Telephoning 06: Making a Reservation

Practice 1 | Useful Expressions

Directions: Listen and repeat.

- **I would like to make a reservation.**
  – making a reservation
- **I will need the reservation for Friday night.**
  – giving the exact day of the reservation you need to make
- **I would prefer 8:00 P.M.**
  – giving the specific time of reservation
- **There will be seven of us.**
  – giving the exact number of people reserved for
- **This is Mrs. Kathy Sharp of Good Imports.**
  – telling the caller's name and the company being represented

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Practice 2 | Dialogue

Directions: Read the dialogue aloud with your teacher.

Sharp is calling Sunrise Restaurant to make a dinner reservation.

Receptionist : Hello, you're calling Sunrise Restaurant.

Mrs. Sharp : Hello, **I would like to make a dinner reservation.**

Receptionist : When will you be joining us?

Mrs. Sharp : **I will need the reservation for Friday night.**

Receptionist : What time would you like the reservation for?

Mrs. Sharp : **I'd like it to be at 8:00 P.M.**

Receptionist : How many people will you need the reservation for?

Mrs. Sharp : **There will be 6 of us.**

Receptionist : I will seat you at 8:00 P.M. on Friday. Kindly give me your name.

Mrs. Sharp : Thank you. **It's Mrs. Kathy Sharp of Good Imports.**

Receptionist : See you at 8:00 this Friday, Mrs. Sharp.

Mrs. Sharp : Thank you so much.

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Check your understanding: Answer the following questions.

1. What reservation did Mrs. Sharp make?

2. On what day was the reservation made?

3. How many people was the dinner reserved for?

4. What company is Mrs. Sharp representing?

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Practice 3 | Role Play

Directions: Have a role play with your teacher in the following situation.

Situation

You are planning to hold a company party at a hall of L'Acole Hotel. Call the hotel and make a reservation. The party will be held at 6:00 P.M. on this coming Friday night. The number of participants will be 20. Your teacher will be a receptionist of the hotel.

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Practice 4 | Discussion

Directions: Discuss these topics and exchange thoughts with your teacher.

1. Is making a reservation commonly practiced in your country? How and on what occasions?

2. Why do you think making a reservation is important?

3. Who makes reservations for your company?

4. Do you know how to make a reservation? What do you need to say when making a reservation?

5. When did you last make a reservation? What was it for?

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