	<b>RESOURCE LIBRARY - RESERVATIONS</b> <b>Reservation Cancellation</b>	<b>CODE:</b> 03.01.55
		<b>EDITION:</b> 1
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**Policy:** Every guest who wants to cancel 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取消预定的客人，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，持续的服务，提高收入。

### Steps步骤:

#### Taking a booking Cancellation should ensure as below:

取消预订应确保以下几点:

#### 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，请问您有什么需要帮助吗？

#### 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？

Request the booking confirmation number

要求对方提供预定确认号

#### Before proceeding to the cancellation

做取消前确认

May I have the name of reservation?

可以知道当时预订的客人姓名吗？

May I have the date of reservation?

请告诉我预定的日期。

May I know the reason for the cancellation?

方便知道您是因为什么想要取消预定吗？

#### If a reason is given

如果客人给出原因

If planned stay is postponed: customer is asked if he/she would like to amend the booking to another date instead.

如果推迟原计划：询问客人是否愿意把预定改在其他日期来代替。

If there are price objections, offer RA3...

如果是对价格有异议，向其推荐RA3价格

#### Recap

重复

Just to reconfirm that we are cancelling the reservation for \*\*\*.


再次确认我们已经取消了（客人名字）的预定

The arrival date was \*\*\* and the departure date was \*\*\*. Is that correct?

抵店日期是XXX,离店日期是XXX，对吗？

Your cancellation number is \*\*\*.

您的取消确认号是XXX。

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### **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 cancellation, a review of the price and sales & conditions is mandatory.**

任何取消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 cancellations, 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取消，将由酒店决定如何处理：

“Dear \*\*\*, the specific conditions on your original booking mention that no cancellation 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 cancellation 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取消，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 cancellation 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”

### **The same information must be given to all callers in regards to the cancellation number to prevent further queries.**

同样需要给来电者预订取消号以避免日后的麻烦。