

English lesson material of reservationist professions in handling personal hotel rooms through telephone

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Abstract – Reservationist / reservation officer of Front Office Hotel is in charge of handling hotel room reservations. The duty of the hotel's front-line reservationist is to record and complete tasks related to hotel room orders, filing room reservation data, control room inventory well, calculate forecasting, make arrival list guests (arrival list) based on existing bookings, create group information lists, create VIP information lists, create room occupancy statistics, and create daily, monthly, and yearly reports. One ability to apply good selling techniques namely the ability of a reservationist to communicate with foreign guests using the English language. English is the language of international communication, which is needed by employees who work in the world of tourism and hotels in Bali, especially for hotel front reservationist. A hotel front desk reservationist is required to communicate using the correct and standard English when serving guests who make hotel reservations.

Reservationists who accept hotel room bookings by phone, usually start the conversation using the standard greeting. As a reservationist, the understanding of hotel products should really be considered, such as the location of the rooms, the types of rooms available, the applicable room rates and other service facilities available at the hotel.

Keywords: reservationist, individual room reservation, by telephone

1. Introduction

Professing reservationist / reservation officer Front Office Hotel that is in charge of taking down hotel room reservations. In Front Office management and modern reservation, the reservationist profession not only picks up the phone and records room reservations but also provides information, interacts, and provides recommendations and upselling and even suggestions for choosing the best (suggestion) (Soenarno, Adi,

2006: 20).

The duty of the hotel's front-line reservationist is to record and complete tasks related to hotel room orders, archive room reservation data, control room inventory well, calculate forecasting, make arrival list guests (arrival list) based on existing bookings, create group information list, create VIP information list, create room occupancy statistics, and create daily, monthly and yearly reports. To be able to provide good service and fast a reservationist / front office reservation officer must always be prepared and know the data quickly as can or can not request acceptance of prospective guest orders, notes and collection of candidates required information, as well as the procurement of special allocations if there is a special hotel room request (Sihite, Richard, 2000: 62).

One ability to apply good selling techniques namely the ability of a reservationist to communicate with foreign guests using the English language. English is the language of international communication, which is needed by employees who work in the world of tourism and hotels in Bali, especially for hotel front reservationist. A hotel front desk reservationist is required to communicate using the correct and standard English while serving guests who make hotel reservations. According to Sihite, Richard, (2000: 70-74) the reservation process handled by a reservationist / front office officer can be classified into 3 types. The three types of reservation are individual reservation, group reservation, and very important person (VIP) reservation. In this paper, the speakers only take one of 3 types of reservation process ie individual reservation by telephone.

2. Method

The research method used i.e.

1. Research subjects: Student Akademi Komunitas Mapindo, majors Accommodation Diploma II Hospitality, semester 1 Academic Year 2017/2018
2. Object of study: English Profession Reservationist in Handling Room Booking Hotel Personal through Telephone.
3. Data and data sources:
 - a. Primary Data: English language competence of Community Academy student Mapindo majoring in Accommodation Hospitality Diploma II, semester 1 Academic Year 2017/2018 when handling individual hotel room reservation process by phone.
 - b. Secondary Data: Standard Operating Procedure (SOP) handles individual hotel room reservation by phone, obtained from several hotels and observations when students practice Home Office.
4. Data Collection Technique: using qualitative research techniques.
5. Data Analysis Technique: Observation at the time of student practice Home Office and directly plunge teaching in class with English course Profession Home Office.

3. Results and Discussion

A. Starting You Off The Topic

Answer the following questions

1. What do you know about reservation section?
2. What is a reservationist?
3. What do you know about :
 - a. room reservation?
 - b. individual room reservation by telephone?
4. What are the duties of a reservationist?

