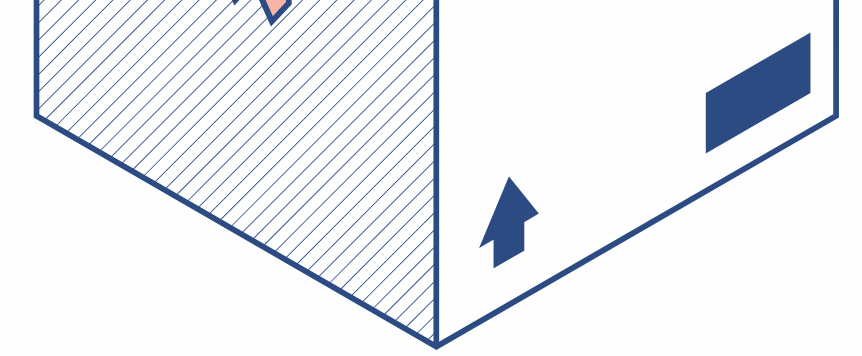
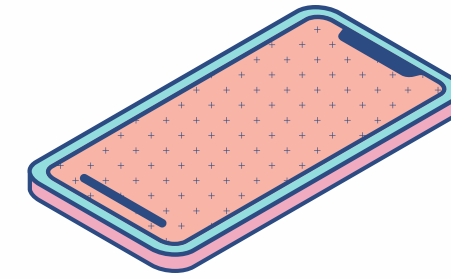
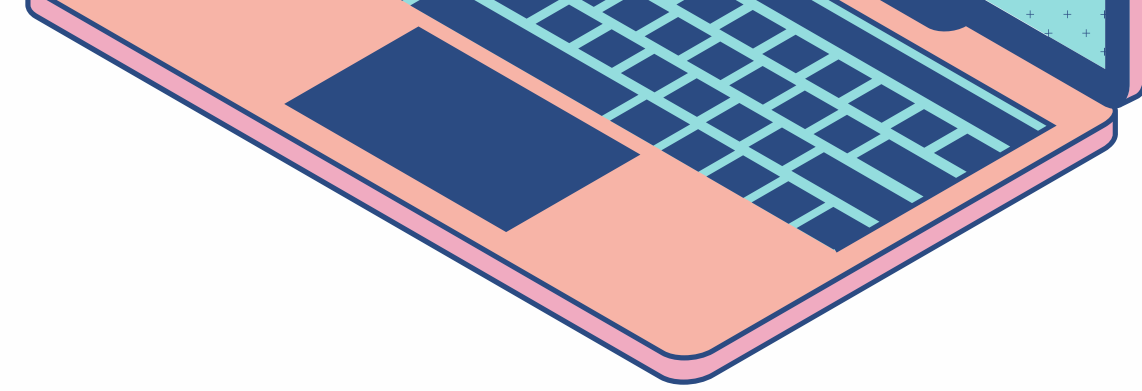
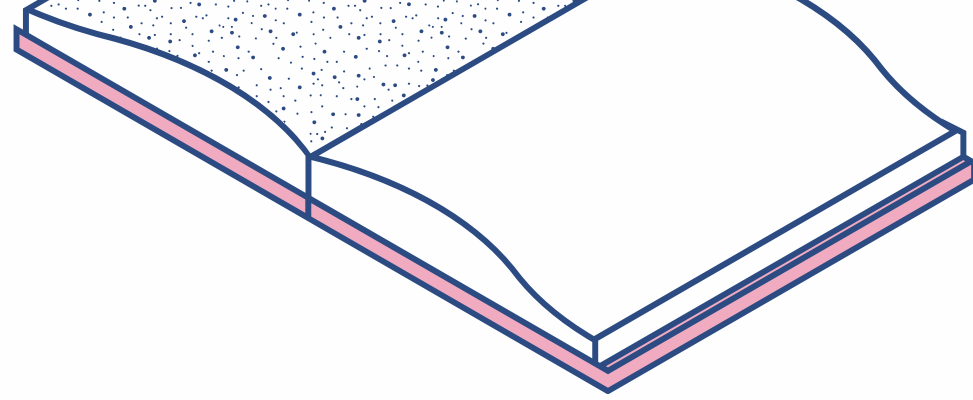




