

HOTEL RESERVATIONS

LET'S BOOK A ROOM NOW !



PRESENTATION OF THE PROFESSIONAL SITUATION



M.J.MAILLIS
3, rue du Compas
95310 SAINT OUEN L'AUMONE

M.J.MAILLIS France is one of first companies in the sector of the hospitality and catering in France. It is a member of M.J. MAILLIS GROUP, one of the world leaders of hospitality and catering sector present in more than 52 countries.

Mr Maillis is the manager of the company and you work as administrative assistant under its responsibility.

You work at M.J.MAILLIS, 3, rue du Compas in Saint Ouen L'Aumône, telephone number 01 34 40 70 80, Email: student@mjmaillis.com

Your manager, Mr Maillis, has important meetings with Irish clients in June 2017. He would like you to **book a room** for him, with a private bathroom, at:




Ripley Court Hotel
Address: 37 Talbot Street, Dublin (Ireland)
Phone: +353 1 836 5892
Email: reservations@ripleycourt.com
Web: www.ripleycourt.com

You need to book a **single room** for 2 nights from June 10th to June 12th, 2017.




Mr Maillis would like you to specifically ask for a room with a **garden view**.

You will have to find out the price of the room including breakfast.

Mr Maillis wants to know whether the **following facilities** are provided in this hotel:

-  **Continental breakfast served in the room**
-  **Private car park**

He also wants to have information about the hotel policies concerning:

-  **Check-in and check-out times**
-  **Cancellation**
-  **Credit cards accepted for payment**

a) Your tasks:

- You have to get ready to make your call to the hotel and ask the receptionist for all these information and book the room for your manager.
- We will first work on the plan of the phone call together in the classroom
- You will then work in pairs and write the dialogue between the secretary and the receptionist on your computer by using a word processor.
- When your role-play is finished, you will play the role orally by pairs in front of the class.
- At the end, as the receptionist asks you to confirm your booking by mail, you will have to write an Email to her, to confirm the reservation for your manager.

b) Useful vocabulary:

SITUATION:

To book a room : réserver une chambre
A single room : une chambre simple
check in : enregistrement à l'arrivée
check out : régler sa note au départ
following: suivant
to cancel: annuler
hotel policy: règlement de l'hôtel

to enquire : demander
A double room: une chambre double
Garden view: vue sur jardin
To find out : découvrir/ renseigner
Cancellation : annulation
Hotel facilities: installations/services

ROLE PLAY :

Availability: disponibilité
Available: disponible
How much is?: combien coûte..?
To serve: servi
Do you have ...? : avez vous ..?
Could I: pourrais-je...

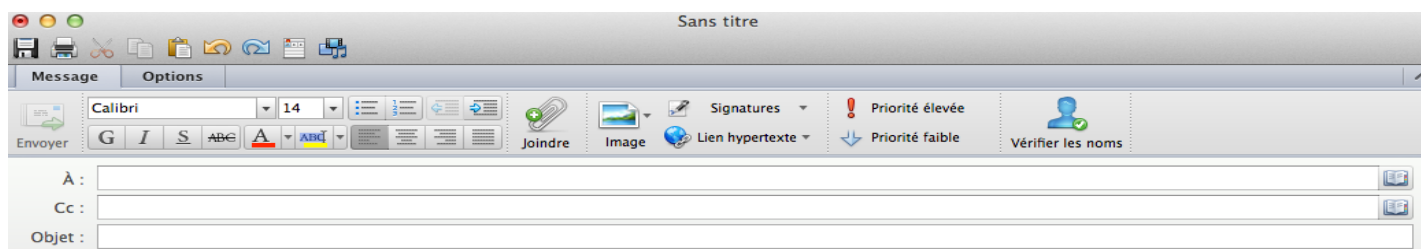
written confirmation : confirmation écrite
have a nice day: bonne journée
From...to... : du.... Au
To quote references : citer/rappeler des références
I would like...?: j'aimerais ...

To help you to write your role-play, you can use the following plan:

THE SECRETARY CALLS THE HOTEL RECEPTION	
Je me présente (nom, prénom, entreprise, fonction) :	I introduce myself (name, first name, company, position):
J'indique l'objet de mon appel :	I give the reason of my call :
<p><u>Réservation d'une chambre d'hôtel:</u></p> <ul style="list-style-type: none"> • Type de chambre: • Demande spécifique : • Date : <p><u>Demander le prix, petit déjeuner inclus :</u></p> <p><u>Se renseigner sur les équipements et services de l'hôtel:</u></p> <ul style="list-style-type: none"> • Parking: • Petit déjeuner servi dans la chambre: 	<p><u>Booking of a room :</u></p> <ul style="list-style-type: none"> • type of the room : • specific request : • date : <p><u>I ask for the price of the room including breakfast :</u></p> <p><u>I ask about the following facilities :</u></p>

<p><u>Se renseigner sur le règlement de l'hôtel:</u></p> <p>1.</p> <p>2.</p>	<p><u>I ask about hotel policies concerning :</u></p> <p>1.</p> <p>2.</p>
<p>3.</p> <p>J'indique les coordonnées de l'entreprise et le nom de mon directeur :</p>	<p>3.</p> <p>I give the details of the company and my manager 's name :</p>
<p>Je demande et note les références de la réservation:</p> <p>Numéro de la réservation :</p>	<p>I ask and write down the reference of the reservation :</p> <p>Reservation number :</p>
<p>Je confirme que je vais envoyer une confirmation écrite de la réservation :</p> <p>Je prends note de l'adresse mail :</p>	<p>I confirm that I will send a written confirmation</p> <p>I write down the Email address</p>
<p>Je prends congé :</p>	

- c) Now that you have made the reservation by phone, you need to send a confirmation by Email to the Ripley Court Hotel in Dublin. The Email is: reservations@ripleycourt.com



d) Lesson summary

Main details needed by a hotel receptionist when making a booking

- ✚ Dates of stay: day of arrival, day of departure
- ✚ Details of the person for whom the reservation is made
- ✚ The type of room: single, double, twin room...
- ✚ Room description: with a private bathroom, cable television, Wi-Fi..

General information about the hotel

- ✚ Availability
- ✚ Main **facilities** provided (single room/ double room/ twin room, suite)

General: bar, restaurant, 24- hour front desk, newspapers, spa, swimming pool,

Services: room service, meeting/conference/ banquet, dry-cleaning, continental or English breakfast in the room, currency exchange, connection to Internet, private car park...

- ✚ Hotel **policy:** check in check out time cancellation, accepted credit cards