

Unit 1

Phone Inquiry

This unit will prepare students for answering telephone inquiries regarding hotel information and room reservation. Students need to know about hotel facilities & services, room types, useful expressions in conversations as well as language use in these contexts.

1. Hotel Information



St Andrews, Scotland,
United Kingdom KY16 8PN
Tel +44 1334 837000
Fax +44 1334 837099

standrews.scotland@fairmont.com



*Welcome to
Fairmont St
Andrews,
Scotland*

Set on a 520 acre estate with a unique coastal setting, Fairmont St Andrews encapsulates luxury, elegance and truly breath-taking surroundings in the 'Home of Golf'. A truly unique and special venue that makes your visit one to remember with its peaceful setting and stunning cliff top views of St Andrews and the North Sea.

The resort has a plethora of facilities, including two world-class golf courses. The Torrance and The Kittocks, diverse yet luxurious eating facilities including the two AA Rosette St Andrews Bar & Grill serving the finest Scottish steak and seafood with stunning views over the medieval town, and the magnificent La Cucina serving authentic Italian recipes by authentic Italian Chefs.

The indulgent Fairmont Spa comprises a fully equipped gymnasium, 16 meters indoor swimming pool, Jacuzzi, sauna, steam room, and locally themed treatments using the finest Ishga Skin Care products.

Whatever the visit you can be confident you will experience the best of St Andrews in luxury surroundings with outstanding service.

Accommodation

Elegant and comfortable, the luxury guestrooms and suites at Fairmont St Andrews offer an inviting and spacious space with luxury Scottish touches with stunning coastal views over the resort and St Andrews.

Guest Rooms



GUEST ROOM

Deluxe Room

Suites



GUEST ROOM

Fairmont View Room

Villas



GUEST ROOM

Fairmont Room



GUEST ROOM

Atrium Room



SUITES

Junior Suite



SUITES

Deluxe Suite



SUITES

Studio Suite



SUITES

Executive Suite



SUITES

Kingdom of Fife Suite



VILLAS

Manor Homes

Services in the hotel and nearby

Check-in & Check-out

- Check-in from 16h00
- Check out up to 11h00

Services and practical information

- Accessibility for people with reduced mobility
- WIFI/Internet Access
- Babysitting on request
- 100% non-smoking hotel
- Air conditioned
- Beauty salon
- Laundry
- Porter
- Parking

Leisure and activities

- Indoor heated pool
- Thermal Spa
- Fitness centre
- Well-being
- Babysitting on request
- Golf (Nearby)
- Bicycles rental

Catering

- 2 bars
- 4 restaurants
- Room Service

Business services

- 23 meeting room(s)
- Copy/print service available
- Conventions hotel

Image 1.1 Fairmont St. Andrew Hotel's description.
(Source: Adapted from Fairmont St. Andrew Hotel, n.d.)

Exercise 1

Instruction: Read the description of Fairmont St. Andrew Hotel and complete following assignments.

1. Please list all the hotel's facilities and their meanings.

2. What are the services provided by the hotel?

3. What other hotel facilities and services you can think of?

2. Answering Telephone Inquiries

Exercise 2

Instruction: Study telephone conversation between Guest Service Agent (GSA) and Caller (C), asking about hotel information. Then take turn practicing the conversation with your classmate.

GSA: Good morning, Fairmont St. Andrew Hotel, Kevin's speaking.
How may I assist you?

C: Good morning, I'd like some information about your hotel.

GSA: Certainly madam. What would you like to know?

C: How much are your double rooms?

GSA: The rates vary depending upon the season and type of double. They can range from £ 235 to 300.

C: I see. Does that price include breakfast?

GSA: Prices are inclusive of breakfast.

C: Could you tell me about your facilities?

GSA: We have an indoor heated swimming pool, a jacuzzi, a sauna, and an aromatherapy steam room. If you like playing golf, there are several world class golf courses nearby.

C: Brilliant! My husband is a golfer. And what kind of restaurants do you have?

