

The top corners of the page are decorated with delicate, light-colored floral illustrations. On the left, there are several light orange leaves on thin stems. On the right, there are light grey leaves on thin stems. The background is a soft, light pink color.

Unit 2.2

On the left side, there are decorative floral elements including a cluster of small pink circles on thin stems and a branch with light orange leaves.


Taking reservations

On the right side, there are decorative floral elements including a branch with light orange leaves and a cluster of small pink circles on thin stems.

(3)

Contents of this unit

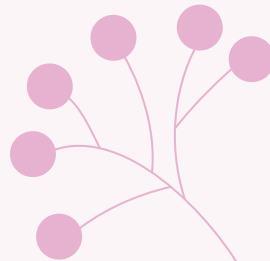
- take a room reservation
- confirm the details of a booking
- change and cancel reservations



Take a room
reservation
&
Confirm the details of
a booking

Taking a room reservation

- Surname
- Country of caller
- Arrival and departure day and date
- Number of nights
- Number of adults
- Number of children
- Number of rooms
- Type of room
- Contact name
- Contact number
- Credit card details to secure reservation



Complete the sentences

1. I'd like to book accommodation for a group of six.
2. We 'll arrive on Sunday on 10th of May.
3. We need one double room, one twin room and two single rooms.
4. Let me just check our reservations.
5. The double and twin room rate is €200, and the single is €128.

Complete the sentences (Cont.)

6. We'll probably arrive late in the evening,
at about eleven o'clock.

7. And can you give me the three security numbers
on the back of the card, too, please?

8. We look forward to seeing you
on the 10th of May.

Expressions to learn

- What type of rooms would you like?
- Let me just check our reservations.
- So one double, one twin and ... for ... nights.
- Can I take your name, please?
- Could you spell your name, please?
- Please make the reservation in my name.
- Can I have a contact number, please?
- Could I take a credit card number to secure the reservation?
- If you wish to cancel your reservation, you must do so before...

Prepositions of time

in five minutes

during the day

in the morning

until 10 p.m.

on Saturday

for five nights

at eleven o'clock

after 10 p.m.

by midnight

before the 9th of May

from the 4th **to** the 7th of May

Complete the sentences

1. I'd like to book accommodation for three nights, from Tuesday the 6th to Friday the 9th of April.
2. We'll arrive on Tuesday at four o'clock.
3. We'll let you know by Wednesday at the latest.
4. The shop normally closes at 6 p.m. but once a month it's open until 8 p.m.

Complete the sentences (Cont.)

5. The hotel closes for six weeks during winter.
6. The door is locked at 11 p.m. Please ring the bell if you arrive after 11 p.m.



Change and cancel reservations

1. Mr Feinds is from Germany.
2. Mr Feinds is leaving on 15th May.
3. Mr Feinds would like four single rooms.

The image shows a screenshot of a reservation form titled "Reservation". The form is divided into two main sections: "Profile" and "Reservation".

Profile Section:

- Surname: Feinds
- Country: Germany

Reservation Section:

- Arrival: 10 May (Saturday)
- Nights: 5
- Departure: 15 May (Thursday)
- Adults: 6
- Child: 0
- #Rooms: 4
- Room Type: 1 double, 1 twin, 2 single

Three callout boxes are overlaid on the form to indicate the truth value of the statements:

- A green box with the word "True" is positioned over the "Country" field.
- A red box with the word "True" is positioned over the "Departure" field.
- A blue box with the word "False" is positioned over the "Room Type" field.

4. Mr Marsh is staying for two nights.

5. Mr Marsh would like a double room.

True

The screenshot shows a reservation form with the following details:

- Profile:** Surname: Marsh, Country: United Kingdom
- Reservation:** Arrival: 2 June, Monday; Nights: 2; Departure: 4 June, Wednesday; Adults: 2; Child: 2; #Rooms: 1; Room Type: family
- Contact Info:** Contact Name: Marsh, Contact No.: 0044 1607 773322

