



RESERVATION IN HOSPITALITY


A. RATCHATA WARUNSUKHASIRI


TAKING A RESERVATION

- Do not forget to use "Sir" or "Madam"

1. Heritage Samui Resort,


- Can I help you?
- May I help you?
- Good afternoon.

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- What kind of room would you like?
 - (single,double,suite,seaview)
 - When for, sir?
 - How long do you plan to stay?
 - How long will you be staying?
 - For how long,sir?
 - We can confirm a room on the
 - Unfortunately, we're fully booked for the 13th to 15th April, but I can give you a room from the 16th onwards.
 - Unfortunately, we're fully booked. How about our Cove Resort in Krabi?

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- Can (could) you give me your name, please?
 - Who's the booking for, sir?
 - Who's making the reservation, please?
 - What time will you be arriving?
 - Will you be coming up by plane?
 - What's (could you give me) your flight number, please?
 - How will you be paying the bill?
 - Is the company willing to cover all expenses?
 - Which company do you wish for?


WELCOMING

- Good morning (good afternoon, good evening) welcome to our country, and welcome to our hotel !
- I hope you have a very pleasant stay with us.
- I wish you a most enjoyable stay.
- Have a good rest, and enjoy your stay with us.
- Sleep well, and have a pleasant journey tomorrow.
- It's a pleasure to have you staying with us.

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- You are very welcome here at our hotel.
 - Did you have a pleasant journey?
 - You'll find our room very comfortable and I'm sure you'll enjoy your stay.
 - The bellboy will see you to the room.
Please call us if we can help in any way.
 - If you're hungry, our Coffee Shop is just beyond the elevators, and there's a lovely Grill Room over to your left.

SWITCHBOARD

- Good morning, Heritage Airport Hotel. Can I help you?
- Certainly, one moment, sir. I'll connect you.
- Sorry, sir. No reply from the room. May I take a message?
- Yes, sir, we will page now for you. Please hold the line.
- So sorry, sir, we have paged but no response.
- Certainly, sir, I will ensure he gets the message. Thank you for calling. Goodbye, sir.

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- Sorry, sir, the line is engaged. Would you like to hold on?
 - So sorry, sir, the line is still engaged. Do you still want to hold?
 - Hello, sir, go ahead. You're through now.
 - Hello, sir, are you calling long distance? From London ? Yes, one moment, sir. I will try to trace him urgently for you. Please hold on.
 - Still trying to trace him, sir, please hold on.
 - Still trying, sir, one moment please ---You're welcome.
 - We found him, sir, please go ahead.

APOLOGIES

- I'm so sorry to hear about this, I'll have it attended to immediately.
- Thank you for advising us of this problem. I'll have somebody check it straight away.
- Please accept our apologies for this. I will ensure that this cannot happen again.
- I am very sorry to hear about this, and I will report it to our General Manager. Meanwhile, please accept my sincere apologies.
- I am so sorry for this inconvenience, but I hope you enjoy the rest of your stay with us.
- I am so sorry about this problem, which was due to a technical fault. We have rectified this, and everything is working normally now. Meanwhile, our apologies for the inconvenience.

FAREWELLS

- Thank you for staying with us. Have a pleasant trip.
- I hope you enjoyed your stay with us. Have a safe journey.
- It was nice having you with us. Have a pleasant journey, and please come and stay with us again.
- Thank you for choosing our hotel. I hope you have a lovely holiday with us in Thailand.



Q & A

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END