B. Developing The Topic

1. Reservation Language Reference for Hotel Reservations by Telephone

a. The customer says when requesting a reservation:

- ✓ Have you got a room ...?
- ✓ I'd like to reserve/book a room....
- ✓ Can I reserve a room...?

b. Reservation clerk says when:

a. Asking about room type:

- ✓ For how many?
- ✓ Is that a single room, sir?
- ✓ Single, double or twin room?
- ✓ What sort/type of room would you like, sir/madam?

b. Asking about length of stay:

- ✓ (For) how many nights
- ✓ How many nights are planning to stay?
- ✓ How many nights will you be staying?
- ✓ How long will you be staying with us?

c. Offering a room:

- ✓ We can give you a (single room) at (\$ 75 a night).

d. Asking about suitability:

- ✓ Would that be suitable?
- ✓ Would that suit you?

e. Asking guest's name:

- ✓ (And) the name, please?
- ✓ And your name is?
- ✓ What was the name, please?
- ✓ And could I have your name, please?

f. Asking about time of arrival:

- ✓ What time will/would you be arriving?
- ✓ Do you know what time you'll be arriving?

g. Expressing agreement, willingness or understanding:

- (rather formal)= very good, sir.
- (less formal)= That's fine, sir.

h. Confirming reservation:

- Thank you, sir/madam. I've reserved room 123 for you.
- The room number is 456.
- That's a (single room) at (\$75).

i. Welcoming to the hotel:

- We look forward to seeing you.
- We look forward to having you with us.

j. Apologizing and offering an alternative:

- I'm sorry. We don't have a (single deluxe room) from the ... (third to the fourth of May), but we do have a ... (single superior room) at ... (\$86) a night.

2. Reservation Word Study at Reservation Section

- 1) Advance reservation : reservations made by guests before they arrive
- 2) Allocation of accommodation : deciding in which room each guest will stay
- 3) Available : ready for use
- 4) Bill : record of what the customer must pay
- 5) Booking : reservation
- 6) Book-keeper : person who records money paid and received
- 7) Cancellation : message from a person with a booking saying he/she isn't coming
- 8) Computer terminal : electronic senders and receivers of information to and from a computer
- 9) Confirm : a gree to a booking
- 10) Contact : communication
- 11) Continental Breakfast : light breakfast
- 12) Convenient : in a useful position
- 13) Customer : person using a hotel
- 14) Deals with : works with, handles
- 15) Deposit : money required to confirm a booking
- 16) Diary : daily record
- 17) Forth night : two weeks
- 18) Guests : people staying at a hotel
- 19) High season : the part of the year with the most guest
- 20) Link : connect
- 21) Off-season : the partn of tthe year with the fewest guest
- 22) Rate : charge
- 23) Register : records information about guests
- 24) Selection : choice
- 25) Sort : kind, type
- 26) Suburbs : parts of a townoutside the centre
- 27) Travel agent : companies or people who sell journeys and holidays.

3. Standard Operating Procedure For Handling Personal Reservation By Telephone

1. Pick-up the telephone:
 - ✓ Pick-up the phone at the 2nd ring
2. Greetings, introducing section and name, offering help
3. Obtaining the guest needs:

- ✓ Getting to know when the room is needed
- ✓ Getting to know kind/type and total of number of room is required
- 4. Checking the room availability :
 - ✓ Asking the caller to wait
 - ✓ Checking the room at the conventional chart or dencity chart
 - ✓ Thanking the caller for waiting
 - ✓ Telling the caller when:
 - a. The room requested is available
 - b. The room requested is not available
- 5. Selling the room:
 - ✓ Approaching
 - ✓ Describing
 - ✓ Pricing
 - ✓ Closing
 - ✓ Handling objection
- 6. Recording the guest data
 - ✓ Record guest name, address, telp no, arrival and departure details, etc.
- 7. Informing terms and conditions of reservation
 - ✓ Cancellation and no show policy
 - ✓ Check in and check out time
- 8. Repeating the guest data/reservation
 - ✓ Repeat the arrival and departure details, number and type of room, room rate, payment, and special request
- 9. Closing the conversation on the phone:
 - ✓ Offering other assistance: are there anything else, Mr/Mrs?

