**Phone Reservation**

Phone Ringing!!!!!

Front Desk: Hello Goodmorning. My name is Jelina Ignacio of PLP Hotel, How can I help you?

Guest: I’d like to make a reservation.

Front Desk: Okay. May I have your name?

Guest: Haydee Dollison

Front Desk: Ms. Dollison when would you like to check in?

Guest: On October 28.

Front Desk: How many night you might stay?

Guest: For three nights.

Front Desk: Ms. Dollison what time your exact arrival on October 28?

Guest: 3:00pm

Front Desk: For how many people is the reservation Ms. Dollison?

Guest: Im with my Friend.

Front Desk: Okay Ms. Dollison. What would you like a room a twin bed room or a double bed room?

Guest: A double bed room please.

Front Desk: May I have your phone no. Ms. Dollison?

Guest: 09068531102

Front Desk: I will repeat your phone number. 09068531102?

Okay Ms. Dollison you room rate per day is ₱3,500 and the total rate of your stay in is ₱10,500.

Guest: Okay.

Front Desk: Ms. Dollison how would you like to pay your payments? Via Credit card or via bank accoumt?

Guest: I will pay the payments via bank account.

Front Desk: Okay. Ms. Dollison may I have you email account?

Guest: [Dollison\_haydee@gmail.com](mailto:Dollison_haydee@gmail.com)

Front Desk: Ms. Dollison I will send on your email all the bank account numbers that you can deposite your payments. And I will send also the copy of your reservation. Ms. Dollison you also need to send us the paper that your already paid.

Guest: Okay.

Front Desk: Ms. Dollison I will repeat you reservation. Your reservation is on October 28, Wednesday for three nights. And your room is double bed room. And the rate of your room is. ₱10,500.

Guest: Okay. Everything is correct,

Front Desk: Okay Ms. Dollison thank you for calling us for your early reservation.

**Check-in**

Front Desk: Good afternoon. Welcome to PLP hotel How can I help you?

Guest: Hi im Haydee Dollison. I reserved a double bed room for three nights.

Front Desk: Ms. Dollison may I have your copy of your reservation and the payments receipt?

Guest: Here.

Front Desk: Okay Ms. Dollison please fill up the form.

Guest: (fill up the form)

Front Desk: Thank you Ms. Dollison your room number is 808. The bell boy will assist you.

Guest: Thank you.

Front Desk: Your welcome. Have a nice day. Enjoy your day.

**Check-out**

Front Desk: Good afternoon.

Guest: May I have my bill?

Front Desk: What is your room number Ms.?

Guest: Room 808

Front Desk: Okay Ms. Dollison here’s your bill fot three night stay.