



Exercise

Complete the text with the verbs on the right

Check-in and Check-out

It is the responsibility of the front desk to _____ guests and assign rooms. Most check-ins take place in the afternoon and early evening. The front desk is informed about late arrivals by the reservation department. When the guest arrives at the hotel, the receptionist _____ a registration form to him. It states the name, company, home address, date of birth and method of payment. In the case of organized travel the guest presents a voucher or a miscellaneous charges order (MCO) _____ by a tour operator. Sometimes a cash deposit or the number of guest's credit card may be requested to _____ incidentals or extras, such as telephone, minibar, valet services, etc. This deposit for extras, in contrast to a non-refundable room deposit, is refundable at the check-out after deducting all charges.

When the guest is registered, the receptionist _____ a guest account. Since that time, all the charges for any service and products _____ by the guest are automatically posted to this guest account. Guest accounts, sometimes also called guest ledgers are kept together with other information about the guest in a guest folio, which the receptionist creates for each guest after the check-in. Each night a night auditor _____ If the room rate charges, charges for the food plan, a tax and all charges for other services and products consumed by the guest during the day were entered on the guest ledger. It is the Point-of-Sales System (POS) thanks to which guests can only sign up for their consumption or just show their keycards during their stay. All charges, which were not pre-paid, and are not stated in the voucher, are called extras or incidentals. They are _____ by the guest at the check-out.

SETTLED

ISSUED

OPENS

PRESENTS

CHECKS

COVER

CONSUMED

REGISTER

Exercise 3

The following guests have different requirements. Advise them which department they should contact.

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|---|----------------------------------|
| 1. Mr Greer wants his car to be parked and washed after the long journey. | a. laundry service |
| 2. Mr and Mrs Vey would like to eat out. The recommended restaurant is very popular so they would like to have a booking. | b. wake-up calls-front desk |
| 3. Mr Brown has to leave very early next morning because he should be at the airport at 7,30 a.m. | c. luggage collection-front desk |
| 4. Ms Johnson is very tired after a busy day. She wants to relax. | d. banqueting department |
| 5. Mr Bell would like to have two shirts cleaned. | e. wellness |
| 6. Skoda Company a.s. would like to have an annual meeting in the hotel. | f. valet service |
| 7. Mr and Mrs Morrison would like to have their breakfast in their room. | g. concierge |
| 8. Ms Stockwell is leaving tomorrow and wants someone to help her with the luggage. | h. room service |

Exercise 4

Match the documents with their definitions:

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|-----------------------|--|
| 1. Hotel Register | a. provides a visual record of all reservations, shows the rooms reserved and unsold |
| 2. Reservation Form | b. lists all current guests in alphabetical order with their room numbers |
| 3. Daily Arrival List | c. standardizes the details of individual bookings |
| 4. Reservation Chart | d. records all previous visits of the guest to the hotel, it is important for the revenue management |
| 5. Room Status Board | e. shows all rooms by room number and floor and details of occupation |
| 6. Guest Index | f. records all bookings by date of arrivals |
| 7. Guest History | g. records all arrivals and gives details of all current and past guests |
| 8. Guest Ledger | h. records charges for all products and services a guest consumes during his stay in the hotel |