

**ПОСОБИЕ**  
**по формированию профессиональной компетенции**  
(для студентов изучающих английский язык и специализирующихся в сфере  
гостеприимства)

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## Пояснительная записка

Предлагаемое пособие представляет набор тематических ситуаций и заданий к ним, направленных на развитие навыков устной диалогической речи.

Сборник ситуаций и заданий на английском языке «Making and Taking Reservations / Бронирование» предназначен для изучения и отработки тем: « Making and taking Hotel Reservations» / « Бронирование номера в отеле», «Booking a holiday /Бронирование тура» , «Making reservations at restaurants»/ «Заказ столика в ресторане», «Making reservations of airline tickets» /«Бронирование авиабилетов», «Making theatre tickets reservation» / «Бронирование театральных билетов».

Данное пособие рассчитано на студентов колледжей и может быть интересно всем работающим и собирающимся работать в сфере туристского или гостиничного бизнеса.

Целью данного сборника заданий является расширение словарного запаса обучаемых, совершенствование ими языковых компетенций с перспективой дальнейшего использования английского языка в профессиональной деятельности.

Настоящий сборник предлагает тематический словарь «Useful words and expressions» - основной лексический минимум по предлагаемым темам, лексические упражнения для проработки и закрепления основных терминов и клише. Все упражнения имеют коммуникативную направленность на ситуативное употребление грамматических и лексических единиц. Основным текстовым материалом являются диалоги, которые отбирались из пособий зарубежных издательств, интернет ресурсов, туристских рекламных буклетов и каталогов с некоторыми сокращениями, но не адаптацией.

Пособие с набором ситуаций и заданий «Making and taking reservations» может быть использовано как в аудитории под мониторингом преподавателя, так и самостоятельно с целью формирования профессиональной компетенции.

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## Making and taking hotel reservations

When visiting other places people often have to stay at a hotel and they may need to make a reservation. Finding a cheap hotel is important to budget travellers, whether for a honeymoon, adventure travel or for business. How do people find a hotel: through an online hotel reservations Web site, in a guidebook or in the phone book? What are the main factors that determine one's choice (e.g. price, location, hotel facilities, room décor, hotel reputation, etc...)? What questions would you ask if you called to make a hotel reservation? And what questions would you ask if you were a reservations manager of a hotel? Learn to make and take reservations starting with the Bank of useful words and expressions. Make sure you know them and can use them correctly.

**Remember:** Never study a single individual word. Native speakers do not learn English by remembering single words. Native speakers learn phrases. Learning with phrases is faster than studying individual words.

### *Bank of useful words and expressions*

**announcement** - объявление  
**availability** – наличие (номеров)  
**booking / reservation** – бронирование  
**to book / reserve** – бронировать  
**cancellation** – отмена  
**to cancel** - отменять, аннулировать  
**company account** - счет компании  
**confirmation** – подтверждение  
**to confirm** – подтверждать  
**cuisine / gastronomy** – кухня  
**to inquire** – узнавать, спрашивать  
**in advance / ahead** – вперед, заранее, аванс (оплата)  
**peak season** – сезон пик  
**to report** - сообщать  
**to research** - искать  
**vacancy** – свободный номер, вакансия  
**single room** - одноместный номер  
**double/twin room** - двухместный номер  
**family room** - номер для семьи  
**suite / e** - номер люкс  
**extra bed / cot** - дополнительная кровать/ детская кроватка  
**to solve a problem** - решить проблему  
**in your party** - ...с вами...  
**roundtrip** - поездка туда и обратно  
**return flight** – обратный рейс/поездка

**Oh! Darn!** - Вот досада!.. Какая жалость!...(эмоциональная реплика, неформ. англ.)

**The child is free** - Ребенок бесплатно.

**The hotel is very modern/old fashioned.**- Отель современный / в старинном стиле.

**Our hotel is the city centre.** - Отель находится в центре города.

**Our hotel is located within easy reach of the airport.** - Отель расположен недалеко от...

**Within walking distance.** - Можно дойти пешком.

**There are two restaurants.** - Есть два ресторана.

**I'm sorry, we haven't got...** -Простите но у нас нет...

**What's the price of...? How much is...? What's the charge for...? - Сколько стоит...?**

**The cost (price, charge) is...** -Цена-...

**It's \$50 per person per night.** - Это стоит 50 долларов с человека в сутки.

**Would you like us to send you a ...? - Хотите ли вы, чтобы мы выслали вам ...?**

**What time do you serve breakfast / lunch?** -Когда у вас завтрак/ ланч?

**Are you open every day?** - Вы открыты (работаете) каждый день?

**We seem to have a bad line.** - Кажется, плохая линия (соединение).

**Can you speak up?** - Вы можете говорить громче?

**I'm sorry, I didn't catch that.** - Простите я не расслышал (не понял).

**Did you say...? - Высказали...?**

**Could you repeat?** - Не могли бы вы повторить?

**Could you spell that?** - Не могли бы вы сказать по буквам?

**We do have a room for you...** - У нас действительно есть номер для вас...

**We are fully equipped for that.** -Мы оборудованы полностью для этого.

**We have a baby-sitter on request.** - У нас есть няня.

**We've got a same- day laundry.** -У нас есть экспресс прачечная.

### ***Refusing politely***

**I'm afraid I don't know...** - Боюсь, я не знаю...

**I'm not quite sure.** - Я не совсем уверен.

**I'm sorry, but I really don't know.** - Простите, но я действительно не знаю.

**Just one moment, please, I'll ask the manager.** - Одну минутку, я спрошу...

**I'm sorry about that, madam.** - Сожалею об этом, мадам.

**I'm sorry, we are fully booked.** - Простите, но все места полностью забронированы.

**I'm afraid we haven't any... left.** - Боюсь, у нас больше не осталось...

**Unfortunately, we have nothing left.** - К сожалению, у нас ничего не осталось.

**I'm really very sorry but we are closed on Mondays.** - Мне действительно очень жаль, но мы закрыты в понедельник.

**There is no answer.** - Нет ответа.

**1. Now, if you are sure you are familiar with the new words and expressions dealing with reservations, start practicing them by doing very simple things. Look at how the callers give short answers (replies) to the questions of the reservations clerk:**

