Izglītības programma: Viesnīcu pakalpojumi

Modulis: valodas, kultūras, kultūras izpratne un izpausmes

Pedagogs: Dace Cine

**Tēma : dialogs starp viesi un viesnīcas administratoru pa telefonu: naktsmītnes rezervācija – luksus istaba**

Example 1.

R: good morning! Hotel.................................... Receptionist...........................How can I help you?

Guest: good morning. My name is Andrew Brown. I would like to make a reservation for tonight. Do you have a suite available?

R.How many persons, sir? How many nights would you like to book ?

G we will be 2 persons staying for 1 night and we need breakfast

R. Just a moment, sir, I will chek the avialability. Oh, sorry , all suites are already booked. I could offer you Junior suit.

G It is ok. Could you please tell me the price and send a confirmation to my e-mail?

R. thank you, sir. Junior suite is 359,00 eur per night. Could you say your e- mail adress, please.

G my e mail is ilovemoney@world.com

R thank you. Junior suite for tonight for 2 persons included breakfast to Mr. Andrew Brown name, is it right?

G. Absolutely.Thank you.

R.What could be your arrival time?

G about 1.00 p.m.

R thank you . See you soon

Example 2.

R: good morning! Hotel.................................... Receptionist...........................How can I help you?

Guest: good morning. My name is Alice Bone. I would like to make a reservation for me and my collegue. tonight. Do you have 2 superior rooms available for 1 night? Each room for 1 person with breakfast , please. Arrival time could be at 2.00 p.m. I will pay for both rooms.Could you please tell the price ?

R.The price is 189,00 EUR per room. Together it is 378,00EUR included breakfast. Could it be suitable, madam?

G. Yes, fine.

R. Could you say your e-mail address where to sendd the confirmation?

G. my e- mail is mybone@world.com. By the way(starp citu) do you have a Fitness centre in your hotel?

R. Oh , yes madam.Fitness centre for our clients is included in the price.

G thank you.

Can I rent a bicycle somewhere?

R. Our hotel offers this service as well.

G. Great. Thank you.