

MAKING A HOTEL RESERVATION

A You work for the Tasman International Hotel in Melbourne.

 Study the information and facts below:

ENJOY YOUR HOLIDAY AT TASMAN INTERNATIONAL HOTELS!				
<i>Children can have their own rooms when you stay at Tasman International Apartments!</i>	<i>Stay with your partner in a Tasman Luxury Suite when you go on a romantic holiday!</i>	<i>When you book a traditional en-suite room you can stay all over Australia at very reasonable rates!</i>	<i>When you go on a family holiday, Tasman International's seaside resorts are the best!</i>	For further details and reservations, call:
SERVICED APARTMENTS	LUXURY SUITES	TRADITIONAL EN-SUITE ROOMS	SEASIDE RESORTS	TASMAN INTERNATIONAL
from \$113 per night	from \$132 per night	from \$75 per night	from \$120 per night	1800 556 778

- Prices above are per room per night
- For stays of less than four nights add an extra \$10 per room per night
- For stays on Saturday night add an extra \$10 per room
- The serviced apartments have three bedrooms and sleep 8 people
- The serviced apartments have cooking facilities
- The luxury suites have a living room, dining room but no cooking facilities
- All rooms have an en-suite bathroom, tea and coffee facilities and a TV
- All rooms are non-smoking, although customers may smoke on balconies
- Your Tasman International Hotel is not a Seaside Resort
- Customers don't need to pay a deposit
- Traditional en-suite single room = \$80, double/ twin room = \$75, family room (sleeps 4-5 people) = \$90



Think about what questions customers might ask you, and write them in your notebook. How would you reply to these questions?



Now take a call from a customer. Start your conversation like this:

Hello, Tasman International Hotel Melbourne. How may I help you?

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B You want to stay at the Tasman International Hotel in Melbourne.

 **Read the important information below:**

- You want to stay for five nights from Friday evening to Wednesday morning
- You want to book 1 single room
- You want to have an en-suite bathroom and a room with a TV
- You'd prefer to have a room in which you can smoke
- You have a budget of no more than \$100 per room per night
- You'd like to have cooking facilities in your room
- You want to know what the luxury suites are like
- You don't want to stay in accommodation that is too big
- You'd like to know how much the deposit is
- You want to know if this hotel is at the seaside
- You want to know the total cost of your stay (in your chosen room)

 **Before you call the hotel, make a list of questions you want to ask:**

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____

 **Now call to make your reservation. Start your conversation like this:**

Hello, I'd like to inquire about booking accommodation for one adult for five nights...