**Example:** Have you stayed with us before? (No)

-No, **I haven't.**

Will you be paying by credit card? (Yes)

-Yes, **I will.**

You have an account with us, don't you? (No)

-Yes, **we do.**

**Practise answering these questions. Use short replies as in examples.**

1. Would you like a room with a sea view? (Yes)
2. Do you have any preferences? (No)
3. Do you have reservation? (No)
4. Is there a room available for today? (Yes)
5. Would you like one of our Executive rooms?
6. Is that a company booking? (Yes)
7. Have you confirmed your booking? (Yes)

**2. Notice the way we use tag questions to ask for confirmation:**

Example: -It was Miss King, **wasn't it?**

-You have an account with us, **don't you?**

-But the guests haven't stayed with us before, **have they?**

**Now add tag questions to the following statements and practise making confirmation, as in the example:**

1. You sent a fax to reserve this room, \_\_\_\_\_?
2. You wanted to pay in cash, \_\_\_\_\_?
3. It was your first call, \_\_\_\_\_?
4. You called us yesterday, \_\_\_\_\_?
5. It's more expensive in high season, \_\_\_\_\_?
6. You're settling by credit card, \_\_\_\_\_?
7. We can sign the agreement today, \_\_\_\_\_?

**3. Try to make up sentences putting the words (1-6) in the correct order.**

**The example is given:**

**Example:** up/you/speak/Can? - *Can you speak up?*

1. you / Did / Smith / say?
2. you / a / Do / reservation / have?
3. that / Could / please / you / spell?
4. I / catch / didn't / name / your!
5. repeat /you / Could / please?
6. there /conference / Are / facilities / any?

**4. Read these pairs of sentences (1-5) in which one is scrambled. Put the words in the correct order to match a given sentence, as in the example.**

**Example:** - How can I do that?

- 5 / Press / button. — *Press button 5.*

1. — the / Hello / Astoria / is /hotel / that/ ?  
— Yes, it is. What can I do for you?
2. — Can I speak to Mr. Brighton from Room 123?  
- afraid / I'm / he / out / is / moment / at / the / .

3. — I'm sorry, but I can't find the telephone book. Is the country code for Germany 42?

- moment / a / Just / . / you / it / I'll / check / for / .
- 4. — I'd like to reserve a table for tonight.  
line / Hold / the / . / put / through / I'll / you / to / restaurant / the / .
- 5. — I'd like to make a long-distance call.  
- busy / I'm / is / but / sorry / line / the / moment / the / at / .

**5. Read the questions in A (1 – 6) and match them with the answers in B (a – f). The example is given.**

**Example: 1-d**

A	B
1. Is there baby-sitting?	a. And also a solarium.
2. Is there a swimming pool?	b. A lot of. Our hotel is in the city centre.
3. Are there any conference facilities?	c. Sure. We are fully equipped for that.
4. Is there any concert hall or cinema near here?	d. On request.
5. Are there any restaurants?	e. Only outdoor.
6. Is there a sauna?	f. Of course. There are two and one of them with live music.

**7. There are some questions (1-7), read them. Think of the possible reply (you can invent anything). If necessary, use the words: *of course/sure/certainly*, as in the example. Be positive in every situation.**



**Example:** —Are there any places I could eat at?  
 — *Yes, of course. There is a restaurant and a coffee shop.*

1. — Is there a car park?  
 — .....
2. — Can I change money in your hotel?  
 — .....
3. — How could I spend my time in the evening?  
 — .....
4. — Who can help me with my child?  
 — .....
  
5. — Is there a fitness centre?  
 — .....
6. — Are there any conference facilities?  
 — .....
7. —Have you got a swimming pool?  
 — .....

**8. And now you have some short situations (1-7). Read them. There are only replies. Think of possible questions to them, as in the example.**

**Example:** — *Can I speak to your manager?*  
 — I'm sorry, he is not here at the moment.

1. — .....?  
 — I'm sorry, but I really don't know.
2. — .....?  
 — Just one moment, I'll ask the manager.
3. — .....?  
 — I'm awfully sorry, there is no answer.
4. — .....?  
 — I'm afraid, we are fully booked that weekend.
5. — .....?  
 — Excuse me, but we are not open on Mondays.
6. — .....?  
 — I'm afraid we don't have any single rooms left for tonight.
7. — .....?  
 — I'm really very sorry, but we have nothing left.

**8. Focus on the polite forms and make sure you use them when changing the given sentences.**

**Polite forms**

*Would you like to sit down?* - Не хотите ли сесть?

*Could you tell me?* - Не могли бы вы сказать ?

*Will you follow me?* - Не проследуете ли за мной?

*Shall I go?* - Можно идти?

**Example:** - Show me your passport.

- *Could you show me your passport, please?*

1. Tell me your name.
2. Spell your surname.
3. Speak up!
4. Repeat it!
5. ...a double room or a single room?
6. Your address?
7. ... a room with a sea view?

**9. And now practise making polite refuses to the given requests (1-6). You may need help of "Useful words and expressions" above.**

1. - Could I speak to manager?  
- the / me / Excuse / moment / but / is / not / he / at / here.
2. - Do you have tables for tonight?  
- pity / is / a / It. We / have / tables / don't / any / tonight / for / left.
3. - Can I book a room?  
- sorry / am / I / we / but / booked / fully / are.
4. - Are you open on Sundays?  
- I / sorry / not / am / but / really / don't / I / know.
5. - Is it possible to sit closer to the window?  
- impossible / it / sorry / really / I'm / very / but / is.
6. - Could I book the tickets for the show?  
- I / left / have / afraid / we / nothing / am.

**10. Think what you will say if you refuse your guest? Choose the appropriate answer (a-f) to the situations (1 – 6), using polite refuses. You may consult "Useful words and expressions".**

1. Could I speak to your manager?
  2. Can I reserve a table for two at the weekend?
  3. Can I book a single room for tonight?
  4. Can I have lunch at the moment?
  5. Could you translate that?
  6. Could I have a family room for Christmas?
- a. ....any tables left this weekend.
  - b. ....but I really don't know a word in Spanish.
  - c. ....we have nothing left for Christmas.
  - d. ....he is not here at the moment.
  - e. ....but we are fully booked for tonight.
  - f. .... We don't serve lunch before 12.

