**Hotel Dialogues 4 PPT**

**Making reservations预定, changing reservations, check-in 入住 rùzhù and check out 退房 tuìfáng.**

**Making a hotel reservation**

* Reservation clerk (R.C.): Good morning, Great Wall Hotel. Room Reservation. May I help you?
* Guest (G): Yes, I’d like to reserve a double room from the 4th to the 6th of July. I’d like a room overlooking the park please.
* R.C. One moment, please… Yes, we have a room available with a view of the park on those dates.
* G. Fine. How much is the charge per night?
* R.C. Would you like breakfast?
* G: No, thanks.
* R.C. It´s eighty-five Euros per night excluding VAT (See next page for VAT).
* G. That´s fine.
* R.C. Who´s the booking for, please, madam?
* G. Mr. and Mrs. Smyth, that’s S-M-Y-T-H.
* R.C. Okay, let me make sure I got that: Mr. and Mrs. Smyth. Double with bath for July 4th to the 6th. Is that correct?
* G: Yes it is.
* R.C. Will that be Visa or MasterCard?
* G: Visa.
* R.C. May I your card number please?
* G: Sure, it’s 0995 9488 9785 1234.
* R.C. And the Expiration Date?
* G: July, 2015
* R.C. Very good. Let me give you your confirmation number. It´s: 7576385. I´ll repeat that: 7576385.
* If you give me a fax number or e-mail I will send you a confirmation immediately.
* G: Yes, my e-mail is mrsmyth@yahoo.com
* R.C. Is there anything else I can do for you today?
* G. No, that will be all.
* R.C. Thank you for choosing the Great Wall Hotel. We look forward to seeing you on the 4th of July. Have a nice day.
* G. Goodbye.
* **Changing a Hotel Reservation**
* R.C. Great Wall Hotel, may I help you?
* G: This is Mr. Smyth calling from Paris. There has been a change in our itinerary (plan, schedule). I’ve reserved a double room for July 4th to the 6th, however need to change that to the 8th to the 10th. Will that possible?
* R.C. Just a moment, let me check… Yes, that will be fine. May I have your confirmation number please?
* G. Yes, it’s 7576385.
* R.C. Very good. Is there anything else I can do for you today?
* No, that’s all. Thank you very much.
* Thank you.
* **Check-in**
* G. Hello. I have a reservation for tonight.
* Desk Clerk (D.C.) Your name please?
* G. Mr. Smyth.
* D.C. I’m sorry, we don’t seem to have that in our records.
* G. Could you check again please? My confirmation number is 7576385.
* D.C. Oh yes. That’s right. My apologies. May I have your passport **护照** hùzhào and Visa card please?
* Guest: Sure, here you are.
* D.C. Just one moment please…
* Very good. Your room number is 1028.
* D.C. This is your room key-card. Complimentary breakfast is served in the lobby between 8 and 10 am. Our Business Center 商业中心 is on the 4th floor. The dining room is on the main floor at the end of the hall. The weight room and sauna are on the top floor. Just call the front desk if you need any extra towels or pillows. Have a nice stay!
* **Check-out**
* At the reception desk…
* D.C. May I help you?
* Guest: Yes, I would like to check-out.
* D.C. Very well Sir. If you’ll wait one moment we’ll prepare it immediately.
* Guest: Thank you.
* D.C. Here we go. The total is $3,284.65. How would you like to pay?
* Guest: I’m using a company expense card. Here you go.
* D.C. Thank you. Just one moment please. Here is the bill. Please sign and date at the bottom.
* Very good. Here is your receipt and thank you for staying at the Great Wall Hotel. I hope you return in the near future. A bellman will help you with your bags. Goodbye!