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UNIT

1

Reservation







Unit Objectives

After studying this unit, you should be able to:

- name different room types in English
- make reservations for group guests
- make reservations for individual guests
- revise and cancel reservations
- make and maintain reservation records

Warming-up

Task 1 Match the bed types with their descriptions.

Bed Type	Sleeps	Inches	Centimeters
king bed		38×75	97×191
queen bed		53×75	135×191
full/double bed		60×80	152×203
twin/single bed		76×80	193×203

Task 2 Write each of the expressions under its corresponding picture.

premier king room superior twin room
deluxe sea-view room executive suite



(1) _____



(2) _____



(3) _____



(4) _____

Task 3 What other room types do you know now? What are they? Discuss with your partner.



Reading

Task 1 Try to answer the following questions before you read the passage.

1. What common distribution channels do hotels use to sell rooms?
2. How can the Central Reservation System facilitate the booking process?

Central Reservation System

Nowadays, reservations are coming from a multitude of distribution channels, which could be Global Distribution Systems (GDSs), Online Travel Agencies (OTAs), social media, travel agents or wholesalers, in addition to direct bookings on hotel websites or by phone or email. To manage and optimize all the processes related to reservations, a specialized software, Central Reservation System, or CRS, is used. CRS is a system that contains the hotel's availability, rates and inventory (ARI) data and helps manage online and offline bookings. It distributes hotel information to various sales channels and updates and maintains hotel ARI information so that reservations are managed in real time.

Let's take a look at a typical reservation process with CRS.

First, search and inquiry. Nowadays people use lots of search engines and platforms to find accommodation. The CRS integrates with them. So, when somebody is looking for accommodation, they have to fill in the date(s) and room type(s) to check availability and send the inquiry. These inquiry details are delivered to the hotel CRS to get the availability information.

Second, availability check. The CRS verifies if the requested room type(s) is/are available on the indicated date(s). This can be done in a flash, pulling the data from the CRS and shooting it back to the booker.

Third, reservation request processing. If the booker decides to make a reservation, the request



is sent to the CRS. It contains all the essential information about the number of guests, arrival and departure dates, room types, contact details, special requests, etc.

Fourth, confirmation and blocking. The requested room has to be blocked to prevent double booking. At the same time, a reservation record is created in the CRS. An email notification is then generated and sent to the booker to confirm the reservation.

Fifth, information sharing. Once reservations are made, the CRS shares all the booking details with Property Management System (PMS) modules such as housekeeping and front desk. Sometimes booking details might be adjusted. Reservations might be cancelled. Once availability changes, the CRS shares the information across all different channels.

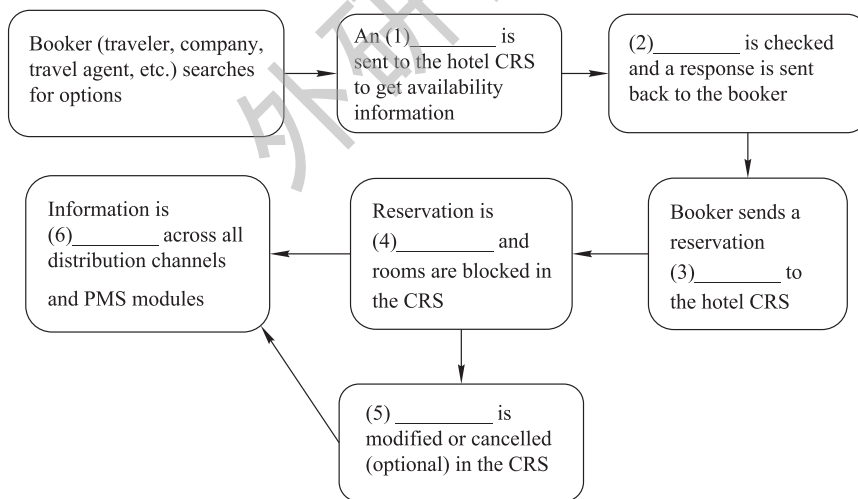
Task 2 Read the passage and tick off the hotel distribution channels mentioned in the passage.

