brochure for your information.

1

HOTEL INTERNATIONAL, GRAN VIA, 402, 08007 BARCELONA
+34 935 526 536 www.hotelinternational.com

Mr P McKinnon
20 Church Street
Edinburgh EH4 9HZ
13 July 20_ _

Dear Mr McKinnon

..... our hotel brochure for your information.

..... directions for arrival by road.

..... service to you in the future.

Yours sincerely

Rosa Gonzalez

Marketing Assistant

Complete
the third
gap of each
corresponce
with one of
the phrases

- a. We hope we may be of
- b. We look forward
- c. We attach a copy of

2

Subject: confirmation of booking

Dear Mrs Tevez

Thank you for your email.
of 1 double room for 3 nights from 30 September.

We also confirm your table booking for 4 on
1 October at 8 p.m.

..... for the 3 days as requested.

..... to seeing you in September.

Best regards

Toni Fong

Reservations

3

Subject: request to change dates

Dear Ms Parsons

..... change the dates of your
booking.

..... for 15 and 16 March.

However, we can offer you accommodation at our
partner hotel nearby.

..... their brochure for your
information.

! Expressions to learn

Thank you for your email.

We are pleased to confirm your reservation.

Regarding your request to change the dates of ...

We also confirm your table booking for 4 on 1 October at 8 p.m.

However, we can offer you accommodation at our partner hotel.

We enclose/attach a copy of our brochure.

We hope we may be of service to you in the future.

! New words to use

abbreviation

correspondence

recipient

acronym

enquire

regarding (re)

amendment

look forward to sth

spaced

brochure

polite

tone

 Glossary page 102

Abbreviations

1. AR = Action required
2. ASAP = as soon as possible
3. BCC/CC = Blind carbon copy/
Carbon copy (copy to)
4. ENCS = document enclosed
5. EOD = End of day
6. FYI = For your information
7. INCL = included
8. NO = number
9. NNTR = No need to respond
10. NYR = Need your response
11. OOO = Out of office
12. PFA = Please find the attachment
13. PLC = public limited company
14. PP = per proxy (signed insted of sb.)
15. PRB = Please reply by
16. RE = regarding
17. RD = road
18. RR = Reply requested/required
19. ST = street
20. Y/N - Yes or No

! Language check

Overview of greetings and endings

	letter	email
<i>you don't know the name</i>	Dear Sir or Madam Yours faithfully	Dear Sir or Madam (Kind/Best) Regards
<i>you know the name</i>	Dear Mr/Mrs/ Ms Bono Yours sincerely	Dear Mr/Mrs/ Ms Bono (Kind/Best) Regards
<i>you know person well</i>	Dear Louise Best wishes	Dear Louise or Hi/Hello Louise All the best/Cheers

1 What greetings and endings should you use when writing to the following?

1 email – Jacques Dupont (new customer)

2 letter – Aldo and Maria Costa (customers you know well)

3 email – Tom (colleague)

4 email – Veronica Beale (new customer – married status unknown)

