Policy: The reservation spiel is the initial contact with the client, and it is imperative to make a positive first-impression. Every guest who makes a booking should be handled with professional service and given clear information.

政策：预定谈话是客人首次接触酒店，我们务必要给客人良好的第一印象，每位需要预定的客人都应得到专业的服务及明确信息。

Goals: To provide professional and consistent service and maximize the revenue.

目标：提供个性化，持续的的服务，提高收入。

Steps步骤:

Taking a reservation should ensue as follow:

做预定必须确保以下几点：

Greeting the guest with the hotel standard spiel:

Good morning/afternoon/evening, Reservation *** speaking, how may I help you?

以酒店标准问候客人

早上/下午/晚上好，预定部，请问有什么可以帮您吗？

Identify the caller's name

确定来电者姓名

May I have your name please?

方便告诉我您的姓名吗？

Have you / your guest stayed with us before?

您/您的客人之前住过我们酒店吗？

Is this booking for yourself or your guest?

您是自己入住还是为您的朋友预定？

May I have the name of the guest please?

方便告诉我客人的姓名吗？

Identify purpose of travel (leisure & business)

确定旅行目的（休闲或商务）

Will you/your guest be travelling on business or leisure?

请问您/您的客人是来度假还是商务旅行呢？

If business, may I have the name of your company?

如果是商务旅行，麻烦您告诉我一下贵公司的名称。

If leisure, would you/your guest require room only or inclusive breakfast?

如果是散客，请问您/您的客人需要早餐吗？

Identify if an Company loyalty card or contracted rate

询问是否为雅高忠诚卡客户或者是否有合同价

Are you/is your guest holding any company membership card? If yes, may I have the card details please?

请问您/您的客人持有雅高会员卡吗？如果有，请您提供一下会员详细信息，谢谢！

Arrival & Departure date

到店和离店日期

May I have the arrival & departure dates please? May I know your arrival date at the hotel? Can I have your

arrival date please?

请问您几号到达呢？请问你几号离店呢？可以告知我您的到店日期吗？/可以告知我您的离店日期吗？

When is your departure date? Can I have your departure date please?

请问你几号离店？可以告知我您的离店日期吗？

Number of Persons and/or Children
客人（小孩）数量

How many people will be staying in the room? How many adults and/or children will be staying in the room? (If yes, ask for age of children, and inform guests the children policy)

请问有几位客人呢？/请问有小孩吗？（如果有，询问小孩的年龄）

Inform room type and prices of two categories starting with higher category
给客人介绍房型，并以较高的价格开始给客人报价

Would you/your guest prefer a king size bed room, twin bed room, family room or suite?

请问您/您的客人是想要大床房,双床房，家庭房还是套房？

Will you/your guest require a smoking or non-smoking room?

请问您/您的客人需要吸烟房还是非吸烟房？

From the period you/your guest prefer to stay. I would recommend our twin Room which is 30sqm, with mountain view... If you were to book with me now, it is only at RMB*** per room per night without service charge and inclusive breakfast.

根据您/您的客人入住的时间来看，我想您推荐我们的双床房，30平方米，可以欣赏到雪山景观。如果您现在预定的话，每房晚只需要XXX元免费赠送早餐且不收取服务费

Handle guest's price objections, if any, accordingly

处理客人对价格的异议。

Would you like for me to go ahead and make a reservation for you/your guest?

我现在可以为您/您的客人做预定了吗？

Request contact number/email
询问联系电话/电子邮件

If yes, may I have your contact number/email address?

如果有，麻烦提供一下您的联系电话/电子邮件地址。

Arrival time
抵店时间

May I have your arrival time/arrival flight details?

可以告诉我您的抵达时间及航班信息吗？

Provide with hotel's details
说明酒店信息

Advise check-in & check-out time

告知入住及退房时间

Request guarantee
要求担保

May I have your (guest's) credit card details in order to guarantee the booking?

方便提供您/您的客人的信用卡信息以便担保预定吗？

- If the client does not have a credit card at the lime of call, suggest calling back later to give credit card details: please be informed that we release all non-guaranteed rooms at 6pm. If your arrival is after 6pm, I advise you to call me back with your credit card details to guarantee the booking.

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- 如果客人打电话时没有信用卡，建议客人稍后再联系我们并提供信用卡信息："没有担保的房间我们只会保留到下午6点，如果您是在下午6点以后到店，我建议您稍后与我们联系并提供您的信用卡信息为您担保预定。"

Where the customer provides guarantee for the booking
当客人为预定提供担保

The hotel's cancellation policy is politely explained to ensure the guest avoids any unnecessary penalty charges depending on the rate/offer chosen.

根据选择的价格/报价，我们应该礼貌地向客人说明酒店取消预定的政策以免客人需要支付不必要的违约金。

The cancellation policy will depend on the hotel's standard operating environment and could vary from no changes, no refunds and could be within a notification period of 24 hours prior to arrival.

取消政策要根据酒店的操作标准而定，可以是不作改变，不能退款，或者是客人到店前24小时通知。

Recap: arrival & departure date, room type, room rates and inclusions
重述要点：到店日期，离店日期，房型，房价和其他项目

May I reconfirm your booking: your/your guest will be arriving on... for ***nights...you/your guest will be staying in our *** Room at the special rate of RMB*** without service charge and inclusive breakfast.

请允许我再跟你确认一遍您的预定：您/您的客人将会在XXX号到店并入住XXX个晚上，您/您的客人订的是我们酒店XXX房，每晚房价是XXX元免费赠送早餐且不收取服务费

Is above information correct?

以上信息正确吗？

Are you ready to take down the confirmation number?

您现在方便记下您的确认号吗？

Thank the customer for calling the hotel
感谢客人致电酒店

Is there anything else I can do for you?

还有什么可以帮您吗？

Thank you *** for calling XYZ Hotels & Resorts hotel. Good bye.

再见。

Email Confirmation
邮件确认

If the guest books via email, Reservation Agent has to arrange for the standard confirmation letter from hotel PMS. A respond is within 30 minutes.

如果客人是通过邮件预定，预定员应以PMS中规范的确认信函在30分钟内回复给客人。

Follow up the guaranteed reservation
跟进担保预定

If the credit card is declined or when encountering other errors, Reservation has to inform the guest about their reservation status by email or by phone.

如果信用卡无效或者遇到其他的问题，那么预定员要通过邮件或者电话告知客人他们的预定状态。

If the reservation guaranteed by Agent/Company, Reservation has to obtain the voucher or guarantee letter prior to check in.

如果是公司或者代理商担保，预定员应在客人办理入住之前收到凭证或者担保信。

All non guarantee reservation should by cancelled, by 6pm one day before arrival.

所有没有担保的预定在到店前一天下午六点取消。