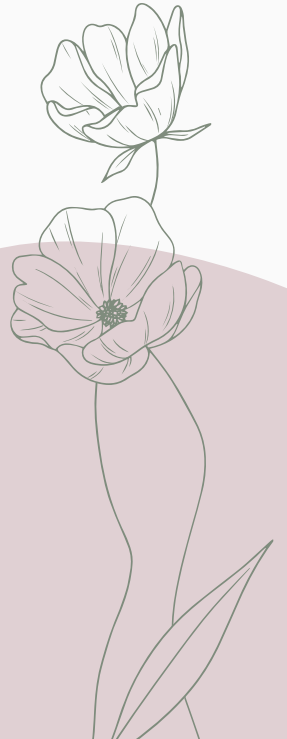


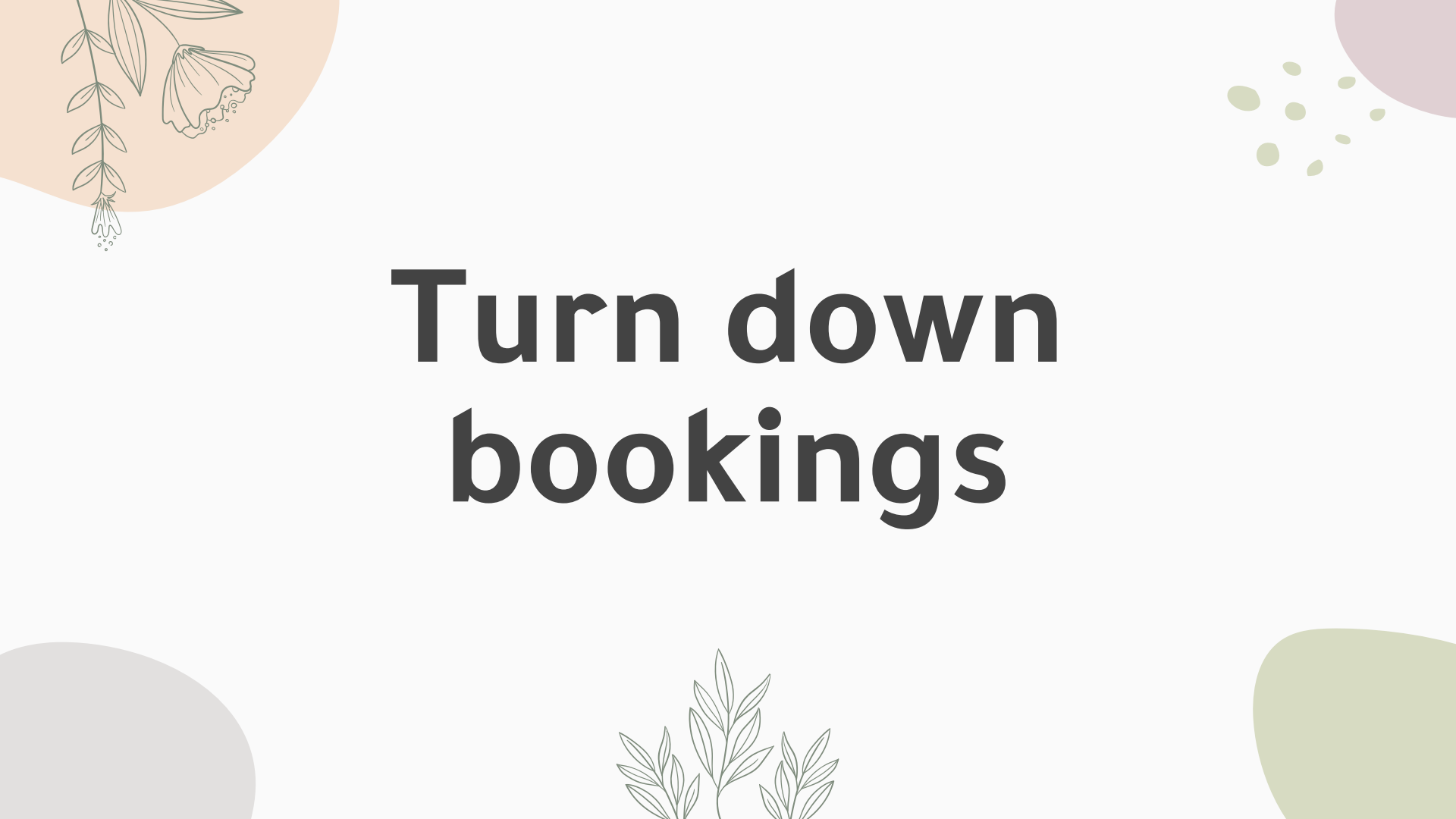
Unit 3.1
Dealing with
booking enquires
(4)



