

## THIRD CLASS ACTIVITIES

March 1 - 12:30 – 13:30

**Topic: BOOKING A ROOM and MODIFYNG A ROOM**



**Target Vocabulary/Phrases:**

- Charge
- Available
- Reservation number
- Flexible Rate

**Target Expression:**

- ✓ How can I help you?
- ✓ Can I help you with anything else?
- ✓ I would like to....
- ✓ I prefer....
- ✓ Let me look into...
- ✓ Under someone's name..

**Practice 1:**

**BOOKING A ROOM CONVERSATION:**

<b>Receptionist:</b>	Good morning. Grand Hotel reservations. This is Sakura speaking. How can I help you?
<b>Guest:</b>	I would like to book a room for two nights.
<b>Receptionist:</b>	For which date are you making the reservation? For how many people?
<b>Guest:</b>	For tomorrow and for two people please.
<b>Receptionist:</b>	We have several kinds of room available that can fit two people. Would you like to book a standard twin room, double room or a premium room?
<b>Guest:</b>	Can you please tell me the difference?
<b>Receptionist:</b>	Standard twin has two single beds and costs 6,500 yen per night. A double room has a double sized bed and costs 8,500 yen per night. A premium room can have a double bed or a twin bed but is more spacious and costs 11,000 yen per night. All rooms come with a buffet breakfast.
<b>Guest:</b>	I would like to book a standard twin please.
<b>Receptionist:</b>	Can I get your name please?
<b>Guest:</b>	Robert Jones.
<b>Receptionist:</b>	Mr. Jones, we would need a deposit to reserve the room. Can you please give me your credit card number and its expiration date as well as your mobile number?
<b>Guest:</b>	Sure. It's 4536 7658 0098 8767 and its expiration date is on March 2025 and my mobile number 090-1234-5678
<b>Receptionist:</b>	I would like to confirm your booking of a standard twin for tomorrow (mention date). Check-in time is at 2 p.m. and check-out time is at 12:00 noon. Thank you for booking with us here in Grand Hotel. Looking forward to seeing you Mr. Jones!

**Practice 2:**  
**MODIFYING A ROOM CONVERSATION**

<b>Receptionist:</b>	Hello. Good afternoon. Welcome to the Grand Hotel. How can I help you?
<b>Guest:</b>	My name is Monica Bing. I made a booking online, however, I made a mistake and I booked the wrong date. Can I still change it?
<b>Receptionist:</b>	Let me look into your reservation first. Do you have the reservation number?
<b>Guest:</b>	Yes. It's 354282000.
<b>Receptionist:</b>	Based on your booking, you made a reservation for January 15, 2021. Is it correct? Since you booked a flexible rate, there will be no charges for the change in date.
<b>Guest:</b>	Yes. That's right. I would like to move it to January 16, 2021.
<b>Receptionist:</b>	I have already moved your reservation to January 16, 2021. Can I help you with anything else?
<b>Guest:</b>	Nothing else. Thank you.
<b>Receptionist:</b>	Thank you for calling us. I hope you will enjoy your stay here.