5 letter – name unknown

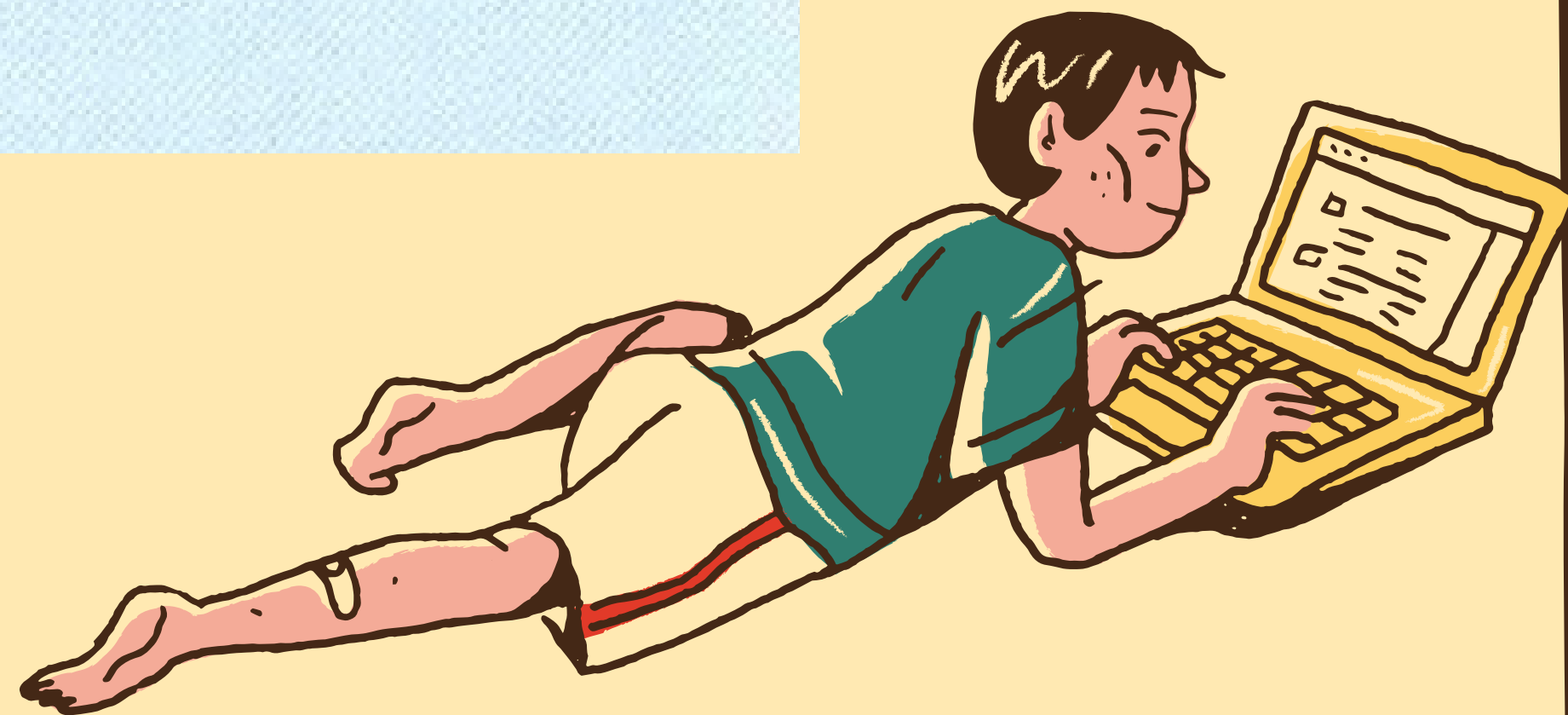
1.

2.

3.

4.

5.