ENGLISH FOR HOTEL PERSONNEL

Unit 4

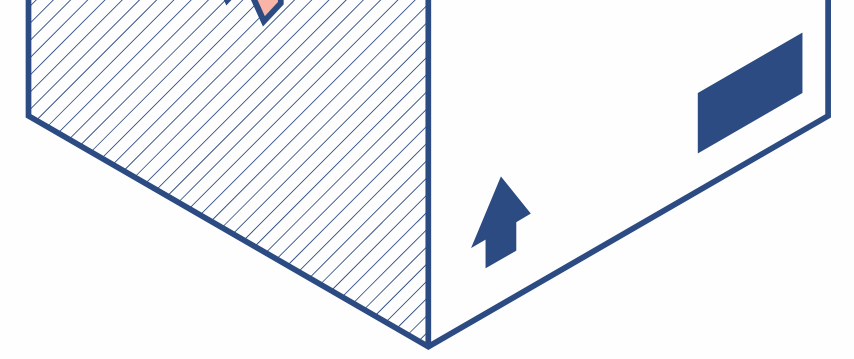
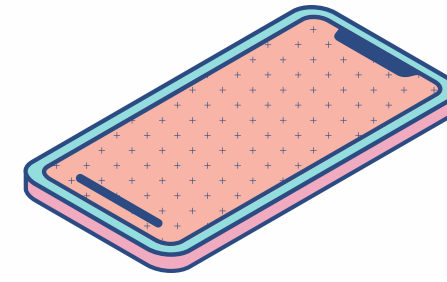
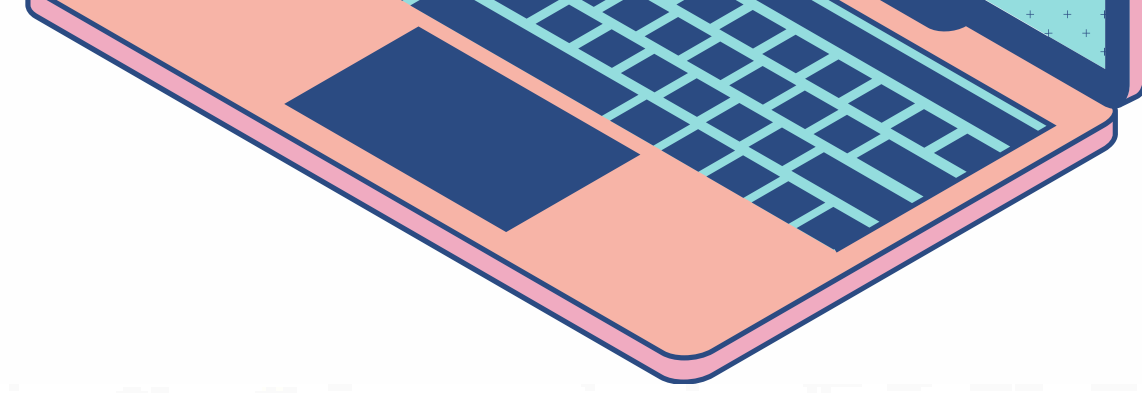
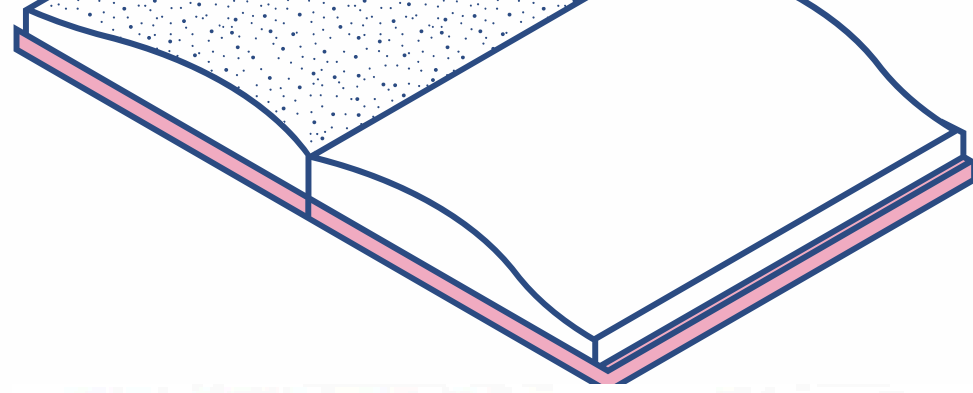
Dealing with booking enquiries




Dealing with booking enquiries

1  4.1 Listen to the five calls and complete the table.

The guest would like ...	Why it's not possible
1 <i>a double room for one night</i>	<i>The hotel's fully booked.</i>
2	
3	
4	
5	



2  4.1 Put the phrases in the correct order to make sentences. Then listen again and check.

1 please / moment / One

2 that night / fully booked / We're

3 a double room / I'd like to / for two nights / book

4 we don't have / left / I'm afraid / for those dates /
any double rooms

5 that week / closed / the hotel's / for refurbishment /
Unfortunately

6 not reopening / till / We're / Saturday the 9th of March

7 but / that day / I'm sorry / with a business conference /
we're very busy

8 for / is / How many / it?



3 Work with a partner. Use the prompts to practise dealing with booking enquiries. Take turns to be caller and receptionist.

Caller requests

- family room for two nights (12th–14th December)
- table for six
- single room for 7th May
- table for 12 for lunch tomorrow
- table with view of park

Receptionist

- no family rooms available
- fully booked
- hotel closed
- very busy / wedding party
- no tables with view of park

Language study

! Expressions to learn

I'm looking for a ... room for ...

I'm sorry, we don't. We're fully booked that night.

I'm afraid we don't have any ... rooms left for those dates.

I'm sorry, but unfortunately, the hotel's closed that week ...

