

Telephone Call Script: Hotel Reservation

Cherry: Thank you for calling Hotel Anson. This is Cherry speaking, how may I help you today?

Miss Walker: Hi Cherry, this is Ricca Walker of Sakura Financial Life. I would like to make reservations, please.

Cherry: Hello, Miss Walker. It's nice to hear from you again. How many rooms shall I book for you?

Miss Walker: I need 1 executive suite and 3 standard rooms for next week.

Cherry: May I know the exact dates so I can check if we still have available rooms?

Miss Walker: Sure, that's for September 9 to 12, Thursday morning until Sunday morning next week.

Cherry: Okay, Miss Walker. I have already booked 1 executive suite and 3 standard rooms for September 9-12 under Sakura Financial Life.

Miss Walker: Oh, by the way, are these reservations inclusive of breakfast, lunch and dinner?

Cherry: Yes, Miss Walker. All your guests will have free breakfast and lunch, and buffet for dinner.

Miss Walker: That sounds lovely! We chose your hotel because we'll be hosting our key clients. I'm sure they'll enjoy their stay at Hotel Anson.

Cherry: We'll do our best. As always Miss Walker, thank you for trusting Hotel Anson. Is there anything else I can assist you with?

Miss Walker: As a matter of fact, yes. I'd like to make a reservation for uhhh 25 guests on September 10, Friday at 7PM at Chef Gusto's restaurant.

Cherry: Alright, Miss Walker...September 10 at 7PM for 25 guests at Chef Gusto's restaurant. Would it be alright if I send you the menu at ricca.walker@sakuraf1.au?

Miss Walker: That's a great idea. So I can just coordinate with you on the food and drinks?

Cherry: Yes, Miss Walker. I will also send you the booking confirmation for the hotel rooms. You can expect an invoice on September 13, Monday. We'll be sending you soft and hard copies as usual.

Miss Walker: I hope you don't mind if I call again if there will be any sudden changes.

Cherry: You're most welcome Miss Walker and thank you. Is there anything else you might want to add?

Miss Walker: No thanks, you've been helpful. Have a good one.

Cherry: Thank you for calling Hotel Anson, have a great day.

Exercise 1: Complete the telephone conversation using appropriate and polite words

Receptionist: The Empire Hotel, this is Marie, how can I help you?

Mr. Robinson: _____
_____.

Receptionist: May I know _____?

Mr. Robinson: Oh yes, it's for November 9-11.

Receptionist: _____
_____.

Mr. Robinson: Is the room inclusive of any meals?

Receptionist: _____
_____.

Mr. Robinson: That's great. May I know how I can get a confirmation of my booking?

Receptionist: _____
_____?

Mr. Robinson: Oh it's easy. It's robinson90@yahoo.com

Receptionist: _____
_____?

Mr. Robinson: That's correct. Thanks!

Exercise 2: Express the ideas in the following sentences on your own

EXAMPLE: *“Hello, Miss Walker. It's nice to hear from you again. How many rooms shall I book for you?”*

1. *It's a pleasure to hear from you again, Miss Walker. How many rooms would you be needing?*
2. *It's lovely to speak to you again, Miss Walker. May I know how many rooms you will need?*

A: “Oh, by the way, are these reservations inclusive of breakfast , lunch and dinner?”

1. _____
2. _____

B: “As a matter of fact, yes. I'd like to make a reservation for uhmm 25 guests on September 10, Friday at 7PM at Chef Gusto's restaurant.”

1. _____
2. _____

Exercise 3: Discuss

1. Is Miss Walker a regular customer of Hotel Anson? Why do you think so?
2. How did Cherry make Miss Walker feel welcome, comfortable and important during the call?
3. Do you think Miss Walker is a good customer? Why do you think so?

Exercise 4: Use the NATO phonetic alphabet to relay the following e-mail addresses (Reference: #4 of Handling Business Phone Calls 5)

- | | |
|---|---|
| 1. anna67@yahoo.com.jp : _____ | 3. merri1290@gmail.com : _____ |
| 2. jcp@lci.com.au : _____ | 4. gripwk@firstlife.com : _____ |