False

6. Mr Olson is travelling with his wife.

7. Mr Olson is arriving on Thursday 27th May.

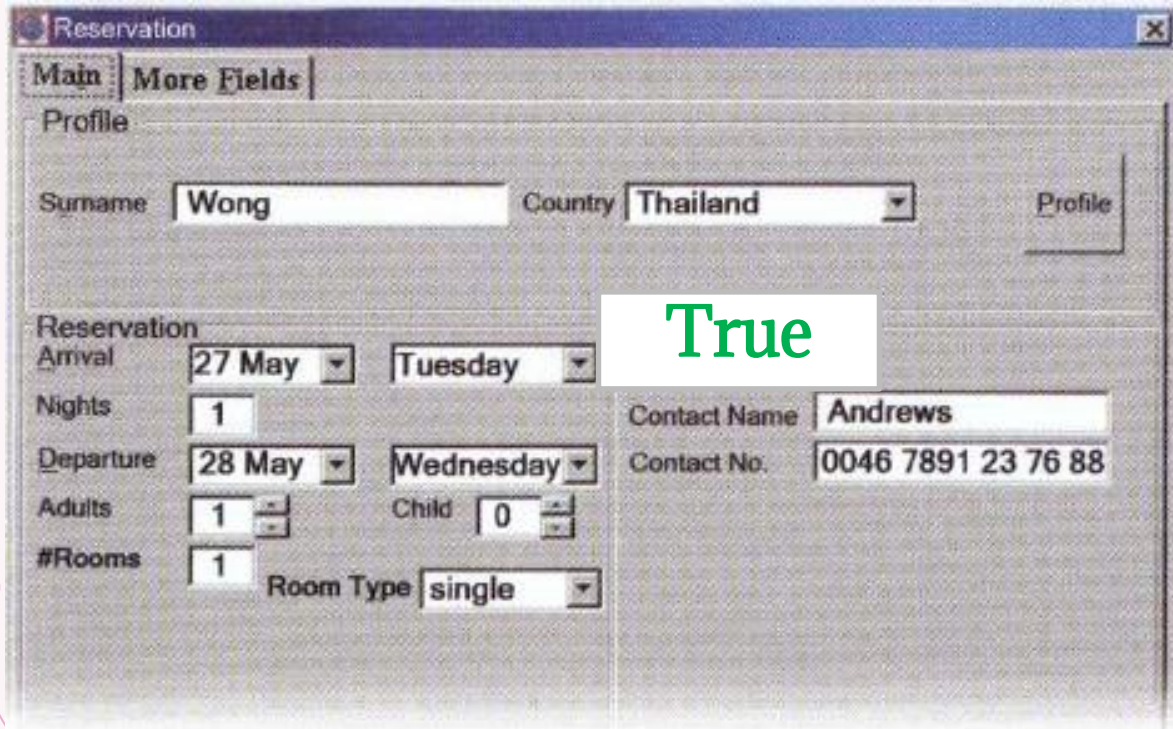
The screenshot shows a reservation form with the following details:

- Profile:** Surname: Olson, Country: Sweden
- Reservation:** Arrival: 27 May, Tuesday; Nights: 1; Departure: 28 May, Wednesday; Adults: 1, Child: 0; #Rooms: 1, Room Type: single
- Contact:** Contact Name: Andrews, Contact No.: 0046 7891 23 76 88

Two callouts are present on the form:

- A red callout with the word "False" is positioned over the arrival date and day (27 May, Tuesday).
- A green callout with the word "False" is positioned over the number of adults (1).

8. Mr Wong is staying on Tuesday night.



The image shows a screenshot of a reservation form titled "Reservation". The form is divided into two tabs: "Main" and "More Fields". The "Main" tab is active. The form contains the following fields:

- Profile:**
 - Surname: Wong
 - Country: Thailand
 - Profile button
- Reservation:**
 - Arrival: 27 May, Tuesday
 - Nights: 1
 - Departure: 28 May, Wednesday
 - Adults: 1, Child: 0
 - #Rooms: 1, Room Type: single
- Contact Information:**
 - Contact Name: Andrews
 - Contact No.: 0046 7891 23 76 88

A white box with the word "True" in green text is overlaid on the "Tuesday" dropdown menu in the Arrival field.

New words

Accommodation

Cancel

Change

Check

Contact number

Credit card number

Deduct

Double/twin/single room

Expiry date

Locked

Room rate

Secure

Security number

Type (of room)



End of Unit 2



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