- Global Distribution Systems (GDS)
- Online Travel Agents (OTAs)
- Travel agents
- Meta-search engines
- Social media pages
- Wholesalers
- Hotel website
- Phone or email reservations

Task 3 Read the passage again and fill in the reservation process chart with the correct forms of the words provided in the box.

availability reservation inquiry request confirm share

A TYPICAL HOTEL RESERVATION PROCESS



Task 4 Decide if the following statements are true (T) or false (F).






- 1. Nowadays, people no longer directly book rooms on hotel websites.
- 2. Central Reservation System (CRS) shares hotel availability, rates and inventory (ARI) data.
- 3. Once a room is reserved, the CRS sends an email notification to the booker to confirm the reservation.
- 4. Property Management System (PMS) shares modified reservation information across all distribution channels.



Listening

Task 1 Listen to five short dialogs and decide what each dialog is about and mark (✓) where appropriate.



	 Rate	 Telephone No.	 Swimming pool	 No. of people	 Date
Dialog 1					
Dialog 2					
Dialog 3					
Dialog 4					
Dialog 5					

Task 2 Joanna Eliot is a tour guide. She is calling to make a reservation for her tour group. Tick off the information mentioned in the conversation.



<input type="checkbox"/> name	<input type="checkbox"/> length of stay
<input type="checkbox"/> address	<input type="checkbox"/> method of payment
<input type="checkbox"/> number of people in the party	<input type="checkbox"/> telephone number
<input type="checkbox"/> type of room	<input type="checkbox"/> special requirement
<input type="checkbox"/> arrival time	<input type="checkbox"/> guarantee method

Task 3 Listen to the conversation in Task 2 again and fill in the blanks with the words or expressions provided in the box.



per room in the party under your name looking forward to
room rate check Twin-bed rooms available

Reservationist (R): Good morning. Room Reservations. How may I help you?

Guest (G): I am calling from the International Youth Travel Agency. I'd like to know if you have any rooms (1) _____ for the nights from December 2nd to 6th.

R: May I know how many people there will be (2) _____?

G: 28.

- R: What kind of rooms would you like?
 G: (3) _____ with bath.
 R: Just a moment, please. Let me (4) _____. ... Sorry to have kept you waiting, madam. I can book 14 TWBs for you for those days.
 G: How much is the (5) _____, then?
 R: Four hundred and eighty *yuan* per night (6) _____, with breakfast.
 G: That's good.
 R: May I book the rooms (7) _____?
 G: Yes. My name is Joanna Eliot. J-O-A-N-N-A, Joanna, and E-L-I-O-T, Eliot.
 R: Thank you, Ms. Eliot. May I have your phone number, please?
 G: 312-5541412.
 R: 312-5541412. That's 14 TWBs for Joanna Eliot at 480 *yuan* from December 2nd to 6th. Is that correct?
 G: That's correct.
 R: Thank you for calling. We're (8) _____ seeing you soon.

Task 4 A guest is calling the hotel to cancel a reservation. Listen to the conversation and fill in the blanks with the information you hear.



Guest name: _____
 Date of reservation: from _____ to _____
 Caller's name: Kelvin Joant
 Phone number: _____

Task 5 Listen to the conversation in Task 4 again and decide if the following statements are true (T) or false (F).



1. Jim Fischer calls to change his travel schedule.
 2. The reservation is under Kelvin Joant's name.
 3. The boss calls to cancel his reservation.
 4. The deposit will be refunded to Jim Fischer's account in seven days.

New Words

outdoor *adj.* 室外的, 户外的
 indoor *adj.* 室内的, 户内的
 current *adj.* 当前的
 tax *n.* 税
 adult *n.* 成人
 available *adj.* 可用的, 有空的
 per *prep.* 每, 每一
 cancel *v.* 取消
 refund *n.* 退款
 account *n.* 账户



Speaking

Task 1 Read and practice the conversation in pairs.



Reservationist (R): Good morning, New Century Hotel Reservations. How may I assist you?

Guest (G): I'd like to reserve a room for my boss.

R: For which dates?

G: For the nights from January 10th to 14th.

R: How many guests will there be in your party?

G: Just two.

R: Could you hold the line for a moment, please? I'll check if there is a room available for those days.

G: OK.