**11. Read this short text from a hotel brochure.**

#### THE MOZAIK HOTEL

The Mozaik Hotel, built and furnished in the local Turkish style, is located close to the shopping centre, within easy reach to the airport.

All 30 rooms (single and double) are air-conditioned. There is a fully equipped kitchen, telephone and satellite TV in each suite. The hotel has two restaurants: fast food and international cuisine restaurant; the latter offers a la carte and table d'hôte menu in the evening. There are an outdoor and indoor bars.

Also available are a fitness centre, sauna and solarium, a business centre and a swimming pool. Dogs are allowed.

Single room	\$ 70 per person per night
Double room	\$ 50 per person per night
Suite	\$ 100 per person per night

**Now, imagine that you want to book a room in this hotel, answer the following questions and find out as much as possible about this hotel?**

1. Where is the hotel situated?
2. Is it far from the city centre?

3. How far is it from the airport?
4. How many rooms are there?
5. Do the rooms have air-conditioning?
6. What facilities does the hotel offer?
7. How much is the single room?
8. What kind of food do they serve?
9. How much does the suite cost?

**12. Read one more text from a hotel brochure and find out information about:**

- 1) location
- 2) kind of building
- 3) number of rooms and price of them
- 4) facilities
- 5) places to eat

**GARDENIA HOTEL**

The Gardenia Hotel is a modern hotel, conveniently located within just a 5-minute walk from the city centre, with its shops and nightlife, and 600 m from the nearest beach.

Accommodation consists of 40 standard rooms (double and single), each with shower, air conditioning, balcony or terrace, and 4 suites furnished with comfort and style.

The Terrace restaurant offers Turkish cuisine, and besides there are an indoor and outdoor bars, with splendid music, open to 4 a. m.

The hotel facilities include a swimming pool, a tennis court, a children's room. Laundry service and baby-sitting on request are available.

Single room	\$70 per person per night
Double room	\$50 per person per night
Suite	\$100 per person per night

**13. Now, using the information from the text "GARGENIA HOTEL" think what questions you could ask. The answers (1-8) are given to you.**

**Example:** —*Are you open on Monday?*

-We are open daily.

1 — \_\_\_\_\_?

—We are in the city centre.

2 — \_\_\_\_\_?

- It's a modern hotel.
- 3 — \_\_\_\_\_?
- The price is \$100 per person per night.
- 4 — \_\_\_\_\_?
- Don't worry, we have baby sitting on request.
- 5 — \_\_\_\_\_?
- Oh, our hotel is 600m walk from the beach.
- 6 — \_\_\_\_\_?
- Of course, Turkish.
- 7 — \_\_\_\_\_?
- Each room has a shower.
- 8 — \_\_\_\_\_?
- It's open till 4 a.m.

**14. Read the sentences given below and guess who can say them: a Front Desk Receptionist or a Guest/Caller?**

1. Enterprise Hotels, Lisa speaking. How can I help you?
2. Is it necessary to book ahead?
3. Do you charge extra for two beds?
4. I'm afraid we are booked that weekend.
5. Is there an outdoor pool?
6. We serve a continental breakfast.
7. We have an indoor swimming pool and sauna.
8. How much is it for a cot?
9. Will two double beds be enough?
10. Do you do group bookings?
11. There are only few vacancies left.
12. Is there a restaurant in the hotel?
13. Do you want smoking or non-smoking room?
14. Do you offer free breakfast?

**15. Situation 1. First, read the dialogue dealing with reservation procedure where R is a receptionist, C – a caller. After that check your understanding by answering the questions below (1-3).**

**R:** Thanks for calling Quality Inn. Morine speaking.

**C:** Hello. I'm interested in booking a room for the September long weekend.

**R:** I'm afraid we're totally booked for that weekend. There's a convention\* in town and we're the closest hotel to the convention centre.

**C:** Oh, I didn't realize. Well, what about the weekend after that?

**R:** So... Friday the seventeenth?

**C:** Yes. Friday and Saturday.

**R:** It looks like we have a few vacancies left. We recommend that you make a reservation, though. It's still considered peak season then.

**C:** Okay. Do you have any rooms with two double beds? We're a family of four.

**R:** Yes, all of our rooms have two double beds. The rate for that weekend is \$129 dollars a night.

**C:** That's reasonable. And do you have cots? One of my daughters might be bringing a friend.

**R:** We do, but we also charge an extra ten dollars per person for any family with over four people. The cot is free.

**C:** Okay, but I'm not positive if she is coming. Can we pay when we arrive?

**R:** Yes, but we do require a fifty dollar credit card deposit to hold the room. You can cancel up to five days in advance and we will refund your deposit.

**C:** Great, I'll call you right back. I have to find my husband's credit card.

**R:** Okay. Oh, and just to let you know...our outdoor pool will be closed, but our indoor pool is open.

\*convention – съезд, конференция

**And now check your understanding by choosing the correct option (a-d).**

**1. Why did the caller phone this hotel?**

- a) To change a reservation.
- b) To report a cancellation.
- c) To inquire about available rooms and rates.
- d) To inquire about local amenities

**2. Why can't the caller stay at the hotel on the September long weekend?**

- a) The hotel is closed for the season.
- b) The hotel is booked.
- c) The hotel is holding a convention.
- d) The hotel only has single rooms available.

**3. Why does the caller have to hang up and call back?**

- a) She wants to research other hotels.
- b) She needs to discuss things with her husband.
- c) She has to find out if there will be four or five people staying.

d) She needs to find the credit card to pay for the deposit.

**16. Situation 2. Here are some extracts (a – i) from a conversation between a receptionist and a caller making a reservation. Put them in the order (from 1 to 9) in which you think such conversation may go.**

- a.  I'd like to book a room.
- b.  I want to come on the 3rd of May and stay for three nights.
- c.  Well, what about next week?
- d.  When?
- e.  A double, if possible.
- f.  Oh, next week is OK, but what kind of room would you like?
- g.  I'm not quite sure, just a moment. Oh, I'm afraid we don't have any vacant double rooms for that date, but never mind, I can offer you two nice single rooms.
- h.  What a pity! Let it be two single rooms but on one floor.
- i.  Good evening, what can I do for you?