Contents of this unit

- Turn down bookings
- Give explanations
- Suggest alternatives

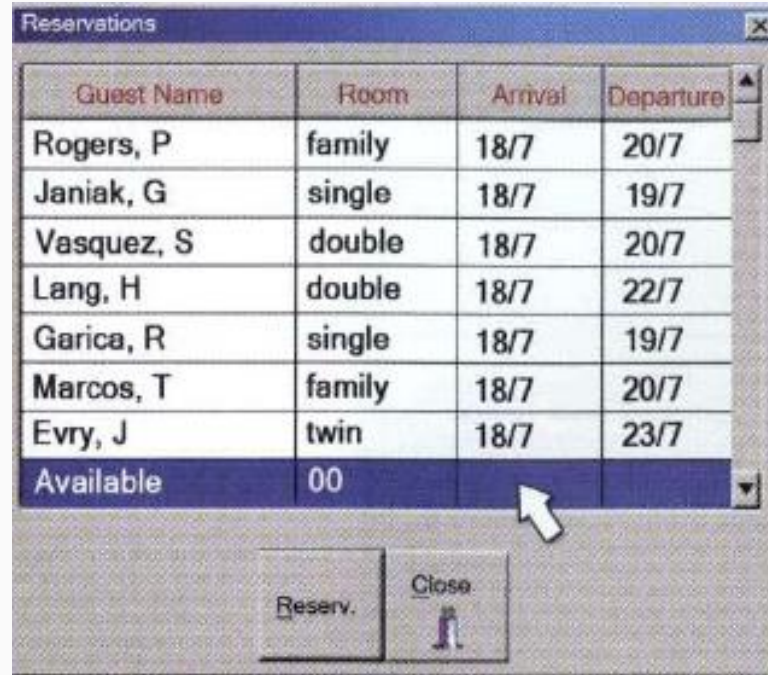




Turn down bookings



Why would a hotel turn down a booking?



Guest Name	Room	Arrival	Departure
Rogers, P	family	18/7	20/7
Janiak, G	single	18/7	19/7
Vasquez, S	double	18/7	20/7
Lang, H	double	18/7	22/7
Garica, R	single	18/7	19/7
Marcos, T	family	18/7	20/7
Evry, J	twin	18/7	23/7
Available	00		

Reserv. Close

Dealing with booking enquires

The guest would like...	Why it's not possible
1. a double room for one night	The hotel's fully booked.
2. a double room for two nights	There're no double rooms left.
3. a family room for one week	The hotel's closed.
4. a table for ten for lunch	The restaurant's busy.
5. A table with view of the harbour	The tables with the view are all reserved.

Expression 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.

Homework Unit 3

- Scan this Qr code or go to

https://elfhs.ssru.ac.th/nannalin_in/.

- Go to English for Hotel Personnel - Homework Unit 3.

- After complete the exercise, capture your screen and turn in your homework in Google Classroom.



Homework

English for Hotel Personnel -
Homework Unit 3



Give explanations

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)

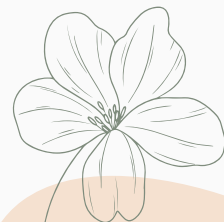
For groups, we usually **set** a table ... (repeated action)

Sentence structure

+ (positive) → S. + V.1(-s,-es) + ...

- (negative) → S. + do/does + not + V.infinitive(root form) + ...

? (question) → Do/Does + S. + V.infinitive(root form) + ...



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)

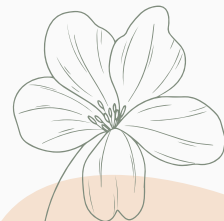
... the hotel's closed that week ... We're decorating the restaurants ... (future arrangement)

Sentence structure

+ (positive) → S. + v.to be (is, am, are) + v.ing ...

- (negative) → S. + v.to be (is, am, are) + not + v.ing + ...

? (question) → V.to be (Is, Am, Are) + S. + V.ing + ...



Complete the sentences

1. We always**enjoy**..... (enjoy) eating at the Columba Hotel.
2. I**am**..... (be) sorry, but we**are closing**..... (close) the hotel next week for refurbishment.
3. The Tabora Hotel often**has**..... (have) a function room available at the weekend.
4. A:**Do you take**..... (you take) table reservations online?
B: Yes, just log on to our website and click on 'Reservations'.



Complete the sentences (Cont.)

5. I'm sorry, the manager **is not** (not be) available.
He **is showing** (show) some visitors round the hotel.
6. A: The restaurant is fully booked.
B: Oh! That **is** (be) a pity.
7. I **am travelling** (travel) to France on the 15th of July -
I **am staying** (stay) at the Chaumont Hotel.



Complete the sentences (Cont.)

8. Hm! The beef**looks**.... (look) delicious, but I ...**prefer**... (prefer) the baked fish.
9. I**do not know**.... (not know) what the special dish is this evening. The chef**is preparing**.... (prepare) the menu now.
10. Good evening, Ms Jueles**Are you eating**... (you eat) with us this evening?



Suggest alternatives



Suggesting an alternative

Reception: ... You could try the Station Hotel. They sometimes have a room available.

Caller: Could you give me their number, please?

Reception: Yes, of course. It's 0049 ...

Reception: ... I could offer you a family room with a double and a single bed instead.

Caller: Oh, yes. That would be fine. How much is it?

Reception: We can let you have it for the same price as a twin.



Suggesting an alternative

Restaurant: ... But how about the Terrace Bar? We could set a table for ten people there. We're offering a different menu in the Terrace this week, but if you prefer, we could offer you the menu from the Globe Restaurant. For groups, we usually set a table at one end.

Caller: Hmm ... I'm not sure. I'll think

Reception: ... But I can still offer you a table for two. We have a nice table in the corner, overlooking the garden on the other side.

Caller: Caller: OK, that's fine. Can I reserve it for eight o'clock, please?



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





To be continue...



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