(The Reservationist checks the hotel's reservation system for the room availability.)

R: Thank you for waiting. We have double rooms and suites. Which do you prefer?

G: How much do you charge for a suite?

R: A junior suite is at 1,790 yuan per night, and an executive suite 2,690 yuan.

G: I'd like to take the one at 1,790 yuan.

R: Certainly, madam. May I have the name and the telephone number of the guest, please?

G: Peter Anderson. 310-468-5621.

R: Peter Anderson, 310-468-5621. Very well, madam. Could I know if you have any special requests, please?

G: Oh, if possible, I'd like to have a quiet room.

R: All right, madam. We can arrange a quiet room for you. So that's a quiet junior suite for Mr. Peter Anderson for the nights from January 10th to 14th. Is that correct?

G: Correct.

R: Thank you, madam. We'll send you an email to confirm the booking. May I have your email address?

G: Certainly. My email is susanroberts@123.com.

R: Susanroberts@123.com. Thanks for calling, madam. We are looking forward to seeing Mr. Anderson. Goodbye.

G: Goodbye.

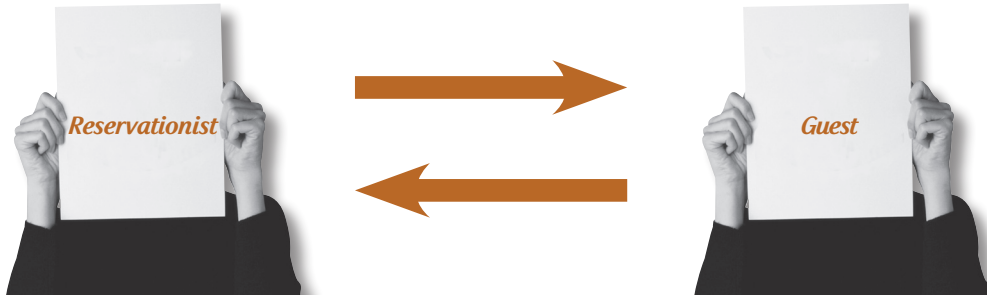
Task 2 Discuss the procedure of reservation with your partner with the help of the conversation in Task 1 and put the following steps in the correct order.



- A. Confirming the reservation details with the guest;
- B. Asking for the dates, number of the party and room type;
- C. Asking for the guest's name and contact information;
- D. Asking for any special requests;
- E. Checking room availability;
- F. Saying goodbye;
- G. Greeting the guest.

Correct order: _____

Task 3 Michael Ford calls the Reservation Department. He wants to reserve a double room. Make up a conversation similar to the one in Task 1 with the expressions given in the box, and then act it out in pairs.




<p>Room Reservations. How may I help you? For which dates? How many guests will there be in the party? What kind of room would you like? Wait a moment, please. Let me check. Sorry to have kept you waiting. Could I know if you have any special requests?</p>	<p>I'd like to reserve... For the nights from... to... What's the room rate? If possible, I'd like to have a room with a garden/city view.</p>
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Task 4 Mr. Smith comes to the hotel to revise his reservation. Please role-play the situation with the help of the useful expressions provided below.



	Last Reservation	Revised Reservation
Room Type	twin room	family suite
Length of Stay	two nights from February 15th to 16th	four nights from February 15th to 18th
Room Rate	RMB 680 <i>yuan</i>	RMB 1,480 <i>yuan</i>

 **Guest**

My name is... I made a reservation...
 Now I'd like to modify it.
 I'd like to change... into... and extend my stay for two more nights till...

Reservationist 

How would you like to change it?
 So that's a family suite for... nights from... to...
 Could you pay 4,560 *yuan* more to guarantee your revised reservation?



Writing

Task 1 The following is a written record of a guest's reservation call. Read this record.

Reservationist (R): Good afternoon. Room Reservations. May I help you?

Guest (G): Yes. Do you have a superior king room available from September 21st to 26th?

R: May I know how many people there will be, please?

G: Just me.

R: Wait a moment, please. I will check the computer for room availability... Sorry to have kept you waiting. Since it's the peak season now, all the superior king rooms are booked up on September 21st. Would you mind having a deluxe king instead? And from September 22nd on, we do have a superior king room available for you.

