



Unit 11 — Reception and Reservations

Reading: Reception and Reservations

Depending on the size of the hotel, a guest's first contact will be with either reception or the reservations department. These departments will deal with the reservation from the first call through to the moment of arrival.

So how does a typical reservation go?

Traditionally, potential guests were sent brochures which gave information about the hotel, the facilities and of course the tariff showing the prices for both peak and off-peak periods. These are the standard prices of the hotel before any special offers or discounts and are known as rack rates. Some hotels still send these brochures but many rely on their website to give this information.

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Discussion Questions

What are the advantages and disadvantages of not sending brochures, and only relying on the internet?

Should hotels be able to change a reservation without the guests knowledge?
Why / Why not?

What do you think are the biggest challenges of working in a reservations department?