Izglītības programma: Viesnīcu pakalpojumi

Mācību modulis : valodas, kultūras izpratne un izpausmes

Tēma : naktsmītnes rezervācija

**19.01.2021.**

**Uzdevums : pieņemt rezervāciju pa telefonu**

Receptionist: Good morning! Hotel “Magnolia”, receptionist ..............(name, surname). How can I help you?

Client: Good morning. I would like to make a room reservation for 1 night, Do you have a room available?

R.: When could be your arrival? How many persons? What kind of room would you like?

C.: from today for 1 person. Actually I am on my way and I will arrive approximetly in an hour. Is that ok?

R. Just a moment, let me see. Yes, it is possible. One single for one night. For what name could be the reservation?

C.: For .................(name, surname) , please. How much does cost one night? Do you need prepayment?

R. Thank you. It is 45,oo EUR per night . You can pay during check in at our hotel.

C. What about breakfast and laundry?

R. Breakfast is included in the price. Laundry is available.

C. Just one more question. Do you offer SPA treatment?

R. Yes, of course. Our SPA centre daily from 4 .00 p.m. to 10 p.m. offers aromatherapy, sauna and mud wrapping.

C. Great , thank you. Do you have guarded parking place ?

R. Yes, we have.You are welcome in our hotel.

C. Thank you. See you soon.