G: What's the rate, please?

R: For deluxe king room, the current rate is 1,090 *yuan* per night including breakfast, and for superior king room, it's 890 *yuan*.

G: Okay. I'll take them.

R: Very good. Could you tell me your name and telephone number, please?

G: Yes, it is Douglas Keeler. (212) 734-1550.

R: Thank you, Mr. Keeler.

G: By the way, I'd like a room on a high floor if that is possible.

R: High floor is preferred, okay.

G: Can I pay when I arrive?

R: Yes. We can keep the room for you until 6:00 pm on September 21st. If you want to hold the room, we require a 5,540 *yuan* credit card deposit. You can cancel up to five days in advance and we'll refund your deposit.

G: All right. I'll give you my credit card number. It's a Master Card, the number is 5509-0963-1589-8325, and the expiry date is November, 2030.

R: We also have airport pick-up service if you let us have your flight number and arrival time.

G: Oh, that's great, but I don't need that.

R: OK. We'll send you an email to confirm your booking.

G: Just fax me for it. The fax number is (212) 734-1551.

R: (212) 734-1551. I get it. We look forward to your coming.

Task 2 The following is a hotel reservation form. Please fill in the form with the information given in the written record in Task 1.

Hotel Reservation Form



Last Name		First Name	
No. of Adults		No. of Children	
Company		Passport No.	
Address			
City		Country	
Telephone		Fax	
Special Request	() non-smoking () quiet others _____		
Room Type	Room Rate	Arrival Date	Departure Date
Superior King Room	¥890		
Superior Twin Room	¥890		
Deluxe King Room	¥1,090		
Deluxe Twin Room	¥1,190		
Executive King Room	¥1,980		
Junior Suite	¥2,080		
Deluxe Suite	¥2,480		
Executive Suite	¥2,950		
—Rates are inclusive of 15% service charge and one daily breakfast —¥298 per person for additional breakfast —Check-in time: 14:00 on day of arrival —Check-out time: 12:00 noon			
Transportation Service			
<input type="checkbox"/> Passat from Beijing Airport at RMB 500 <i>yuan</i> per way per car <input type="checkbox"/> Do not require			
Arrival Flight No.		Arrival Time	
Departure Flight No.		Departure Time	
Transportation Service arrangements must be on a guaranteed basis and a 100% charge will be levied on No Shows.			
Guarantee Method (Please fill in details)			
<input type="checkbox"/> Master Card <input type="checkbox"/> American Express <input type="checkbox"/> Visa <input type="checkbox"/> Diners Club <input type="checkbox"/> JCB			
Credit Card No.		Expiry Date	
Name as in Credit Card (For Hotel Use Only): _____			
Confirmation Number: _____			
Signature/Date: _____			



Project

Project Guidelines

This project aims to go through the process of room reservation. The whole task is divided into three steps. Step One focuses on a research of a local five-star hotel's room information. Step Two is a presentation about the hotel's room information. Step Three calls for a complete role-play of room reservation process.

Please follow the Task Description to complete the project.

Task Description

1 Step One

- Organize small groups of 3 or 4 students in your class.
- Look up information on a local five-star hotel, including its hotel introduction, number of rooms, room types and features, etc. in different ways.
- Focus on its room types, room rates, reservation methods, guaranteed reservation deposit, discount policy, etc.

2 Step Two

- Work in the same group.
- Prepare a presentation to introduce to the class the hotel's room information. The room information should include what you have collected in Step One, especially the room types, room rates, reservation methods, guaranteed reservation deposit, discount policy, etc.
- Choose one student in each group to give a presentation; use multimedia aid if possible.

3 Step Three

- Work still in the same group.
- Prepare a role-play of the whole procedure of room reservation.
- Use the information you obtained in Step One and presented in Step Two.
- Follow the correct steps of reservation procedure you have learned in this unit.