**17. Now try to role play the conversation (activity 16).**

**When dealing with hotel reservations, it's useful to know the following about hotel facilities:**

Large hotels usually prefer payment by credit card, and you can assume that rooms will have facilities like a bathroom, color TV, and direct-dial telephone. In small hotels you may have to ask about things like this:

Room Service/Sports Room/Business Services/Pool/Air Conditioning/Jacuzzi/Non-Smoking/Hair Dryer/ Color TV/Satellite TV/Telephone/Fax Machine/WI-FI

**18. Situation 3. Read the dialogue between the receptionist (R) and the caller (C). Imagine that the line is bad.**

**R:** Good morning, "The Palace Hotel". What can I do for you? Oh, we seem to have a bad line! Could you speak up a little?

**C:** Hello, I phone from Germany! I'd like to...

**R:** That's better. Could you repeat what you want?

**C:** I'd like to book a room for me and my wife.

**R:** So, you need a double room. When? For?

**C:** From the 1st of July, for 5 nights.

**R:** Oh, I'm sorry, but the line is really very bad. I didn't catch the number of nights

**C:** ...for 5 nights!

**R:** That's OK, and could I have your name, please?

**C:** My name is Schwarzkopf.

**R:** Excuse me, could you spell your name, please?

**C:** That's S-c-h-w-a-r-z-k-o-p-f.

**R:** Well, Mr. Schwarzkopf, a double room from the 1st of July, for 5 nights. Is that right?

**C:** Yes, I'll come on the 1st of July.

**R:** And could I have your phone number, please?

**C:** I'm calling from Germany. The code is 49 and then 3007469.

**R:** Did you say 45 for the code?

**C:** No, the country code is 49.

**R:** Thank you. We'll hold the room for you till 6 p.m. Your reservation number is 353.

**19. Now, using the information of the conversation above (Situation 3) fill in this reservation card:**

<b>Palace Hotel</b>	
<b>Reservation card</b>	
Name	
Arrival date	
No. of nights	
Room type	
Contact telephone	
Reservation No.	

**20. And now, using the information from the dialogue (Situation 3) and the reservation form of the Palace Hotel ( activity 19) answer the following questions:**

1. What country is the caller from?
2. What does the caller want?
3. How long would he like to stay?
4. When is he arriving?
5. Is he travelling alone?
6. Why does the receptionist ask him to speak up?
7. What kind of accommodation is he offered?



**21. Situation 4. Look at the conversation with missing phrases where R is a receptionist C – a caller. Complete this short dialogue and after that practise saying it.**

C: I'd like to \_\_\_\_\_ for me and my wife.

R: Could you \_\_\_\_\_. The line is bad today.

C: \_\_\_\_\_.

R: So you need a \_\_\_\_\_.

C: Yes, for 5 nights from the 1st of May.

R: Oh, I \_\_\_\_\_ the number of nights.

C: 5 nights.

R: I see. \_\_\_\_\_?

C: My name is Tom Barret.

R: \_\_\_\_\_.

C: That's Tom B-A-R-R-E-T.

R: Good, Mr. Barret, it's a double room for \_\_\_\_\_.

C: Very nice.

R: \_\_\_\_\_.

C: Of course, it's 755170311 the code is 44.

R: Did you say 34?

C: No, the country code is 44. I'm calling from Britain.

R: Thank you, it is 44 and then goes 755170311. Your \_\_\_\_\_.

C: Thank you. Good bye.

**22. Situation 5. Read the conversation between the receptionist (R) and the caller (C). Translate the Russian sentences in bold and practise making reservations.**

R: Hello, Reception. What can I do for you?

C: Hello, I want to stay for a weekend, **не мог бы я получить информацию о вашем отеле?**

R: **Да, пожалуйста. Что бы вы хотели узнать?**

C: First of all, is it far from the city centre?

R: No! Our Hotel **расположен в самом центре**. And there are a lot of cinemas and clubs near here.

C: Well, and what about restaurants? Are there any?

R: Of course, **есть два бара, кофейня и ресторан с великолепной музыкой**.

C: Is there a sauna?

R: Sure, solarium and gym, too.

C: OK, but you see, the problem is that **у меня маленький ребенок**. Is there anybody to stay with him?

R: Don't worry, we'll solve your problem, **у нас есть няня, и кроме того, есть детская площадка**.

C: That's great! And the last thing I want to know, **сколько стоит семейный номер?**

R: That's \$50 per person, per night and **ребенок бесплатно**. There is an extra bed in a family room. But would you like me to send you a brochure?

**C:** *Было бы великолепно*, thank you very much!

**23. Situation 6. Read the conversation dealing with reservations. (H-hotel manager, C-caller, R- reservations manager)**

**H:** Hotel Melissa. Can I help you?

**C:** Yes, I'd like to make a reservation , please.

**H:** I'll put you through to Reservations. Hold the line, please.

**R:** Reservations, Peter speaking. Can I help you?

**C:** Yes, I'd like to make a reservation

**R:** Certainly. What name, please?

**C:** Lewis, David Lewis.

**R:** Right, Mr. Lewis, when would you like to stay?

**C:** I'd like to reserve a double room for three nights from the 21st of April.

**R:** OK. 21st of April, three nights, double. I'll just check availability... Yes, we can do that for you. Is this a company booking or an individual.

**C:** Oh, it's individual.

**R:** Have you stayed with us before?

**C:** No, I haven't.

**R:** Would you like one of our Executive rooms, Mr. Lewis, on the top floors with some wonderful views?

**C:** Well, actually, no, I wouldn't. My wife doesn't really like using the lifts and also she's got a bag leg, so I was hoping we could have a room near the ground floor.

**R:** OK. I'll make a note of that and when you check in the receptionist will allocate a room on the first floor for you.

