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Unit 1

Reservationists

perform [pə'fɔ:m]	v. 履行, 执行	The surgeon has performed the operation. 外科医生已经做完了手术。
bilingual [baɪ'lɪŋgwəl]	adj. 能说两种语言的	He is bilingual in French and Spanish. 他懂法语和西班牙语两种语言。
accommodation [ə'kɒmə'deɪʃən]	n. 住宿	The living accommodation was circular huts with walls made of dried mud. 住处是圆形茅屋, 墙是用干泥砌的。
authorization [ɔθəraɪ'zeɪʃən]	n. 认可; 核准; 授权	May I see your authorization for this? 我可以看看你做这件事的授权书吗?
guarantee [gə'ren'ti]	v. 保证	We guarantee prompt delivery of goods. 我们保证准时交货。
confirmation [kɒnfə'meɪʃən]	n. 认可, 确认	Your news was really confirmation for my beliefs. 你带来的消息证实了我的信念。
procedure [prə'si:dʒə]	n. 程序; 手续	There is a set procedure for making formal complaints. 正式提出投诉是有一套规定程序的。

PART A SEEING

Drill 1 Technical Terms

Direction: In this part, you will see some terms with definition on the screen. Read these terms carefully and then write down the definition for each term in the space provided.

1. *Reservation department*

2. *Desk clerk*

3. *Payment*

4. *Extension of stay*

5. *Modifications*

Drill 2

Direction: In this part, you will see a passage on the screen. Read it carefully and write down the main idea of each paragraph in the space provided.

Types of Reservations

1. _____
2. _____
3. _____
4. _____

Drill 3

Direction: In this part, you will see a passage on the screen. Read it carefully and choose the best answer for the questions given.

The Reservation Department

1. Whatever the methods of processing reservation, their ultimate purpose is _____.
A. to define reservation B. to cater to guests
C. to raise occupancy rate D. None of the above
2. A registered guest, who is leaving for another city next day, should reserve the room for the night there through _____.
A. toll free lines B. mail-postcard request
C. telex D. property-to-property reservation
3. A client in the region can arrange for hotel accommodation by means of _____.
A. intersell agencies B. calling hotel representatives
C. direct telephone D. toll free telephone
4. An overseas guest usually reserve a room by using _____.
A. telex B. direct call
C. property-to-property reservations D. toll free call

PART B LISTENING

Drill 1

Direction: In this part, you will hear a passage. It will be read twice. Listen carefully and fill in the brackets with what you hear.

Appearance Guidelines

A hotel reservations agent is an _____ integral part of hotel operations. Guests receive their first impression of the _____ at the time of reservation. Therefore, reservations agents must be courteous, knowledgeable and informative.

Uniforms are _____ at upscale establishments (高档酒店) and most other properties. Outfits may be supplied and cleaned by the hotel itself, or agents may be required to purchase and tend to their own uniforms. In addition to asking employees to _____, most properties enforce strict appearance requirements. Visible tattoos, extreme hairstyles and excessive jewelry are usually prohibited unless they are part of a hotel's _____. These rules ensure that agents appear friendly and approachable to even the most conservative of guests.

Drill 2

Direction: In this part, you will hear a passage. It will be read twice. Listen carefully and fill in the blanks with the information you hear.

Reservations Manager

1. The recruiting hotel is located in _____.
2. The hotel is recruiting a _____.
3. The candidate should be confident to interact with _____.

- The ideal candidate should be _____ to deal with people at all levels.
- Only those who live within _____ to Central London.

Drill 3

Direction: In this part, you will hear a dialogue. It will be read twice. Listen carefully and write down your answers in the space provided.

Dealing with a Reservation Mix-up

(A clerk [A] is now receiving a lady [B] at the reservation desk. 一位预订部员工正在预订处接待一位女士。)

1. What kind of room did the lady book?

2. How long will they stay?

3. Where did the lady make the reservation?

4. Why can't the lady have a room in the hotel?

5. Where will the lady and her daughter stay?

PART C ORAL PRACTICES

Drill 1

Direction: The following is a hotel ad. Work in pairs and sum up the qualifications required.