Wisdom of China

中国式现代化中的酒店业 (hospitality industry)

随着现代化进程的推进，中国酒店业从建国初期的萌芽起步阶段，经历了高速发展阶段、回落阶段和恢复上升阶段，现已迈入整合转型阶段。中国拥有体量巨大的住宿需求市场和劳动力市场，孕育了体量巨大的酒店产业。酒店业在中国的现代化建设中发挥着重要的作用。一方面，酒店业可以拉动城市居民和旅游消费，为本地居民和外来人员创造就业岗位和创业机会；另一方面，酒店业也为中国的乡村振兴助力。大量精品民宿 (boutique homestay)、民宿集群 (homestay clusters)、露营地 (campsites)、目的地酒店 (destination hotels) 等的建设和运营，都在助力我国的乡村建设和乡村人民共同富裕。



Self-evaluation

Rate your progress in this unit.	D	M	P	F*
I know the different types of room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know what the Central Reservation System (CRS) is.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can introduce the different ways to make a reservation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know what information is stored in the CRS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can ask for and take down the necessary guest details.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can make group reservations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I understand how to use the FIT reservation service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can use the reservation cancellation service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can use the reservation revision service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can recount the reservation procedures used by a receptionist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can complete a hotel Reservation Form.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I know how to look for and investigate hotel information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can do a presentation on hotel rooms and reservation procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can role-play the procedures used when making a room reservation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Note: Distinction, Merit, Pass, Fail



New Words and Expressions

Reading

New Words

reservation /ˌrɛzəˈveɪʃən/ *n.* 预订

distribution /ˌdɪstrəˈbjuːʃən/ *n.* 分销

channel /ˈtʃænl/ *n.* 渠道

wholesaler /ˈhɒlˌselə/ *n.* 批发商

optimize /ˈɒptəˌmaɪz/ *v.* 优化

contain /kənˈteɪn/ *v.* 包含

availability /əˌveɪləˈbɪləti/ *n.* 可得性

rate /reɪt/ *n.* 价格

inventory /ˈɪnvənˌtɔːri/ *n.* 库存

inquiry /ɪnˈkwaɪəri/ *n.* 询问

platform /ˈplætˌfɔːm/ *n.* 平台

accommodation /əˌkɒməˈdeɪʃən/ *n.* 住宿, 膳宿

integrate /ˈɪntəˌɡreɪt/ *v.* 整合

verify /ˈvɛrɪˌfaɪ/ *v.* 核实, 查证

request /rɪˈkweɪst/ *n.* & *v.* 请求

indicate /ˈɪndəˌkeɪt/ *v.* 指示, 指出

essential /ɪˈsɛnʃəl/ *adj.* 重要的, 基本的

departure /dɪˈpɑːtʃə/ *n.* 离开

contact /ˈkɒntækt/ *n.* & *v.* 联系

block /blɒk/ *v.* 阻塞, 封锁

notification /ˌnɒtəfəˈkeɪʃən/ *n.* 通知

generate /ˈdʒɛnəˌreɪt/ *v.* 生成

confirm /kənˈfɜːm/ *v.* 确认

module /ˈmɒdʒʊl/ *n.* 模块, 组件

housekeeping /ˈhaʊsˌkiːpɪŋ/ *n.* 客房部

adjust /əˈdʒʌst/ *v.* 调整

cancel /ˈkænsəl/ *v.* 取消

Phrases and Expressions

a multitude of 众多的

Global Distribution System (GDS) 全球分销系统

Online Travel Agency (OTA) 在线旅行社

search engine 搜索引擎

Property Management System (PMS) 物业管理系统

front desk 前台



Vocabulary and Structure

Task 1 Match the words in the box with their definitions.

rate cancel deposit refund revise

- _____ ● a charge or payment that is set according to a standard scale
- _____ ● to end an agreement or arrangement that you have with someone
- _____ ● money that you pay when you rent something, which will be given back if nothing is damaged
- _____ ● an amount of money that is given back to you
- _____ ● to change something because of new information or ideas

Task 2 Write the Chinese versions of the following expressions.

- double room _____
- TWB _____
- triple room _____
- junior suite _____
- executive suite _____
- presidential suite _____
- deluxe suite _____
- double-size bed _____
- queen-size bed _____
- king-size bed _____

Task 3 Fill in each blank with the appropriate form of the word given in brackets.