**C:** Thank you.

**R:** Will you be paying by credit card?

**C:** Yes I will. It's Visa.

**R:** And what is the number?

**C:** Hold on ... It's 4335 171 36094.

**R:** So that's 4335 171 36094. And your address?

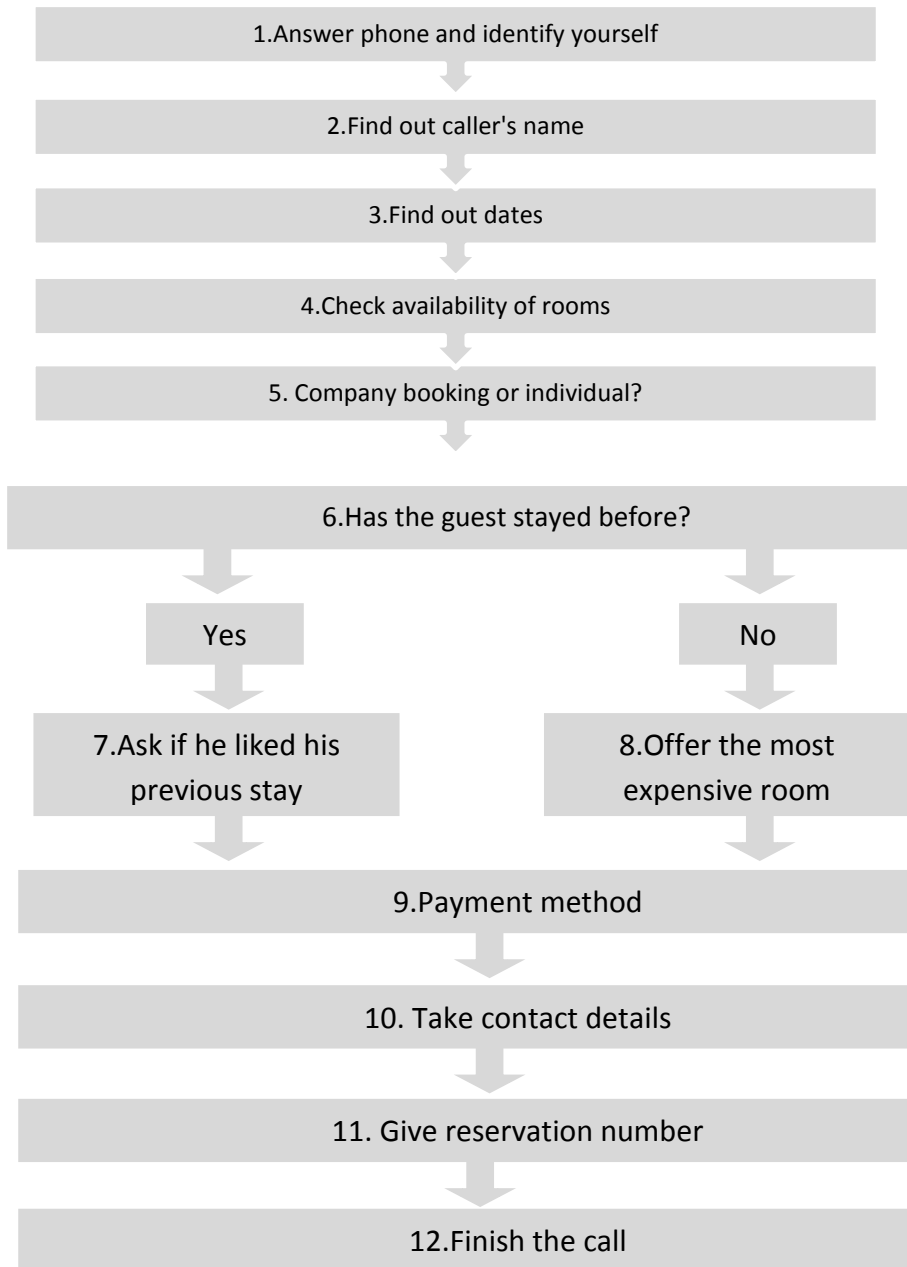
**C:** 14, St. John's Road, London NW6.

**R:** OK, Mr. Lewis, that's reserved for you. Your reservation number is PS1462. We look forward to seeing you on the 21 St.

**C:** Thank you.

**R:** You're welcome.

**24. Look at the chart showing the procedure that hotel staff should follow when dealing with reservations. Practise the conversation following this chart. Use the ideas of Situation 6.**



**25. Situation 7. Read the conversation dealing with reservations where H - Hotel manager, C - Caller, R - reservation manager.**

**H:** Hotel Melissa. Can I help you?

**C:** Good morning. I'd like to reserve a couple of rooms.

**H:** Certainly. I'll put you through to Reservations. Hold the line please.

**R:** Reservation, this is Peter speaking. How can I help you?

**C:** Good morning. This is Rita King from Imperial Plastics, I'd like to reserve a couple of doubles for April 13th.

**R:** Two doubles for April 13th... Right. Availability is fine for that night. Is that a company booking?

**C:** Yes, Imperial Plastics. The rooms are for Mr. Suarez, spelt S-U-A-R-E-S, and Mr. Johansson, spelt J-O-H-A-N-S-S-O-N. They would like the suites.

**R:** OK. You have an account with us, don't you?

**C:** Yes, we do.

**R:** But the guests haven't stayed with us before, have they?

**C:** No, they don't think so.

**R:** And how is the account to be settled.

**C:** Full bill on the company account.

**R:** Can I just check your contact details? It's Ms. R. King, Imperial Plastics, Old Dock Road, London E5

**C:** That's correct.

**R:** Right, Ms. King, the reservation number is PS43307. I would be grateful if you could just confirm in writing or by fax if you like.

**C:** Certainly. Thank you for your help.

**R:** You're very welcome. Goodbye.

26. Role play the conversation in Situation 7. Practise making the booking and fill in the hotel reservation form.

# Melissa Hotel

## Hotel reservation form

<b>Arrival:</b>	<b>Day</b>	<b>Month</b>	<b>Year</b>	<b>full board</b> <b>half board</b> <b>continental breakfast</b>
<b>Departure:</b>				

Type	Shower	Bath	Balcony	Smoking	Non-Smoking
Single					
Double					
Twin					
Suite					

Name: \_\_\_\_\_ Surname: \_\_\_\_\_ Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

(street, city, state/country, zip-code )

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

# of adults: \_\_\_\_\_

# of Children Under 17 \_\_\_\_\_

Payment by: Visa  MasterCard  Cheque  Company account

Card Number: \_\_\_\_\_ Exp. \_\_\_\_\_

Date: \_\_\_\_\_

27. Situation 8. Read the dialogue between the receptionist (R) and the caller (C). Practise this dialogue following the reservations procedure (see activity 24) and fill in the reservation form of Melissa Hotel .