GSA: We have an Italian restaurant, a bar & grill restaurant feathering fresh seafood and a large selection of Scottish steaks, and a lounge offering afternoon tea with a variety of sweets, finger sandwiches, and cakes.

C: One more thing. Do you have an airport transfer?

GSA: Yes, madame.

C: Alright. Thank you.

GSA: You're welcome. If you need more information, please visit our website at www.fairmont.com/st-andrews-scotland. It's very comprehensive.

C: I've got it. Good-bye.

GSA: Good-bye.

(Source: Adapted from LiveABC, 2013: 12)

Exercise 3

Instruction: Read the conversation and answer the questions.

R: Good morning. Thank you for calling Hyatt Hotel, Emily's speaking. How may I help you?

C: Good morning. I'd like to make a reservation for next weekend. Do you have any vacancies?

R: Yes sir, we have several rooms available. And what is the exact date of your arrival?

C: The 15th.

R: How long will you be staying?

C: I'll be staying for two nights.

R: How many people is the reservation for?

C: For two people.

R: All of our rooms are smoke-free. Would you like a double or twin room?

C: Great. Twin, please.

R: Would you prefer to have a room with a view of the ocean or the garden?

C: Ocean view, please. What's the rate for the room?

R: Your room is \$300 per night inclusive of breakfast. Now what name will the reservation be listed under?

C: Thomas Robinson

R: Could you spell your last name for me, please?

C: Sure. R-O-B-I-N-S-O-N

R: Could you tell me your email address and telephone number?

C: Yes, my email address is tomrobin@gmail.com and my cell phone number is 502-46986.

R: Great. Now I'll need your credit card information to guarantee your booking. What type of card is it?

C: Master card. The number is 4411 5555 23984321.

R: And what is the name of the cardholder?

C: Thomas Robinson

R: Alright, Mr. Robinson, your reservation has been made. I'll send you a confirmation email shortly.

C: Great, thank you so much.

R: My pleasure. Have a nice day.

(Source: Adapted from Manuel, n.d.)

1. What is the purpose of calling?

2. Which date Mr. Robinson will check out?

3. What is the difference between a double room and a twin room?

Grammar Focus

There is / There are

We use there is and there are to say that something exists.

AFFIRMATIVE	There is + singular noun	There is a book on the desk.
	There are + plural noun	There are books on the desk.
	There is + uncountable noun	There is some milk in the fridge.
NEGATIVE	There isn't + singular noun	There isn't a pen on the table.
	There aren't + plural noun	There aren't any pens here.
	There isn't + uncountable noun	There isn't any juice in the fridge.
QUESTIONS	There is a cat on the chair.	There are cats on the sofa.
	Is there a cat on the chair?	Are there cats on the sofa?
How many + plural noun + are there ... ? How many students are there in your class? How many days are there in February?		CONTRACTIONS There's = There is There's not = There is not There isn't = There is not There aren't = There are not

Image 1.2 Summary of how to use There is / There are.
(Source Woodward English, n.d.)

Positive Sentences

We use **there is** for *singular* and **there are** for *plural*.

There is an ATM machine in the premise.

There are three restaurants in the hotel.

There is a cockroach in the bath.

There are many room types available.

We also use **There is** with **uncountable** nouns:

There is drinking water in the fridge.

There is some salt on the table.

There is ice cream on your shirt.

Contractions

The contraction of there is = there's

There's a good restaurant in the hotel.

There's only one room left today.

You cannot contract there are

There are two tables on the terrace.

There are only 2 days until my departure.

Negative Form

The negative is formed by putting **not** after is or are:

There is **not** a parking in the hotel.

There are **not** two people in the room.

We almost always use contractions when speaking.

Negative Contraction

There's not = There isn't

There are not = There aren't

When we want to indicate that a zero quantity of something exists, we use **there aren't any**.

There aren't **any** rooms left.

There aren't **any** porters in the lobby.

