

LESSON 1 – Taking a reservation over the phone

Refer to dialogue: A. Dialogue 1 - Taking a reservation over the phone

STUDY NOTES

Characters

Leo: Receptionist
Mona White: Guest
Jack Webber: Guest

The story

Mona White calls Plaza Hotel to make a reservation for her father, Jack Webber, and herself. She would like to book two single rooms for three nights.

Language point – introducing yourself over the phone

There are a number of ways you can introduce yourself over the phone. Below are three examples. They are equally acceptable.

a) Say the name of the business first, use a polite greeting to express the time of day and then your name.

For example: **Plaza Hotel, good morning. Leo speaking.**

b) Say the time of day first, the name of the business and then your name.

For example: **Good morning, Plaza Hotel. Leo speaking.**

c) Say the time of day first, the name of the business and then your name. Finally, ask the caller how you can help them.

For example: **Good morning. Plaza Hotel. Leo speaking. How can I help you?**

Idioms and expressions

When Mona enquires about booking two rooms for three nights, Leo says “Just a minute please”. This is a polite way of asking someone to wait on the phone. Here are some other ways to do this. Read the questions out loud to practise polite ways of asking people to wait.

A: **Would you mind holding please?**

B: OK.

A: **May I put you on hold while I find out for you?**

B: That's fine.

A: **Would you mind holding while I check that for you?**

B: Sure.

EXERCISES

1. Key vocabulary

Look up the meaning and pronunciation of these words in your dictionary.

reservation	certainly	leave
book	per night	available
cost	arrive	require
single	just	sure

2. Language point

Complete the following sentences. Use the models on the previous page to introduce yourself on the phone. After you have checked your answers, read each sentence out loud.

- Good morning, _____ speaking.
- _____ Hotel. _____ speaking. How _____?
- _____ Hotel, _____ evening. _____ speaking.

3. Jumbled sentences – asking someone to wait on the phone

Rewrite the sentences with the words in the correct order. After you have checked your answers, read each sentence out loud.

- please a just minute

- mind you would please holding?

- I while you on hold put may I find you out for?

- you put I can hold on?

4. The chant

Practise saying this chant out loud.

Would you like two nights
or would you like three?
Certainly
Certainly
Just a minute please.

2. Answers: 1) Good morning, Plaza Hotel. Leo speaking. 2) Good morning, Plaza Hotel. Leo speaking. How can I help you?
3. Answers: 1) Just a minute please. 2) Would you mind holding please? 3) May I put you on hold while I find out for you? 4) Can I put you on hold?

Lesson 2 – Taking a reservation over the phone (continued)

STUDY NOTES

Language points

1. Double and triple numbers

In spelling and numbers, when a letter or number is repeated, we use the word “double”. When it appears three times, we use the word “triple”.

Read the following numbers out loud.

8869	Double eight six nine
0003	Triple zero three
5526	Double five two six
2227	Triple two seven
3301	Double three zero one

2. Asking for clarification

You can check you have the right information by:

repeating what was said using a rising inflection at the end of the question:

A: The 30th of June.

B: The 30th of June? ↗

A: That's right.

A: 9245 8710 7743 5646

B: 9245 8710 7743 5646? ↗

A: Yes

or by asking a question:

Would you mind saying that again please? ↗

I'm sorry, I didn't hear you. ↘

Can you say that again please? ↗

Could you repeat that please? ↗

Pardon? ↗

EXERCISES

1. Key vocabulary

Look up the meaning and pronunciation of these words in your dictionary.

credit card	double	repeat
both	expiry	welcome

2. Vocabulary practice

Write the correct word from the box above in each of the sentences. When you have checked your answers, say them out loud.

1. _____ to the Plaza Hotel Ms White.
2. Could you please tell me the _____ date on your credit card Ms White?
3. Would you like _____ rooms on the same card Ms White?
4. Mr Webber, could you _____ that please?
5. Doctor Webber, did you say _____ 7?
6. Are you paying by _____ Professor Webber?

3. Language practice – asking for clarification

Read the following short dialogues out loud.

1. A: 8869 6719 9908 6683
B: **Could you repeat that please?**
A: 8869 6719 9908 6683
2. A: 0003 0078 2278 3308
B: **Would you mind saying that again please?**
C: 0003 0078 2278 3308
3. A: 5526 4671 9802 8892
B: **I'm sorry, I didn't hear you. Was that double eight five two?**
A: No, 8892

4. The chant

Practise saying this chant out loud.

Could you repeat,
 Could you repeat,
 Could you repeat that please?
 Oh-2 double 6?
 Or Oh-2 double 3?

2. Answers: 1) welcome, 2) expiry, 3) both, 4) repeat, 5) double, 6) credit card