R: Good afternoon, Melissa Hotel. How can I help you?

**C:** Do you have any rooms free from the 1st of May.

**R:** May the 1st... Yes, sir, we do. What kind of room would you like?

**C:** Oh, um... well, I'd...I'd like a room with a double bed ...oh, and a balcony if possible.

**R:** Let me see, well...I'm afraid we only have one room free with a double bed and that hasn't got a balcony. But we have one with twin beds and a balcony - would that be all right?

**C:** Er...no, no, I think I'd prefer the one with the double bed.

**R:** So that's a room with a double bed and shower from May the 1st. Could I have your name please, sir?

**C:** Oh yes, ...Green... Mr. and Mrs. Green.

**R:** And how long will you stay with us, Mr. Green?

**C:** Right, we`ll be leaving on the 5th of May in the morning.

**R:** Fine, Mr. Green. Would you like full board, half board or continental breakfast?

**C:** Oh ...half board, I think. Oh, does that mean breakfast and dinner?

**R:** Oh, yes, that`s right. Per night that will cost \$125 for two people.

**C:** OK, yeah.

**R:** So, right, I've booked you a double room with shower but no balcony from Sunday May the 1st until Thursday May the 5th, is that right?

**C:** Yes, that`s right.

**R:** Is there a contact number we can contact you, Mr. Green?

**C:** Yes, of course, it`s... 01818989325.

**R:** Right, that`s 01818989325.What time will you be able arriving on Sunday, Mr. Green?

**C:** About 7.

**R:** Oh, fine. Dinner is served from 7.30 till 9.30. If you are going to be any later than 8 pm, would you please telephone us to let us know what time to expect you?

**C:** Sure.

**R:** Thank you very much, Mr. Green. We look forward to seeing you both on Sunday May the 1st.

**C:** OK, thanks a lot, bye.

**R:** Goodbye, Mr. Green.

**28. Situation 9. Below is a typical dialogue between a hotel receptionist (R) and a guest (G). Read and practise it with your partner.**

**R:** Good morning. Welcome to the Grand Woodward Hotel.

**C:** Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any vacancies?

**R:** Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

**C:** The 24th.

**R:** How long will you be staying?

**C:** I'll be staying for two nights.

**R:** How many people is the reservation for?

**C:** There will be two of us.

**R:** And would you like a room with twin beds or a double bed?

**C:** A double bed, please.

**R:** Great. And would you prefer to have a room with a view of the ocean?

**C:** If that type of room is available, I would love to have an ocean view. What's the rate for the room?

**R:** Your room is five hundred and ninety dollars per night. Now what name will the reservation be listed under?

**C:** Charles Hannighan.

**R:** Could you spell your last name for me, please?

**R:** And is there a phone number where you can be contacted?

**C:** Yes, my cell phone number is 555-26386.

**R:** Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?

**C:** Visa. The number is 987654321.

**R:** And what is the name of the cardholder?

**C:** Charles H. Hannighan.

**R:** Alright, Mr. Hannighan, your reservation has been made for the twenty-fourth of September for a room with double bed and view of the ocean. Check-in is at 2 o'clock, If you have any other questions, please do not hesitate to call us.

**C:** Great, thank you so much.

**R:** My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day!

**29. Translate these short dialogues (A and B) into English. If possible act out these conversations with someone.**

**A.**

-Здравствуйте, отель "Европа", что я могу сделать для вас?

-Могу я остановиться в вашем отеле?

-Да, но это зависит от дня. На выходных у нас обычно нет мест.

-Нет, мне бы хотелось номер на двоих со вторника по пятницу. Это возможно?

-Да, конечно. Вам все равно, какой вид из окна?

-Нет, я бы хотел с видом на море. Сколько это стоит?

-50 долларов с человека в сутки.

-Замечательно.

-Как вас зовут?

-Свит. Мистер и миссис Свит, но мы приедем поздно ночью.

-Ничего страшного, мы подержим комнату до полуночи. Итак, мистер Свит, мы ждем вас 21 февраля, во вторник. Ваш двухместный номер 384, до свидания.

**B.**

- Здравствуйте, отель "Палас", чем могу помочь?

-Я бы хотел остановиться в вашем отеле.

-Какую комнату вы хотите?

-Сколько стоит одноместный номер?

-50 долларов в сутки.

-Замечательно. Мне это подходит.

-Когда вы хотите приехать?

-В субботу 17 мая, до понедельника.

-К сожалению, в эти дни все места полностью забронированы.

-Какая жалость! А следующая неделя?

-Минутку, я сейчас проверю наличие. Да, у нас есть одноместные номера на следующие выходные.

-Пожалуйста, забронируйте мне номер, только с ванной, если можно.

-Ваше имя?

-Блэк.

-Итак, мистер Блэк, ждем вас 24 мая. Ваш номер 980.



**30. Use the ideas in Situations 10-13 to practise making hotel reservations for different people. Imagine that you work for Melissa Hotel as a reservations manager. Answer the phone calls, take the bookings and fill in the reservation form of this hotel on page 21.**

**Situation 10.** Caller 1: Your name is Brendan Brown. Call the Melissa Hotel. You want to reserve a room for your wife and yourself from May 2 to May 6 (four nights). The room must have a bath and a balcony with a sea view, you need full board. (Your home phone number is 01303879256, you are from Italy)

**Situation 11.** Caller 2: Your name is Anne Anderson. Call the Melissa Hotel. You want to reserve a room for your sister and yourself from May 6 to May 8 (two nights). You'd prefer a double room with a shower and half board ( You are from Sweden, your phone number is 012028452963, e-mail Andreson123@gmail.com).

