Policy: Every guest who wants to make an amendment to a booking should be handled with professional service and given clear information.
政策：以专业的态度对待所有需要修改预定的客人，提供准确的信息。

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 booking amendment should ensure as below:
更改预定需要按照以下程序进行：

Greeting the guest with standard hotel reservation spiel:
用酒店的预定标准问候客人：
Good morning/afternoon/evening, Reservation ***speaking, how may I help you?
早上好/下午好/晚上好，预定部？

Identify the caller's name
明确客人姓名
May I have your name please? / May I know who I am speaking to?
方便告诉我您的姓名吗？

Identify purpose of call
明确来电目的
Your call refers to a booking amendment; may I have your reservation number please?
您要更改预定，方便提供你的预定确认号吗？
Was the booking made under your name or your guests?
是用您的名字还是您客人的名字预定的呢？
May I have the name of the guest please (if not for self)
可以告诉我客人姓名吗（如果不是为自己定的）

Obtain arrival and departure dates to acknowledge original booking
获取抵离日期以便找到原始预定
May I have the original arrival and departure dates, please?
可以告诉我预定的到店和离店日期吗？

Identify the purpose of the call
明确来电目的
What amendment would you like to make to the booking?

您需要怎样更改您的预定？

Dates
日期
May I have the NEW arrival and departure dates please? May I ask which date you plan to arrive at hotel?
Can I have your NEW arrival date please?
请告诉我您需要把到店和离店日期的更改到哪天？

Number of People

The largest FREE resource tool for young hoteliers and seasoned professionals

人数
May I ask how many people will be staying in the room / will you be traveling with children?
请问会有几人入住？有几位小孩呢？

Reformulate the new booking – with new booking criteria
以新的信息更新预定
May I repeat your amended reservation? …
我重复一下您更改后的预定好吗？……

Any other related inclusion must be followed up and amended
更改及跟进其他相关内容
May I take this opportunity to amend airport transfer for you?
您看我现在就为您更改您的接/送机好吗？
May I reconfirm the dinner you have booked earlier to be rescheduled?
现在确认更改一下您之前的订餐好吗？

Confirmation with the reservation number
确认预定确认号
Your confirmation number is still ****, should you like to make any modification to your booking, please refer to this number.
您的预订确认号任然是XXX，如果你要更改您的预定，请报这个号码。

Thank the customer for calling the hotel
感谢客人致电酒店
Is there anything I can do for you?
还有什么可以帮您的吗？
Thank you *** for calling XYZ Hotels & Resorts. Goodbye.
再见。

For any amendments, a review of the price and sales & conditions is mandatory.
任何更改预订必须参考酒店相关价格的销售条件
If the sales conditions do not allow for any changes, it is to the discretion of Hotel to make exceptions, e.g.:

如果该销售条件限制不能有任何更改，将由酒店决定如何处理：
"Dear ***, the specific conditions on your original booking mention that no changes can be applied due to the very low rate and date applicable to it. May I suggest you make your new booking under different conditions to ensure amendment can be made, let me find the best alternative… " then refer to new booking process using known information.
"尊敬的XXX，您最初订房时我们提供给您的是一个相当优惠的价格，而以这个价格预订房间我们将不接受任何变更，因此建议您做一个不同销售条件的可以接受取消的新预定。……"然后用已经信息做新预定。
"Dear ***, the specific conditions on your original booking mention that no changes can be made, however we will be pleased to review your request before making a decision."
"尊敬的先生/女士，您的预定不能取消，我们很乐意在您作出决定前尽量满足您的要求"

Ensure the mode of payment is reconfirmed and should it be through a company, new confirmation is requested, with the amendment notified.
再次确认付费方式，如果是公司预定，需要确认更改证明。