We also use this structure with **uncountable** nouns:

There isn't **any** water in the swimming pool.

There isn't **any** sugar in my coffee.

Questions

To form a question, we place **is** / **are** in front of **there**.

Use **any** with *plural questions* or those which use uncountable nouns.

We also use **there is** / **are** in short answers.

Is there a spa in the resort? - No, there isn't.

Are there any shuttle buses from hotel to the airport? - Yes, there are.

Is there a baby-sitting service in the hotel? - Yes, there is.

How Many with Are There

If we want to find out the number of objects that exist, we use **How many** in the following form:

How many + plural noun + are there (+ complement).

How many room attendants *are there* on this floor?

How many participants *are there* in this conference?

3.2 WH- Questions (Question Words)

There are two main types of questions: **Yes/No questions** and **WH- question**.

WH-questions are questions starting with WH-words including: what, when, where, who, whom, which, whose, why and how.

Question words are used to ask about specific qualities, times, places, people and so on. Below is a list of question words and example sentences:

Question Words	Usage	Example
What	Used to ask about things	- What are you doing? - What is the rate for one night? - What would you like to know?
When	Used to ask about time	- When will you be arriving? - When are you leaving? - When are they open?
Where	Used to ask about places	- Where's my bag? - Where are you coming from?
Who	Used to ask about people	- Who is in charge of this restaurant? - Who are you looking for?
Whom	Used to ask about people (object of verb)	- Whom did you see in the morning? I saw Mr. Mark, my English teacher. - Whom was Jim talking to? He was talking to Jack, his new roommate.
Which	Used to ask about choices	- Which one do you choose? The left or right? - Of all the drinks in the menu, which one would you like?
Whose	Used to ask about possession	- Whose pencil is this? Is it yours? - Whose books are these?
Why	Used to ask about reasons/ causes	- Why did it happen? I didn't understand. - Why is he crying?
How	Used to ask about manner/ process	- How can I help you? Please tell me. - How can I get there?

Image 1.3 Summary of how to use Question Words.
(Source: Adapted from Basic English Speaking, n.d.)

How to use Question Words

(1) With an auxiliary

Wh-word + auxiliary + subject + main verb ...?

- Auxiliary verbs are helping verbs (not main verbs).
- Common auxiliary verbs include be, do, have. Others are will, shall, would, can, could, must, should, may, might, etc.

→ What time does the last shuttle bus leave?

→ When will she be arriving?

→ What problem is the customer facing?

(2) Without any auxiliary

Wh-word + main verb ...?

→ Who booked the room for Mr. Grey?

→ What happened to my car?

Useful Expression

Soliciting initial information

- How may I assist you?
- How may I be of service?
- Can I be of any assistance, sir?
- What can I do for you?
- Can I help you?
- May I help you?

Making Inquiries

- I would like some information about your hotel.
- How often does the shuttle bus run/come?
- What time does the swimming pool open?
- I'd like to make a reservation on.....
- I'd like to check (room) vacancy/availability on.....
- I'd like to book a room for
- I want to reserve a non-smoking room for one night on...
- Are there any rooms available on May 16th?
- Are there any vacant double room?
- Do you have a suite available for three nights?
- Is it too late to reserve a room for tonight?
- How much you charge per night?

Talking about hotel facilities

- We have a heated indoor swimming pool.
- There is a sauna and a steam in the fitness center.

- Our tennis courts open at 6:00 a.m.
- Our banquet room seated 70 people.
- We have bicycles for rent.
- We have a 5-star Micheline restaurant.
- All of our rooms have a balcony with the sea view.
- There is an ATM Machine in our premise.

Asking for more information

- What kind of room would you like?
- What type of room would you prefer?
- Would you like a double or a single room?
- Would you like a room with a bath or a shower?
- Would you like breakfast (included in your room)?
- Would you like an extra bed?
- Where are you coming from?
- What mode of transport are you taking?
- Are you familiar with the city?
- Would you like to have a wake-up call?