**Situation 12.** Caller 3: Your name is Hans Wondel. You are from Holland Print Agency. Book a single room with a shower for this Friday, Saturday and Sunday. You are arriving late on Friday and leaving early on Monday morning (Your phone number is 01452754568836, e-mail HPA2013@gmail.com).

**Situation 13.** Caller 4: Your name is Pilar Rodriguez ,you work for Bank of Spain. Call Melissa Hotel and book a single room with a bath for 3 nights from next Monday. The Bank pays. You are arriving early on Monday and leaving late on Wednesday (Your phone number is 071225426358636, the bank 0120284526398, fax 0120284526392, e-mail Rod2000@

## Booking a holiday

**31. Situation 14. Here are some more ideas helping you to practise booking a holiday. Read this dialogue where A - Aston Tours & Travel, C - Client:**

**A:** Aston tours and travel. Could you hold on a minute? I'll be with you right away... Sorry to have kept you waiting. I was on the other line. How can I help you?

**C:** That was a damn long minute. I haven't got all the time in the world, you know.

**A:** So sorry, sir. But what can I do for you?

**C:** Well, I've got your catalogue, and I think I'd like to go to Spain this Christmas, to the Costa del Sol.

**A:** The Costa del Sol? Well, we can certainly arrange a wonderful holiday for you there, especially as you're booking quite early. Is it for one person, sir, or more?

**C:** It's for three, actually, actually. My wife and me, and our son.

**A:** So, you'd like a double room and single. Could I have your name and address, please?

**C:** Hang on just a minute. Your catalogue says there are self-catering apartments, too.

**A:** That's right. Have you found anything that appeals to you?

**C:** Well, my wife likes description of those apartments at Marbella, I think it is

**A:** A very good choice, if I may say so.

**C:** But I think they're rather a long way from centre, the golf courses and so on.

**A:** That's true, but there's a wonderful beach at Marbella, and transport facilities are good in area.

**C:** What about the holiday bungalows at Torremolinos? They're on the next page. Er, they look quite interesting...

## Making reservations at restaurants.

**Why do we have to make reservations at restaurants?**

- **Because ...** —the restaurant is popular...
- you want a good table/to sit by the window...
- it's Saturday night...
- it's your birthday party/any anniversary...
- you are with a group of people...
- you want to dine out...

**When reserving a table at a restaurant the following information is needed:**

- your name
- your phone number
- date/time
- number of people
- sort of restaurant

— cuisine/ dishes you prefer

**32. Situation 15. Read the conversation dealing with restaurant reservations. Jessica Adams is calling the "Worth The Earth" restaurant. (H - Headwaiter, J - Jessika)**

**H:** Hello, this is "Worth The Earth". Headwaiter speaking.

**J:** Oh, hello. Do you have a table for a party of six, for tomorrow night?

**H:** At what time?

**J:** Eight-thirty.

**H:** We're pretty busy tomorrow night. I have a table for nine o'clock, but not at eight-thirty.

**J:** Nine o'clock will be fine. I just want to check something else. I haven't eaten there before, and I have a client who's a vegetarian. Do you have a vegetarian menu?

**H:** No problem, ma'am. We have at least three vegetarian dishes on the menu every day.

**J:** That's great.

**H:** Party of six for nine o'clock. May I have your name, please?

**J:** Jessica Adams.

**H:** Fine. I'll see you tomorrow, Ms. Adams.

**33. And now, using the information of the dialogue in Situation 15 answer the following questions:**

1. What sort of restaurant is the "Worth The Earth"?
2. Why is Jessica calling?
3. What would she like to have?
4. When would she like to have a table?
5. How many people are there in her party?
6. Has Jessica been there before?
7. What kind of dishes may be served every day?

**34. Situation 16. When making notes on what a client tells you always double check that you have noted things down correctly. This also gives the clients a chance to make sure they haven't made any mistakes, and to change their mind if they want to.**

**Now read the dialogue (W- waiter, G - guest).**

**W:** Good evening, room service.

**G:** Good evening. Can I book a table for tomorrow morning, please?

**W:** Certainly, madam. Could I have your name and room number, please?

**G:** My name's Mrs. Johnson and it's room 121.

**W:** 121, right, Mrs. Johnson. Now, what time would you like your breakfast served?

**G:** A quarter to 8.

**W:** 7.45, right. And what would you like?

**G:** Two continental breakfasts, both with orange juice. One with black coffee, one with tea with lemon.

**W:** Two continental breakfasts, with orange juice. One black coffee, one tea with lemon.

**G:** Right.

**W:** Would you like a morning newspaper too?

**G:** Oh, yes, please. Er... can I have the «Guardian», please?

**W:** «Guardian», certainly. Thank you very much, madam. Good night, Mrs. Jonson.

**G:** Good night, thank you.

**35. Situation 17. Practice reserving a table for a dinner for next Thursday at 8 p.m. for 2 persons (imagine it's a wedding anniversary).**

### **Making reservation of an airline ticket.**

#### **Air tickets**

Open tickets cost you more. All First and Business class tickets are open. i.e. you can change your flight times. Full-fare Economy tickets are usually open.

Cheaper tickets are usually Restricted, i.e. you can't change them. The best known-type is APEX (Advance Purchase Excursion). Often you have to stay overnight – something most business travellers won't want to do.

**There are different ways of reserving airline tickets: you can go to the travel agency or the airline office, reserve by the phone or on line. When dealing with reservation the following information is essential for you:**

- date
- time of day
- destination
- return
- class
- name... etc.

**And reservation agent gives back:**

- confirmation of dates
- exact times
- destination
- class
- name of airline
- flight numbers
- transfers...etc...