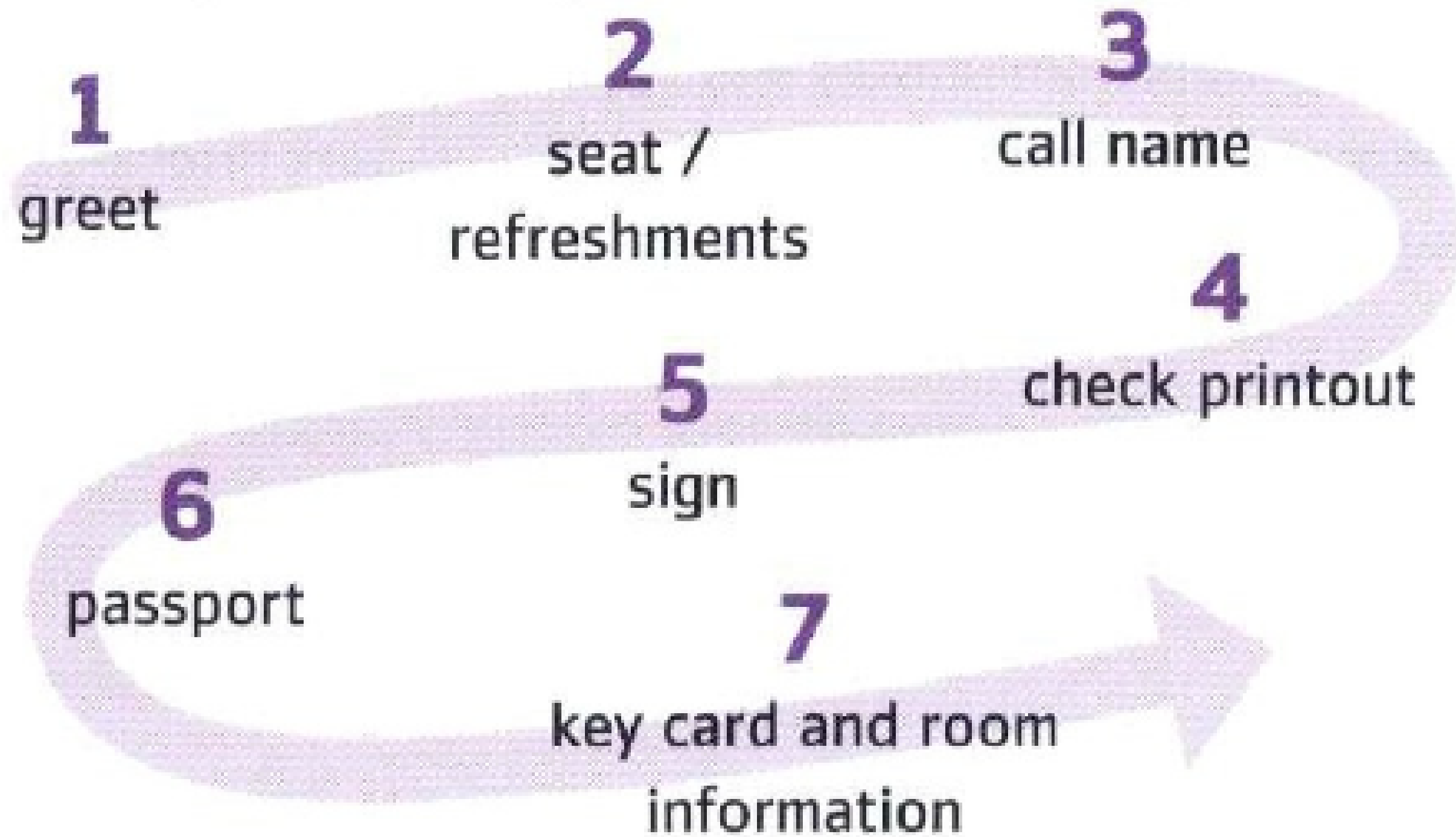


English for Hotel Personnels

Unit 6 Welcoming guests



Welcoming guests



! Expressions to learn

Good morning, everyone, and welcome.

We'll do our best to deal with ... as quickly as possible.

Can you take a seat? And we'll serve you with a welcome drink.

Could you just check the registration details are correct on this printout?

Just sign here, please.

Could you give me your passport(s)?

You can collect them from reception in the morning.

Enjoy your stay with us.

! New words to use

collect

correct

deal with

home address

(do) our best

patience

printout

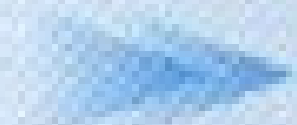
quickly

ready

registration details

sign

voucher



Glossary page 102

! Language check

Possessive adjectives

SINGULAR *my, your, his, her, its* PLURAL *our, your, their*

Examples ***your** long flight **our** best **your** reservations*

Object pronouns




SINGULAR *me, you, him, her, it* PLURAL *us, you, them*

Examples

*Could you give **me** your passports?*

*Collect **them** from reception.*

*Enjoy your stay with **us**.*

Persons	Subject pronouns (who)	Object Pronouns (to whom)	Possessive adjectives (whose +noun)
1 st person	I	me	my +(noun)
2 nd person	You	you	your+(noun)
3 rd person (male) 	He	him	his+ (noun)
3 rd person (female) 	She	her	her+ (noun)
3 rd person 	It	it	its +(noun)
1 st person (plural)	We	us	our+ (noun)
2 nd person (plural)	You	you	your+ (noun)
3 rd person (plural)	They	them	their+(noun)

Underline the correct alternative.

- 1 Could someone help *my/me* with *my/me* luggage?
- 2 We'd like to have breakfast in *our/us* suite.
- 3 The porter collects the bags and takes *their/them* to the room.
- 4 The man is very tired and wants *his/him* room now.
- 5 Porter, this is Mr Black's suitcase. Can you take it to *his/him* in 362?
- 6 There's Internet access in *you/your* room.
- 7 The hotel takes good care of *its/it* guests.
- 8 Would you like to join *our/us* for a welcome drink in the lounge?

Activity

1. ตั้งหัวหน้ากลุ่ม (คนที่มีคอมหรือโน้ตบุค)
2. พิมพ์ชื่อ-นามสกุล และรหัสนักศึกษาตัวเองลงในช่องแชทของกลุ่ม แล้วหัวหน้า/ตัวแทนรวบรวม
3. เขียนอีเมลที่ได้รับมอบหมาย ส่งให้อาจารย์ที่ ganchanit.ko@ssru.ac.th

Activity

กลุ่มย่อยเลขที่

1 You work in front office in Hotel David in Florence, Italy.

Write an email reply to Mary Tan (mary.tan@infotec.ch) confirming the changes to her booking. A double and single room are available for 2 nights from 9–11 June. You have booked her a parking space from 6 p.m. on 9 June to the morning of 11 June as requested. You have also reserved a table for three for dinner on 9 June at 8.30 p.m. You look forward to welcoming her to the hotel.

Activity

ក្រុមប្រឹក្សា

2 You work in the Events Office of the Crowne Plaza Hotel, rue de la Roi 107, 1040 Brussels.

Write a letter to Piet van Derbilt, Amstel 140, 1017 EZ Amsterdam in reply to his enquiry about organizing a business lunch for 60 people on Friday 30th May. The Grapevine Restaurant is available for his party from 12–3 p.m. Enclose sample menus. Also enclose directions to the venue (five minutes' walk from railway station). Unfortunately, you cannot offer parking. Mention the large public car park three minutes' walk from the hotel. You look forward to hearing from him.