



## Beach Guesthouse

Crest Road  
Seascape  
Devon EX91 WUJ

Friday morning 8 a.m.  
June 5th

FOR THE NEW RECEPTIONIST

I'll be busy this morning.  
Could you make out next week's booking sheet?  
Do it in pencil in case we have to make changes later.  
Show me when you've finished.

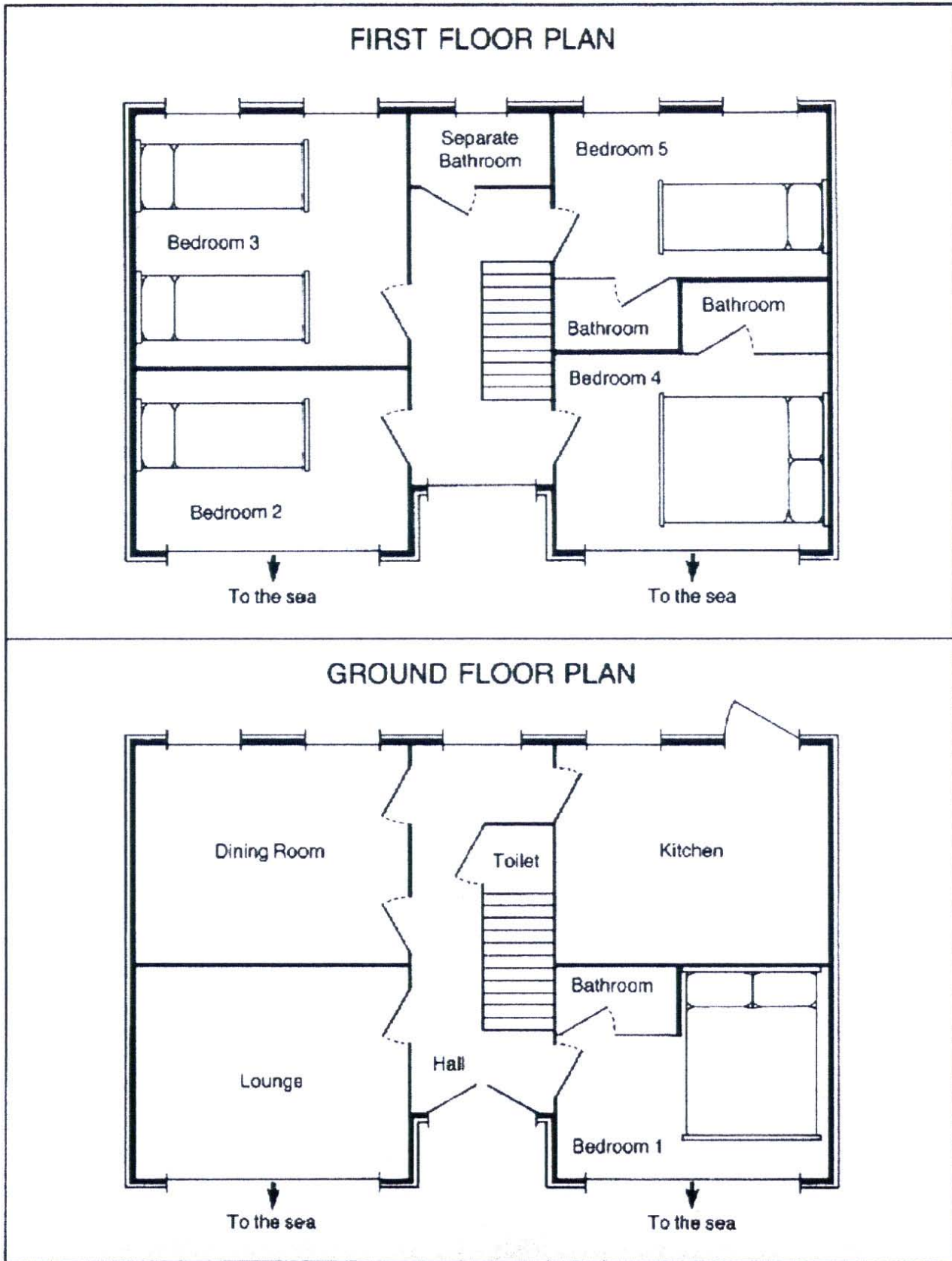
Mrs Penhaligon

NEXT WEEK

- ① The Allens are in room 3 - they're staying on till Thursday 11th, so their last night will be the 10th.
- ② Mr. George will be in Room 5. He will be leaving on Wednesday 10th.
- ③ The Rogers and the Peters will be leaving on Monday. So they don't appear on next week's sheet.

PS Also enclosed are some bookings from ages ago. Could you please put them on the booking sheet? Make sure they get suitable rooms. The plans show what each room is like.

## Beach guesthouse floor plans



## Beach guesthouse room bookings

Name of receptionist .....