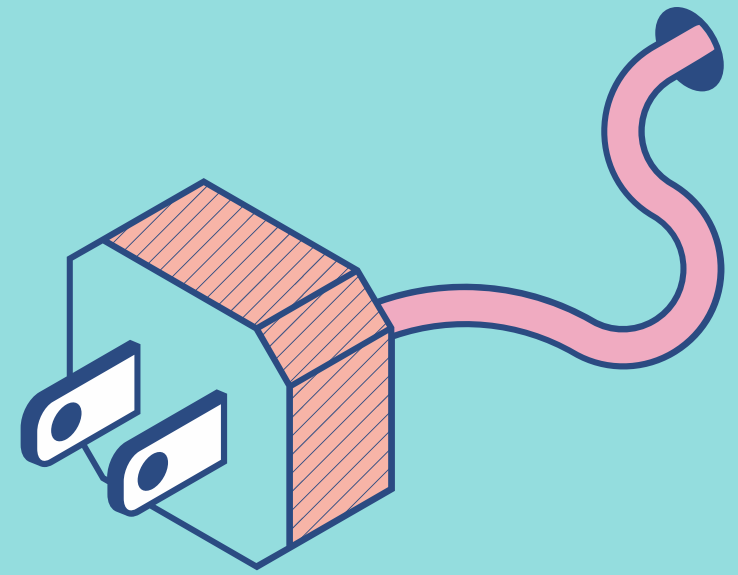
For how many people?

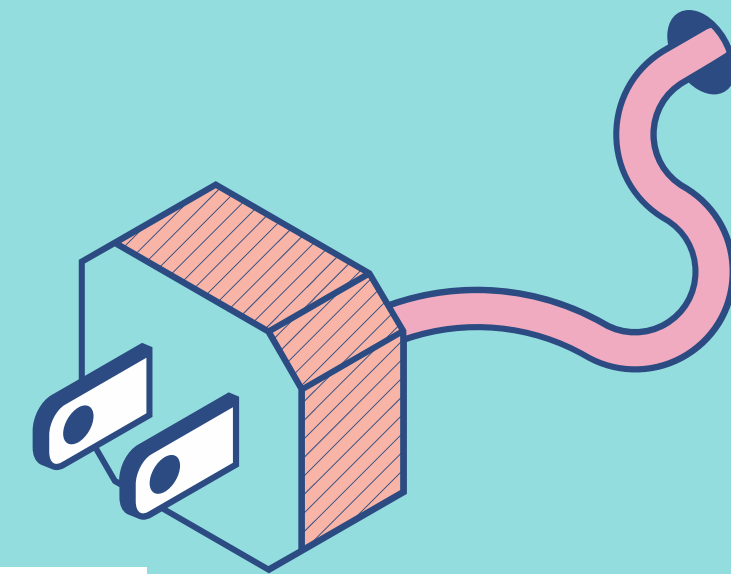
I'm sorry, but we're very busy that day with ...

There isn't room for another ten ...

I'm afraid all the tables with a view of ... are reserved.

Oh, that's a pity/too bad.





! New words to use

availability

business conference

busy

following (week)

graduate

harbour

instead

(be) left

partner hotel

refurbishment

reopen

same

squeeze (sb) in

unfortunately

view

▶ Glossary page 102



! Language check

Present Simple

The Present Simple is used for facts or repeated actions (e.g. routines).

Examples

*We **have** a nice table in the corner ...* (fact)

*For groups, we usually **set** a table ...* (repeated action)

Present Continuous

The Present Continuous is used for things happening at the time of speaking or events arranged for a time in the future.

Examples

*I'm just **opening** up the reservations screen.* (now)

*... the hotel's closed that week ... We're **decorating** the restaurants ...* (future arrangement)



Present Simple Tense

S + V1

Present Continuous Tense

S + is/am/are + Ving

The background of the slide is a dark blue color. On the left side, there is a collection of colorful, stylized illustrations: a pink laptop with a teal keyboard, a smartphone with a pink and orange patterned screen, an open notebook with a white cover and a dotted pattern on the pages, and a stack of books with orange and pink covers. At the top, there are several colorful speech bubbles in shades of teal, pink, and orange.

Short forms

Remember to use the short forms of verbs in spoken and informal written English.

Examples

I'm sorry. We **don't** have any double rooms left.

The hotel's closed.

Can't you squeeze us in?

Complete the sentences with the Present Simple or Present Continuous of the verbs in brackets. Use short forms if appropriate.

- 1 We always (enjoy) eating at the Columba Hotel.
- 2 I (be) sorry, but we (close) the hotel next week for refurbishment.
- 3 The Tabora Hotel often (have) a function room available at the weekend.
- 4 A: (you take) table reservations online?
B: Yes, just log on to our website and click on 'Reservations'.
- 5 I'm sorry, the manager (not be) available.
He (show) some visitors round the hotel.

6 A: The restaurant is fully booked.

B: Oh! That (be) a pity.

7 I (travel) to France on the 15th of July –

I (stay) at the Chaumont Hotel.

8 Hm! The beef (look) delicious, but I

(prefer) the baked fish.

9 I (not know) what the special dish is

this evening. The chef (prepare) the

menu now.

10 Good evening, Ms Jueles. (you eat)

with us this evening?