Izglītības programma: Viesnīcu pakalpojumi

Mācību modulis : valodas, kultūra izpratne un izpausmes

Pedagogs: Dace Cine

**Tēma: naktmītnes rezervācija un viesa izrakstīšana**

**Uzdevums: pieņemt rezervāciju pa telefonu II**

Receptionist: Good morning! Hotel “Sun”. Receptionist ...............( name, surname). What can I help you?

Client: Good morning. My name is Adam Green and I would like to make a reservation for tonight. Do You have a standard room available?

R.:How many persons for which name? With or without breakfast? And would you prefer rooms with a view of the Baltic sea?

C.: So I need 3 singles for 1 night, included breakfast. And the view to the sea could be great. For my name – Adam Green.

R. Thank you. Three singles for 1 night, with breakfast and view to the sea for Adam Green. Is it right?

C. Absolutely. Thank you. We will pay in cash. What curency do you accept for payment?

R.You can pay in EUR

C.Could you please tell me the price and send a confirmation to my e-mail?

R.Price is 144, oo EUR per person/ night. Could you say your e – mail address please.

C.My e –mail is ag@money.com What about the check in time?

R. Check in is available round the clock

 Thank you. Have a nice day!

C.Thank you so much.

**Uzdevums: veikt viesa reģistrāciju viesnīcā III**

Receptionist: Good afternoon. How can I help you?

Client: Hello! I made the reservation yesterday.

R.: Could you say your name and surname?

C. Isabel Tulip.

R.Excuse me, could you spell it please.

C. I S A B E L T U L I P

R. Thank you. One single for two nights. Right?]

C. Yes, it’s right.

R.Could you give me your passport please.

C. Here you are.

R.Thank you. Could you fill the reservation card and signature it please.

C.Yes, of course. Here it is. Can I pay just now by credit card?

R. Yes, of course. Do you need a bill or an invoice?

C. Bill please.

R.Thank you. Here is your electronic key card. Your room is 245. Elevator is on your left. Breakfast room is just opposite the reception.

C.What is included in the price?

R. Breakfast, sauna and swimming pool is included in the price.

C. What is the time for breakfast and sauna?

R.Breakfast is 7.- 9.a.m. and sauna is 5.- 9.p.m. Your key card will be card for the sauna as well.

C.Thank you. And what time is check out?

R.At midday, madam.

C. Ok.thanks.

R.: My pleasure, madam. Have a wonderful stay at the hotel “Sun- flower”

**Uzdevums: iepazīties ar dialogu viesi izrakstot no viesnīcas. IV**

(Check-out / Getting to the airport)

**Hotel:** Did you enjoy your stay with us?
**Guest:** Yes, very much so. However, I now need to get to the airport. I have a flight that leaves in about two hours, so what is the quickest way to get there?
**Hotel:** We do have a free airport shuttle service( savienojošais transports).
**Guest:** That sounds great, but will it get me to the airport on time?
**Hotel:** Yes, it should. The next shuttle leaves in 15 minutes, and it takes approximately 25 minutes to get to the airport.
**Guest:** Fantastic. I'll just wait in the lounge area (vestibils). Will you please let me know when it will be leaving?
**Hotel:** Of course, sir. Oh, before you go would you be able to settle the mini-bar bill(apmaksāt mini bāra čeks)?
**Guest:** Oh yes certainly. How much will that be?
**Hotel:** Let's see. The bill comes to 37.50EUR. How would you like to pay for that?
**Guest:** I'll pay with my Visa thanks, but I'll need a receipt (čeks, kvīts)so I can charge it to my company.
**Hotel:** Absolutely. Here we are sir. If you like you can leave your bags with the porter and he can load them onto the shuttle for you when it arrives.
**Guest:** That would be great thank you.
**Hotel:** Would you like to sign the hotel guestbook too while you wait?
**Guest:** Sure, I had a really good stay here and I'll tell other people to come here.
**Hotel:** That's good to hear. Thank you again for staying at The Grand Woodward Hotel.

15.02.2021.