Asking about length of stay

- Which day would you like to check in?
- How many nights will you be staying?
- How long do you plan to stay?
- How long will you be staying?
- Is it just for one night?
- How many nights?
- For how long?

Accepting a reservation

- I can book a room for you for
- We can confirm a room from.....to.....
- We have rooms available on that day.
- There's no problem, sir/madam.
- Yes, we still have availability / vacancies.
- Certainly, sir/madam.
- I can offer you....

Refusing a reservation

- I'm afraid we are full.

- I'm sorry but we are out of room.
- I'm sorry, there are no vacancies at the moment.
- I'm sorry that we're fully booked on.....
- I'm afraid that we can only confirm a room for you from.....to.....
- I'm afraid we only have a suite available.
- We have no double rooms available. Would you mind a twin room instead?
- We're fully booked on that day. Is it possible for you to change the reservation date?
- We won't be able to guarantee you a room after
- If there isn't any room, we can always try to find another hotel for you.

Providing information about room rate

- A double is \$90 per night.
- The cost would be \$90 per night.
- The room rate includes a complimentary breakfast.
- The room rate excludes breakfast.
- This rate includes tax and services.
- Tax and services are not included.
- This price is for room only.

Providing information about room

- The room is facing the street.
- The room is overlooking the ocean/sea.
- The room is adjoining the swimming pool.
- The room has a sea view.
- The room faces the garden.
- The room situates on the east/west side.

Asking about the caller

- May I ask who the booking is for, please?
- Could you spell your name, please?
- Could you give me your name, please?
- How can we contact you, sir?
- May I have your company's name, please?
- Who is the reservation for, please?
- May I have your phone number and email address, please?

- Are you traveling with the company or is this a personal trip?

Asking detail of arrival

- What time will you be arriving?
- Do you know what time you will be arriving?
- Are you coming by plane?
- Could you tell me your flight number?
- May I have your flight number?
- Would you like a hotel limousine to pick you up at the airport?

Asking for room guarantee

- May I have your credit card number for booking guarantee?
- Could you give me a credit card number?
- I need your credit card number to guarantee the reservation.
- Could you tell me the expiry date, please?

Closing the conversation

- We look forward to seeing you in January.
- We look forward to welcoming you on May the 3rd.
- We look forward to your visit next week.
- We're looking forward to your stay on
- Thank you for calling / your reservation. Goodbye.

Exercise 4

Instruction: Read the information below and choose one of the scenarios and act out a dialogue (pair works).

Orchid Resort Hotel Registration Form
Guest Name:
Cheryl Smith
Phone:
61 2220 9945
Room Type:
Twin (\$120 per night)
No. of Guests:
Two
Arrival Date:
Nov. 13
Departure Date:
Nov. 15
Airport pickup:
Flight HK670 at 14:30 (\$80 per trip)

Student A

You are the front desk clerk at the Palm Tree Resort. Answer the caller's question about the hotel.

Student B

You are interested in this hotel. Find out about the facilities.

Palm Tree Resort

Facilities:

Business Center, fitness, spa, salt-water swimming pool, tennis courts, Thai and Mexican restaurant (lounge, cafes, buffets...)

Airport Shuttle Service:

Every half an hour, from 6:30 a.m. to 11:30 p.m.

Suite:

US\$175 per night (includes breakfast for two) and A thirty-minute foot massage for two.

3. Unit Conclusion

This unit focuses on how to answer telephone inquiries regarding hotel general information and taking reservation. In order to provide correct information to customers, it is necessary to learn about possible facilities and services from existing hotels in the market. Some examples of phone conversations will guide learners how to dialogue with callers appropriately and politely. In addition, learners learn useful grammars and expressions in order to use in conversations. Learners can practice reading, listening, speaking and writing throughout the unit with exercises provided. After completing this unit, the learners can deal with hotel general information and reservation inquiries.

4. Exercise/ Activity

Exercise in the unit

5. Unit References

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