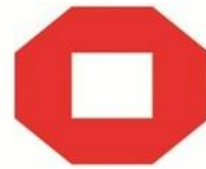


МЕЖРЕГИОНАЛЬНЫЙ  
ЦЕНТР КОМПЕТЕНЦИЙ

Искусство,  
дизайн и сфера  
услуг



**Booking a room at the  
Hotel**

Тюменская область



How are you?  
Are you OK, I hope so  
Greet each other!

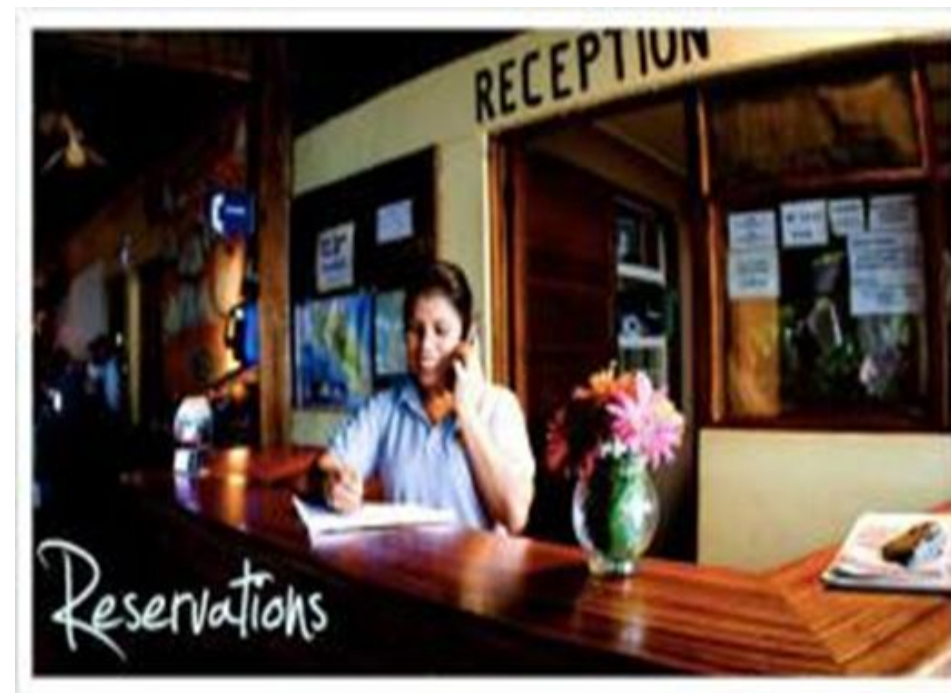


## New Words

- Arrival (departure) date
- Package
- B&B (bed and breakfast)
- HB (half board – breakfast/lunch or breakfast/dinner)
- FB (full board – breakfast+lunch+dinner)
- Charge/rate
- Price
- Option
- Check
- Available
- Purpose

## New Words

- Business trip
- Excursion/Tour
- To guarantee
- Booking confirmation



## Greeting

- Good morning (afternoon, evening), Hotel Vostok, Anna speaking, how may I help (assist) you?
- I would like to .....
- Could I have your name, passport, address, phone number, e-mail address, please

- How many people will be?
- What is the estimated time of your arrival?
- Do you have any special requests?
- Could you tell the arrival and departure date?
- On this date I could offer you ...
- Let me inform, breakfast is served from 6 am till 10 am in our restaurant on the first floor
- On whose name shall I book a room?
- What is the purpose of your trip?



- What package would you prefer?
- I could offer you different options...
- The charge/rate is ... per night
- How many nights?
- Just a moment, I will check the available rooms
- Thank you for waiting ...
- Would you like to continue booking?
- Will you guarantee the booking?
- OK, ..... You have booked ...room for ..... People, for ... nights, ... package, is that right?

- We could offer you different facilities: Wi-Fi is free in all public areas and in the rooms, museum exhibits, library. For extra pay you may visit wine shop, gym. Also we could offer you pillow menu.
- Do you need a transfer?
- Is there anything else I can do for you?
- Thank you for calling/for choosing our hotel
- We look forward to seeing you at our hotel. Have a nice day. Good-bye.



## Dialogue “Booking a Room at the Hotel”

R: Good morning, hotel Vostok, Anna speaking, how may I help you?

G: Good morning, I would like to book a room.

R: Could I have your name, please/How may I address you?

G: Olga.

R: Nice to hear you, Olga.

R: Is it group or individual booking?

G: It is individual booking.

R: Could you tell the arrival and departure date?

G: February 10 till February 12.

R: How many people will be?

G: One person.

R: Is it your first trip to Tyumen?

G: Yes, it is

R: What is the purpose of your trip?

G: Business trip

R: What is the estimated time of your arrival?

G: About 12 pm

R: Do you have any special requests?

G: Yes, I would like a spacious room with king size bed and work zone; high floor



R: Just a moment, Olga. I will check the available rooms.

R: Thank you for waiting, Olga. On this date I could offer you different options.

R: The first option is business category room. A spacious room (senior suite) in elegant style with king-size bed and work zone; the room size is 29 sq.m., the rate is 4700 r. per night.

The second option is junior suite room. The room size is 25 sq. m. It is also a comfortable room with king-size bed and sofa; the rate is 4200 r. per night. What would you prefer?

G: The first option.

R: OK, Olga. I could offer you different types of package:

- Breakfast, the price is 500 r. per person.
- Half Board (breakfast/lunch or breakfast/dinner), the price is 950 r. per person.
- Full Board (breakfast/lunch/dinner) the price is 1550r. per person.

R: What would you prefer?

G: Half board.

R: Do you have any dietary concerns?

G: No, thank you .....

R: OK, Olga. The total amount for accommodation is 11300 r.

G: Thank you for the information.

R: Would you like to continue booking Olga?

G: Yes, sure.

R: On whose name shall I book a room?

G: On my name

R: Could you, please, tell me your full name, phone number and e-mail address?

G: Yes, sure. My full name is Olga Svetlova. My phone number is ....., my e-mail address is olga\_(underline)svetlova@mail.ru

R: Will you guarantee the booking?

G: Yes, sure/No

R: Let me inform you may cancel the booking one night before arrival/your booking will be canceled after 6 pm on the date of arrival.

We will send booking confirmation on your e-mail address soon.

G: Thank you

R: Olga, let us check the booking conditions. You have booked a senior suite room for one person for two nights (February 10-12), half board package, is that right?

G: Yes, that is right.

R: Let me inform you the check in time is 12 p.m.

We could offer different facilities: Wi-Fi is free in all public areas and in the rooms, museum exhibits, library. For extra pay you may visit gym, conference hall, wine shop or flower boutique. In addition, we have pillow menu.

G: Oh, that is great!

R: Do you need a transfer?

G: No, thank you

R: Is there anything else I can do for you?

G: No, thank you for the information.

R: Thank you for calling, Olga. We look forward to seeing you at our hotel. Have a nice day. Good-bye.

G: Good-bye.