



Reserving A Hotel

Reserving a Hotel

Let's analyse the transcript in detail! Note that the order of questions may vary when speaking on the phone.

Reserving a Hotel

Receptionist: Good afternoon, this is Wilkinsons hotel. How may I help you?

When you call a hotel, you'll normally hear the welcome line. Listen out for "***how may I help you?***" or "***what can I do for you today?***"

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Hannah: Good afternoon, I'm calling to book a couple of rooms for my family.

You can immediately respond with what you want.

I'm calling to book a room

I'd like to reserve a room

I'd like to make a booking

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Receptionist: Certainly madame. Can I ask which dates you're interested in?

This question is all about the dates you want to reserve. Listen out for “***which dates are you interested in?***” or “***when will you be staying with us?***”

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Hannah: Yes, we arrive in London on 13th December and we'll be staying until 17th December.

To provide dates, you need to know months and ordinal numbers.

From ... to ...

We arrive on ... and we leave on ...

We arrive on ... and we'll stay ... nights

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Receptionist: OK, so you're looking for 4 nights with us. How many rooms will it be?

This question is about the number of rooms you want to reserve. Listen out for “***how many rooms will it be?***”, “***is it just one room?***” or “***how many rooms would you like to reserve?***”

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Hannah: Two rooms - one double and one twin.

To talk about rooms, you need to know the type of
bed you want;

single, double or twin

connecting room

suite

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Receptionist: OK, we do have some availability and the rooms are right next door to each other.

You might be told there is availability. Alternatively you might hear “***sorry, we’re fully-booked on those dates***” or “***we don’t have any availability***”. In this case, try asking for a different type of room (single, double) or different dates or look for an alternative hotel.

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Hannah: How much will that cost in total?

To ask the price you could say;

How much will that cost in total?

How much is that?

What is the price per room per night?

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Receptionist: That'll be £420.00 in total. Breakfast is included and you'll have WiFi too.

Listen carefully for the price and the currency! You may be told what is included in the price. If not, ask questions such as;

Is breakfast included?

Is WiFi included?

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Hannah: That's great. Can I pay now over the phone?

You can ask to pay over the phone or ask for an alternative payment (***Can I pay when we check in?***)
Sometimes you may be asked for a deposit before check-in.

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Receptionist: Of course. If you could give me your card name, card number and expiry date we can get that booked in for you.

If you pay over the phone, you'll be asked for some important information. Please be sure the transfer will be safe and you are sure you're giving details to the right person!

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Receptionist: Wonderful, the payment is now completed. Could you tell me your email address so we can send through the booking confirmation?

Listen out for questions about your personal information;

What is your name? What is your date of birth?

What is your address? What is your email address?

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Name

My name is ...

I am called ...



Reserving a Hotel

Address

My address
is ...



Reserving a Hotel

Telephone number

My number is ...

My phone number is ...

My telephone number is ...



Reserving a Hotel

My email address is ... Email address

@ at

. dot

- dash

_ underscore

/ forward slash



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Receptionist: Wonderful. Is there anything else I can help you with today?

Most telephone calls end with phrases such as “***is there anything else I can help you with today?***” or “***was there anything else?***” This is your chance to ask any other questions about your reservation.

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Hannah: No, that's everything, thank you.
Receptionist: We look forward to seeing you on 13th December.
Hannah: Thank you! Bye!
Receptionist: Goodbye!

Be sure to say goodbye in a polite and friendly way!

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There may be some other questions you hear from the receptionist or other information you'd like to provide. Let's take a look!

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- Which amenities does the hotel have?
- Do you have a swimming pool/gym/WiFi?
- Do you have any rooms with a view?
- Do you have any rooms with a balcony?
- What time can we check-in / check-out?
- Which room do you recommend for a romantic getaway?
- Do you have parking? Is it free?
- Which is the closest airport/train station?

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- ✎ Do you have a shuttle bus from the airport?
- ✎ Could you recommend a taxi number?
- ✎ Can we leave our bags at reception?
- ✎ Could you send me a booking confirmation?
- ✎ When do I need to pay by?
- ✎ Is the booking flexible? (Can I change the dates of the booking? Can I cancel the booking?)