- Let me have a check... Sorry to _____ (keep) you waiting. We do have a room available.
- May I know your _____ (arrive) date?
- There's a convention held in our hotel. I'm afraid we have no other _____ (vacancy).
- There are still some single rooms _____ (availability).
- You need to pay 900 *yuan* more to guarantee your _____ (revise) reservation.

Task 4 Complete the sentences with the words in the box.

of under by for to

1. How much do you charge _____ a double room?
2. The reservationist should be aware _____ different ways of guaranteed reservation.
3. We'll send you a confirmation notice _____ email as soon as possible.
4. We look forward _____ seeing you soon.
5. May I book the room _____ your name?

Task 5 Choose the best Chinese translation for each sentence.

1. By the way, could you arrange these ten rooms on the same floor if that is possible?
 - A. 另外,你能把这10间房安排在同一层楼上,如果可能的话?
 - B. 另外,如果可能的话,你能安排同一楼层的10间房间吗?
 - C. 顺便问一下,同一层楼可以安排10间房吗?
 - D. 顺便问一下,如果可能的话,您能把这10间房安排在同一楼层吗?
2. At what time do you expect to arrive?
 - A. 在几点钟您期待会到达?
 - B. 您期待几点钟会到达?
 - C. 您预计几点钟会到?
 - D. 您希望我们几点钟到?
3. For group reservation, there's a 10% discount in peak season, and 20% in off-season.
 - A. 对于团体预订,在高峰时刻打九折,其他时间打八折。
 - B. 对于团体预订,旺季九折,此外二折。
 - C. 对于团体预订,旺季九折,淡季八折。
 - D. 团体预订旺季一折,淡季二折。
4. Would you like a room on the street or on the court?
 - A. 您想要一个街上的房间还是庭院上的房间?
 - B. 您想要一个临街的房间还是临近庭院的房间?
 - C. 您想要一个临街的还是庭院的房间?
 - D. 您想要一个房间,临街的还是临近球场的?



Useful Expressions

1. Making Reservations

- (1) For which dates?
您要订哪几天的房间?
- (2) May I know your arrival date and departure date?
请问您的到店日期和离店日期?
- (3) How many nights are you going to stay?
您打算住几个晚上?
- (4) What kind of room would you like?
您想预订哪种房间?
- (5) How many guests will there be in your party?
您一行共有多少人?
- (6) Could you hold the line, please? I'll check our room availability.
请别挂断好吗? 我来查一下是否有空房间。
- (7) May I know your name/telephone number/email address?
能告诉我您的姓名/电话/电子邮件地址吗?
- (8) Could I know if you have any special requests, please?
请问您还有没有什么特殊要求?
- (9) Would you like to make a guaranteed reservation by credit card?
您愿意用信用卡来担保预订吗?
- (10) How will you be settling the account?
您打算用何种方式付款?
- (11) For group reservation, there's a 10 percent discount.
团队预订可以打九折。
- (12) We will send you an email to confirm the reservation.
我们会给您发一封邮件确认这次预订。
- (13) We are looking forward to seeing you.
我们期待您的光临。

2. No Vacancy or Booked Up

- (1) It is the peak season.
现在是旺季。
- (2) I am sorry. We don't have any vacancies.
对不起, 我们没有空房了。
- (3) I'm sorry, but we are fully booked today.
很抱歉, 我们酒店今天已经订满了。
- (4) I'm afraid we have no twin rooms available. Would you mind two king rooms instead?
恐怕我们现在没有空余的双床房了, 您介意改订两个大床房吗?
- (5) Is it possible for you to change your reservation date?
您可不可以改变预订日期呢?

- (6) Could you call us again later this week? We may have some cancellations.
您这周迟一些时候再打电话过来好吗? 可能会有人取消预订。
- (7) We hope we'll have another opportunity to serve you.
我们期待下次能为您效劳。

3. Revision and Cancellation

- (1) How would you like to change/revise/modify your reservation?
您打算如何修改您的预订?
- (2) We'll extend the reservation for you.
我们会为您延长预订的。
- (3) Certainly, sir. We'll make the change/cancellation for you.
当然可以, 先生。我们会为您更改/取消预订。
- (4) Could you pay 2,000 *yuan* more to guarantee your revised reservation?
您能再交2,000元担保您更改的预订吗?

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