**36. Situation 18. Read the conversation dealing with and airline ticket reservation. This dialogue is between a travel agent (A) and a customer (C).**

**C:** Good morning.

**A:** Good morning, how can I help you?

**C :** I'd like to book one return ticket from Athens to Zurich, please.

**A:** Certainly, do sit down, please.

**C:** Thank you.

**A:** Right. Could you tell me when you'd like to travel.

**C:** On the 7th of July.

**A:** What time of day tell me when you'd like to travel?

**C:** Mm, I'd prefer a flight that leaves after 2 o'clock if possible.

**A:** And how about the return flight?

**C:** Um... coming back on July 19th. After 6 o'clock if there's a flight that late.

**A:** Right. Is that economy class?

**C:** Yes, economy class — I can get an APEX fare, can't?

**A:** Yes, you can. Do you have a preferred airline?

**C:** Um... Swissair, or Olympic — it doesn't really matter.

**A:** And how will you be paying for the ticket.

**C:** By Visa.

**A:** Fine, and could you tell me your address?

**C:** Yes, it's 290 Amalias Avenue — that's A-M-A-L-I-A-S.

**A:** And do you have a phone number where we can contact you?

**C:** Yes, it's 323 7089.

**A:** Right, that's all I need to know. I'll just check the computer to find out about availability.

**37. Now look at the reservation form and fill in the client's requirements from Situation 18.**

**Flight reservation form.**

RETURN FLIGHT FROM	TO
DATE AND TIME OF OUTWARD FLIGHT	
DATE AND TIME OF RETURN FLIGHT	
NUMBER OF PASSENGERS	
TYPE OR CLASS OF FARE	
PREFERRED AIRLINE	
METHOD OF PAYMENT	
NAME	
ADDRESS	
TELEPHONE NUMBER	

**38. Now, following the prompts on the booking form above (activity 36) act out this conversation.**

**39. Situation 19. Here is a conversation with missing information where A-Travel agent and C-Client. Complete this dialogue with appropriate questions these answers will help you.**

A: Good morning, sir. How may I help you?

C: Good morning. I can make an airline reservation, please?

A: \_\_\_\_\_?

C: From Athens to Istanbul.

A: \_\_\_\_\_?

C: I'd like to leave Athens on the 2nd of next month, return on the 13th.

A: \_\_\_\_\_.

C: I'd like to Istanbul by lunchtime, and be back an Athens by dinnertime.

A: \_\_\_\_\_?

C: There'll be three of us — two adults and one child.

A: \_\_\_\_\_?

C: She's eight years old.

A: \_\_\_\_\_?

C: Economy class — the cheapest fares you can get, if possible!

A: \_\_\_\_\_?

C: No, I don't mind which airline it is.

A: All right, I'll just check the computer to find out about availability...

**40. Situation 20. Read the dialogue between a travel agent (A) and a customer (C). Answer the questions (a and b).**

**a. What information did travel agent give?**

**b. What information did he /she receive?**

A: Good morning. Can I help you?

C: Yes, I'd like to reserve a seat for a flight to Hong-Kong.

A: Hong-Kong? Would that be a round-trip tickets or one way?

C: Round-trip please.

A: And what for date?

C: The eighteenth, if it possible.

A: Friday, the eighteenth? Yes. That's fine. What about return date? Do you have a fixed date in mind, or do you want an open ticket?

C: An open ticket.

A: OK. Do you want a morning flight, or an afternoon flight?

C: What are available?

A: Well, there's a Cathay Pacific flight at ten-thirty and a US Air one at twelve-thirty.

C: I'll take the Cathay Pacific one.

A: OK. If you'll just hold on a minute, I'll check to see if there are seats. Yes, that's fine.

C: Oh, good. How much is it?

A: One thousand and seventy dollars.

C: OK. Thanks.

A: Now, can I have your details, please?

**41. Practise this conversation with someone, then change roles so that you both get a turn at giving and receiving information.**

### **Making theatre ticket reservations.**

**42. Situation 21. Read the conversation dealing with booking of theatre tickets. (A – announcement, M-Michael, T – ticket sales).**

A: Thank you for calling the Hudson Theater. All our lines are busy at this time. Please hold. Thank you for calling the Hud...

M: Oh, no! Darn!

T: Pardon me? This is the Hudson Theater Box office. Jasmine speaking.

M: Oh, sorry. Do you have four tickets for "Carmen" on Thursday nights?

T: We have very few tickets left for that performance. Where would you like to sit?

M: In the center, close to the stage?

**T:** Those seats were sold out month ago, sir. However we have seats available in lower and upper balconies.

**M:** Well, the lower balcony.

**T:** Do you want sit together?

**M:** Uh? Yes!

**T:** I don't have four seats together in lower balcony. I have two and two.

**M:** No, I want four together. The upper balcony, then.

**T:** Fine. I have ZZ54, 55, 56 and 57. Should I mail them, or do you want to pick them up on the night.

**M:** I'll pick them up.

**T:** Then you have to be here one hour before the performance unless you want to play now. In which case, you can pick them up as later as you like.

**M:** I'll pay now.

**T:** Which card?

**M:** MasterCard

**T:** Number?

**M:** Five, four, one, two. Three, four, five, six. Seven, eight, nine, zero. One, two, three, four.

**T:** Expiration date?

**M:** Zero one, zero eight, two thousand fifteen.

**T:** The name as printed on the card.

**M:** Mr. Michael Robertson.

**T:** I'll read that back. Mastercard. Four, three, two, one. Zero, nine, eight, seven. Six, five, four, three. Two, one, four, five. Expiration date - the first of August two thousand fifteen. In the name of Michael Robertson. Four seats in the upper balcony.

**M:** That's correct.

**T:** The total cost will be one hundred and forty dollars.

**M:** That's fine. Thank you.



**43. Now, using ideas of Situation 21 fill in the reservation form given below.**

**HUDSON TEATRE: PHONE SALE: CUSTOMER NOT PRESENT**

TYPE OF CARD: <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Am. Ex <input type="checkbox"/> Diners Club
CARD MEMBER ACCOUNT NUMBER:
EXPIRATION DATE:
NAME AS PRINTED ON CARD:
AUTHORIZATION CODE(ALL SALES OVER \$200.00)
DATE OF CHARGES:
SEAT NUMBERS ASSIGNED:
TOTAL COST:

**44. Answer the following questions to situation 21 (activities 42-43).**

1. Why is the client annoyed at the beginning of the conversation?
2. What is he reserving tickets for? What night?
3. Where would he like to sit?
4. Why doesn't he take seats in the lower balcony?
5. What is the payment method?

**45. Roleplay the conversation dealing with booking theatre tickets and practice in giving and asking for information.**

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