 - ✓ Thanking the caller for the reservation
 - ✓ Wishing the caller to welcome to the hotel
- 10. Processing guest data:
 - ✓ Fill in the reservation form
 - ✓ Fill in the reservation slip/diary
 - ✓ Fill in the reservation chart (conventional chart or dencity chart)
 - ✓ Filling
 - ✓



C. FOLLOW UP THE TOPIC

The students are doing the reservation tasks.

- ❖ Imagine that you are a receptionist at The Canangsari Resort. Read the information below briefly. Create a dialog based on the following situation then practice it in front of the class. Fill in the reservation form.

1. Today is Tuesday the 20th of October . The telephone rings at 10.30 am. Mr Carl Brown wants to book a double suite and a twin suite for 17 nightS starting from December 17th. When you are checking the reservation chart, you don't have those rooms for that period. You are giving an alternative. You tell him that you have 3 double superior, 2 twin superior, 4 single superior, 2 double deluxe, 2 twin superior, and 1 double standard for that period. He books 1 double deluxe and 1 twin deluxe. He will be arriving by GA 654 at 07.45 pm, and leaving by QX 234 at 08.15 pm. He lives at 101 Collinton Avenue, New York. His telephone number is 99876533. He will settle his account by Amex, the number is 6767.5345.8907.2345, it will be expired on June next year. The double superior rate is US\$ 250 and the twin is US\$ 155 both with American breakfast. His special requests are a basket of fresh fruit in season everyday and pick up service at the airport.

THE CANANGSARI RESORT						
RESERVATION FORM						
Surname:	Initial:	Title:	Pers on:	Polio Number:		
				Arr. date;	By;	Time:
				Dep. date:	By:	Time:

Requested	by	Type of Room	Standard		Superior		Deluxe		Suite	
			Total	Rate	Total	Rate	Total	Rate	Total	Rate
Telephone										
Facsimile		Single								
Email		Double								
Personal		Twin								
Letter		Extra bed								
Reserved by:										
Address _____										
Email : _____										
Telephone Number :						Fax no.				
Account Instruction :										
Remarks:										
Date :						Clerk :				

4. Conclusion

Reservationists who accept hotel room bookings by phone, usually start the conversation using the standard greeting. As a reservationist, the understanding of hotel products should really be considered, such as the location of the rooms, the types of rooms available, the applicable room rates and other service facilities available at the hotel. Room order acceptance can be made by phone in the following manner. The telephone is received and it is answered quickly.

- 1) First greeting greeting, mentioning the name of the company then offering help.
- 2) Inquire about room number and type, number of stay days, arrival date and departure date.

- 3) View the state of the rooms on the reservation chart or on daily reports, and guests are required to wait a while.
- 4) If the guest request has been fulfilled, submit the room type and room price information without specifying the room number.
- 5) Ask the name of the room order, then the name of the guest who will stay, the agency and the clear address, and the type of payment (payment type). Try to request a deposit or guarantee letter when the guest account will be paid or paid by the company. This can be done before guests arrive at the hotel, and do not forget to note if there is a special request from guests during the stay at the hotel.
- 6) Fill out the complete room reservation form.
- 7) Once the data is received, and the data is complete, a reservationist should repeat the order data desired by the guest to avoid errors or mistakes. After repeating the reservation, a reservationist ended the conversation. If the guest wants a confirmation from the hotel, the hotel will send a confirmation letter / voucher, as well as inquire about arrival / departure hours, as well as transportation used upon arrival and departure.
- 8) Deliver a thank you to the guest for the room order that he has done.

After handling hotel room reservations, the next step made by the reservationist is to make a reservation slip. Reservation slip is made based on the data obtained when handling the reservation. Reservation slips are usually distinguished in several colors. The colors are used based on the policies of each hotel, such as white for individual guests, light blue for group guests, yellow for airline, pink for important guests (VIP), and green for individual guests booked by travel agent.

Reservation slip is then stored in the reservation rack, by slipping it on the metal holder, according to the month and date of arrival. After making the slip, reservationist then store reservation form in the rack which is usually stored in the filling cabinet in accordance with the date and month guests will arrive at the hotel.

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