

Module 3

Routines at the reception

A Checking details and registering

1

Hotel receptionists often interview applicants for jobs at the reception desk when the hotel manager is not available. Furthermore it is a part of their job to welcome guests, to look after them during their stay and to say goodbye to them when they leave. If there is not much to do at the reception, receptionists usually help out in the kitchen or clear the tables of guests in the restaurant. One of their main tasks is to help the guests to check in and to check out. They also have to answer enquiries on the phone, make reservations and take orders from guests who want to eat in the restaurant. A receptionist always has to be polite and helpful towards the guests because the reception is the guests' first and last point of contact with the hotel.

2

a. Nachname, b. Vorname, c. Adresse, d. Staatsangehörigkeit, e. Reisepassnummer, f. Telefonnummer, g. Anzahl der Gäste, h. Art des Zimmers, i. Zimmernummer, j. Ankunft(-sdatum), k. Abreise(-datum), l. Kreditkartename, m. Kreditkartennummer, n. Gültig bis

3

1. Family name: Santos
2. First name: Pablo
3. Address: 112 Landon Road, Cardiff, WL14 6PD
4. Nationality: British
5. Passport number: 2444412699
6. Phone number: 0044-29-4873840, extension -216; mobile phone: 07518-582951
7. Number of guests: 1
8. Room type: single
9. Room number: 314
10. Arrival date: 21 March
11. Departure date: 24 March
12. Type of credit card: Visa card
13. Credit card number: 2111992929
14. Valid until: December 2015

B Handling complaints

1

1. False. Mr Huan stays in room 423.
2. False. The guest could not turn off the heating in his room the night before.
3. False. The receptionist will immediately send someone from the maintenance team to see to the problem with the heating.
4. False. Mr Huan informed the receptionist that someone had spilled orange juice on the carpet of his room before he moved in.
5. True.

2

Individuelle Lösungen.

3

1. would like to, 2. mustn't, 3. needn't, 4. must, 5. should, 6. May

C Checking out

1

1. instalments, 2. credit card, 3. cash, 4. bank transfer, 5. traveller's cheque

2

1. Advantages: quick and easy to use; can get interest free credit for a limited period of time; you are flexible; you do not have to carry around a lot of cash; many cards offer additional benefits (for example, insurance cover on purchases); most credit cards can be used abroad

2. Disadvantages: people may spend more money than they actually have; credit card details can be stolen und misused; there can be high charges on credit card payments

3

1. c., 2. e., 3. f., 4. a., 5. b., 6. d., 7. h., 8. g.

4

Receptionist: Good morning, Mrs Brezger. What can I do for you?

Hotel guest: Good morning. I'd like to check out, please. Here's my room card.

Receptionist: Thank you very much. I'll print out your bill straight away. Just a moment, please. (...) Did you enjoy your stay with us?

Hotel guest: Unfortunately I was not always satisfied during my stay. First of all there wasn't any soap in my room. Secondly the hotel guests in the room next to me were terribly loud during the last two nights. I couldn't sleep at all. And finally, I must say that I did not enjoy the food in the restaurant. One evening two of the dishes I wanted to eat were no longer available and the other evening the soup was cold and the main dish too salty.

Receptionist: I'm very sorry to hear that, Mrs Brezger. Please accept our sincere apologies. As compensation I'd like to offer you a voucher for a weekend stay at our hotel.

Hotel guest: That's really kind of you. Thank you very much.

Receptionist: You're welcome, Mrs Brezger. Here's your bill. How would you like to pay?

Hotel guest: I'd like to pay in cash, please. Here you are.

Receptionist: Thank you, Mrs Brezger. Here's your receipt and your change. Have a good journey home. We're looking forward to welcoming you again at our hotel soon.

Hotel guest: Thank you very much. Bye.

Receptionist: Goodbye.