Main Topic 15: Travel

Lesson 83: Reservations (18-25 minutes)

Today, you will practice your Reading and Listening Skills as you study texts related to RESERVATIONS.

I. READING

Exercise 1: What’s missing? (5-6 minutes)

Read the following part of a LOGBOOK carefully. Choose the best word that would fill in the blanks.

Exercise 2: Reading Check-up (3-4 minutes)

---

**Early Horizon Hotel**

The hotel where the ocean ______ the sky!

a. meet  
b. meets  
c. meeting  
d. meetings

**LOGBOOK**

<table>
<thead>
<tr>
<th>Date*</th>
<th>Guest’s FullName (Representative)</th>
<th>Room Type**</th>
<th>Number of Guests</th>
<th>Check- in time</th>
<th>Check- out time</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/14/09</td>
<td>Andrea Simons</td>
<td>A</td>
<td>1</td>
<td>1:00pm</td>
<td></td>
</tr>
<tr>
<td>3/25/09</td>
<td>Timothy Holt</td>
<td>A</td>
<td>1</td>
<td>2:35pm</td>
<td></td>
</tr>
<tr>
<td>3/26/09</td>
<td>Carla Ridges</td>
<td>A</td>
<td>1</td>
<td>9:15am</td>
<td></td>
</tr>
<tr>
<td>3/27/09</td>
<td>Howard Strutford</td>
<td>B</td>
<td>2</td>
<td>7:34am</td>
<td></td>
</tr>
<tr>
<td>3/27/09</td>
<td>Jennifer Stewart</td>
<td>B</td>
<td>2</td>
<td>7:34am</td>
<td></td>
</tr>
<tr>
<td>4/12/09</td>
<td>Meredith Blake</td>
<td>D</td>
<td>4</td>
<td>6:25pm</td>
<td></td>
</tr>
<tr>
<td>5/03/09</td>
<td>John Stephen Richardson</td>
<td>C</td>
<td>3</td>
<td>11:40am</td>
<td></td>
</tr>
</tbody>
</table>

*The date indicated here is the date when the guest/s arrived and not when they reserved the rooms.

** The Room Type is based on the reservation form filled up by the guest/s upon ______ at the hotel.

a. seeing  
b. arrival  
c. leaving  
d. departure

---
Answer the following questions based on the previous text.

1. What month did the hotel have the most number of guests?
2. If you were checking-in alone, what room type would you probably get?

**Exercise 3: Compare and Connect** (3-5 minutes)

Read the following **RESERVATION FORM** and try to answer the questions that follow.

---

<table>
<thead>
<tr>
<th>Option</th>
<th>Room Type</th>
<th>Amenities</th>
<th>Rates/day*</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>1 – Bedroom</td>
<td>1 bed, cable TV, bathroom</td>
<td>$50</td>
</tr>
<tr>
<td>B</td>
<td>2 – Bedrooms</td>
<td>2 beds, cable TV, bathroom</td>
<td>$100</td>
</tr>
<tr>
<td>C</td>
<td>2 – Bedrooms</td>
<td>3 beds, cable TV, bathroom, refrigerator</td>
<td>$150</td>
</tr>
<tr>
<td>D</td>
<td>4 – Bedrooms</td>
<td>5 beds, cable TV, bathroom, refrigerator, kitchen area</td>
<td>$200</td>
</tr>
</tbody>
</table>

Please fill out the information below:

<table>
<thead>
<tr>
<th>Option</th>
<th>Guest Name</th>
<th>Number of guests</th>
<th>Type of Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>Carla Ridges</td>
<td>1</td>
<td>Cash</td>
</tr>
</tbody>
</table>

*Rental only covers the amenities, internet connection, cable TV subscription, water, electricity and daily housekeeping services

*Other miscellaneous services such as laundry, telephone calls, extra amenities, etc. will be separately charged and are not included in the rental charges.

______________________________
Signature of Guest (Representative)
Questions:

1. What are the pieces of information included on this reservation form?
2. If you want a room where you can cook and prepare food, what room type will you rent?
3. What could be the amount that Carla Ridges must pay if she stayed in the hotel for 3 days in a single-person room?

II. LISTENING (1-2 minutes)

Exercise 1: What’s in the photo?

Study the following picture carefully. Then listen to the audio clip that follows.

![Picture]

**Question:** Which of the following statements is true about the picture?

**Exercise 2: Fill in the details (3-4 minutes)**

Listen to the following audio clip once then try to answer the exercises that follow.

**AUDIO 2**
cdn.rarejob.com/material/intermediate/toeic/audio/TOEIC2convo_083.mp3
Read the following sentences carefully. Try to supply the missing word or phrase based on the listening clip.

1. “Every room in the hotel has internet connection and a mini Zen ________ fronting the shower room.
2. “We also have an __________ area for the kids and the young-at-heart.”
3. “Guests could also dine at our five-star _________ offering mouthwatering dishes.”

**CHOICES:**

| restaurant | garden | lobby | arcade |

**Exercise 3: Answering Questions** (3-4 minutes)

Read the following questions about the audio clip then choose the best answer from the four choices. You may opt to listen to the clip one more time with your tutor.

1. What is Early Horizon Hotel known for?
   a. World’s Oldest Hotel
   b. World’s Biggest Hotel
   c. World’s Most Visited hotel
   d. World’s Most famous hotel

2. How many visitors does the hotel have every month?
   a. 400
   b. 500
   c. 600
   d. 700

3. Why are there lots of guests in Early Horizon Hotel?
   a. Because of the cheap rental rates
   b. Because of the popularity of the hotel
   c. Because of the accessibility of the hotel
   d. Because of the dedication to satisfying the guests

4. What service will a group of businessmen need if they want to have a meeting?
   a. Arcade area rental
   b. Swimming pool rental
   c. Conference room rental
   d. Five-star restaurant rental
5. What do you need to do if you want to inquire about the other services of the hotel?
   a. Visit the hotel and ask
   b. Call the hotel’s toll-free hotline
   c. Send an email to the management
   d. Write the hotel’s management a letter