Hotel Reservation Agents

JOB REQUIREMENTS:

- Basic experience with Microsoft Office;

- Excellent communication skills;
- Previous customer service, call center or hotel experience;
- Bilingual in English/Spanish a plus;
- Experience with software related to the travel industry, such as Sabre, Worldspan, Apollo systems, etc.

BENEFITS:

We offer unprecedented benefits to our employees. In addition to a fantastic salary base and compensation plan for all of our positions, we offer:

- Excellent career path;
- Healthcare plan;
- Long-term and short-term disability;
- Life insurance;

Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

Drill 2

Direction: Work in pairs, read the cover letter and list out the requirements for the opening.

Hiring Manager
 Cityscape Hotel
 10 Napoleon Blvd.
 Any Town, USA 99999
 Dear Mr. Archer:

I am an experienced hotel employee of five years with the Motel 9 chain. Therefore, I'm writing this cover letter to apply for the opening at your hotel for a seasoned and trained hotel reservationists, which I saw on JobBankUSA.com.

I especially enjoy working with people, meeting their needs while a guest in the hotel, entering guest-related data into the computer, answering questions, and being a model of excellent customer service.

Are you available to meet in person to discuss what I can bring to this job

and so I can hear of your expectations of the hotel reservationists you hire? If so, please phone me at 777-777-7777 so we can arrange a date and time that suit your schedule.

Sincerely,

Walter Hastings

Enc: resume and cover letter

Drill 3

Direction: Please make up a dialogue according to the situation provided.

Situation:

Miss Li, a clerk, is now receiving Mr. Smith, a British visitor, at the reservation desk of the International Hotel. Mr. Smith tells Miss Li his secretary booked a double room for three days for him two weeks ago at home, but Miss Li has found that they have no record of his reservation by checking. Obviously there is a reservation mix-up. How can she deal with the problem properly?

Drill 4

Direction: Please read the passage and list out the qualifications you have.

Hotel Reservations Agents

Working Conditions and Scheduling

Most hotel reservations agents perform their work in lobbies, which are usually clean, temperature-controlled, well-lit, safe and comfortable. Of course, there are exceptions. Agents employed by hotel—casinos may be exposed to smoke-filled environments. Larger organizations may station reservation agents in call centers and have them work inside small cubicles(狭小的空间)and work stations.

Hotel reservations agents work in a call-center environment. The job may be located inside of the hotel or at a designated call center. The job requires sitting for extended periods of time.

Selling Hotel Rooms

1. Train on site.

There are accrediting schools that offer hotel sales training such as the University of Phoenix, but training on site will offer a better understanding of the hotel. This will give you complete knowledge about the hotel and their reservation system. On site training will provide you with all the hotel information, including the room rates, packages and room descriptions.

2. Provide excellent customer service for each guest who calls.

Give each guest respect and courtesy and speak in a professional manner. Smile when you are talking to guests, whether in person or on the phone, as this will help to build a relationship, which could lead to sales.

3. Quickly identify the guest's needs and desires for her reservation.

Listen closely to what the guest tells you and match her needs to a hotel room. For example, she may request a ground floor room or one with a refrigerator, or a room with an ocean view. However, if that room is not available offer, a compromise based on the information that you have received from the guest.

4. Offer the guest alternatives to lower his room rate if he seems hesitant.

Ask the guest questions about any type of memberships he may have that can lower the rate, such as AAA. However, if a lower rate is not available, offer room packages that the hotel may have.

5. Give the guest that information if the hotel offers any complementary services such as free breakfast or evening hors d'oeuvre(〔法语〕开胃菜).

Duties

The primary duty of a reservations agent is to rent hotel rooms to prospective guests. The agent must overcome any objections the guest has. Hotel managers provide guidelines, so the agent will know exactly what to say if the guest resists the sale. This may come in the form of a script that must be loosely followed.

Protocol

Secret shoppers will occasionally call to make reservations, and rate the hotel. The agent must follow protocol to ensure that the hotel receives a high rating. For instance, the reservations agent must use the guest's name three times, quote the rates correctly and state the hotel's cancellation policy.

资料来源:<http://www.istockphoto.com/stock-video-7087864-hd-hotel-reception.php>