Night	Date	Room 1	Room 2	Room 3	Room 4	Room 5
Monday night	1 <sup>st</sup> June	Mr & Mrs Jones	Mr Sands	Ms Quick	Mr & Mrs Frederick	John Frederick
Tuesday night	2 <sup>nd</sup> June		Mrs Singh			
Wednesday night	3 <sup>rd</sup> June			Mr & Mrs Anderson		
Thursday night	4 <sup>th</sup> June					
Friday night	5 <sup>th</sup> June		Mr Patel	Mr & Mrs Allen		
Saturday night	6 <sup>th</sup> June				Mr & Mrs Rogers	Mr George
Sunday night	7 <sup>th</sup> June	Mr & Mrs Peters	Denis Peters			

Night	Date	Room 1	Room 2	Room 3	Room 4	Room 5
Monday night	8 <sup>th</sup> June					
Tuesday night	9 <sup>th</sup> June					
Wednesday night	10 <sup>th</sup> June					
Thursday night	11 <sup>th</sup> June					
Friday night	12 <sup>th</sup> June					
Saturday night	13 <sup>th</sup> June					
Sunday night	14 <sup>th</sup> June					

## Beach guesthouse room bookings continued

Night	Date	Room 1	Room 2	Room 3	Room 4	Room 5
Monday night	15 <sup>th</sup> June					
Tuesday night	16 <sup>th</sup> June					
Wednesday night	17 <sup>th</sup> June					
Thursday night	18 <sup>th</sup> June					
Friday night	19 <sup>th</sup> June					
Saturday night	20 <sup>th</sup> June					
Sunday night	21 <sup>st</sup> June					

Night	Date	Room 1	Room 2	Room 3	Room 4	Room 5
Monday night	22 <sup>nd</sup> June					
Tuesday night	23 <sup>rd</sup> June					
Wednesday night	24 <sup>th</sup> June					
Thursday night	25 <sup>th</sup> June					
Friday night	26 <sup>th</sup> June					
Saturday night	27 <sup>th</sup> June					
Sunday night	28 <sup>th</sup> June					

## Beach guesthouse Booking enquiry log sheet

Name of receptionist .....

### Notes for the receptionist

Your job is to check the emails and answer the phone, and deal with booking enquiries.

When people want to make a booking, book them in if you can.

You may not be able to give them exactly what they want.

In this case, offer them what you can.

Fill in the Booking enquiries log sheet.

Fill in what they asked for and what you agreed.

*Mrs Penhaligon*

Date	Time	Name	Booking requested (type of room, with dates)	Reply
<i>4<sup>th</sup> June</i>	<i>6.15 pm</i>	<i>Mr Patel (email)</i>	<i>Single with bath, 5 and 6 June</i>	<i>Agreed to book single <u>without</u> bath</i>
<i>4<sup>th</sup> June</i>	<i>6.45 pm</i>	<i>Mr &amp; Mrs Peters and son (telephone)</i>	<i>Double and single for 7 June (double with bath)</i>	<i>Booked as asked</i>
<i>4<sup>th</sup> June</i>	<i>8 pm</i>	<i>Mr Baynes (telephone)</i>	<i>Single for 8 June. May stay longer if weather is good</i>	<i>8 June booked. At the moment we still have space for the rest of the week, but we cannot reserve a room unless he says definitely</i>





## Beach guesthouse messages

11 cards over 3 pages

This sheet and two further sheets contain booking requests and related messages. They are listed in chronological order.

They can be copied/laminated/cut and can be given to pupils in one go or in a staggered fashion.

Pupils will also need the initial six pages of the pupil stimulus.

REPLY POSTED  
4th May

14 Richmond Street  
Lampthorne  
BUCKS  
23rd April

Dear Madam

We would like to stay for a few days in June if you have a suitable room.

My husband is disabled so we need a room on the ground floor with its own bathroom.

If you do have a room like this we would like to come from the 11th to the 18th June.

Yours faithfully  
A Bessel (Mrs.)

To: George Mackie [gmackie@dotmail.co.uk]  
From: Beach Guesthouse  
Subject: Room reservation  
Sent: 19/05/10 09:12

Dear Mr Mackie

This is to acknowledge receipt of your booking request. I confirm we can meet your request and look forward to seeing you on 8th June.

Beach Guesthouse

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From: George Mackie  
To: Beach Guesthouse  
Subject: Room reservation  
Sent: 19/05/10 08:35

My wife and I would like to reserve a double room with a bath, and with a view of the sea if possible.

We will arrive on Monday 8th June and stay until Friday 19th.

George Mackie

TELEPHONE MESSAGE

FOR: Reception  
FROM: Mr. Baynes  
PHONE NUMBER: (call box)

DATE: 4 June  
TIME: 8.00pm

MESSAGE:  
He wants a room for the night of Monday 8th June. He may stay longer if the weather is good.

TELEPHONE MESSAGE

FOR: Reception DATE: 5th June  
FROM: Mr. and Mrs. Richmond TIME: 9.45 am  
PHONE NUMBER: 01706 714 214  
MESSAGE:

*Could they have a double room,  
preferably with its own bath, for next  
Saturday (13th June)? Just for one night.*

EMAIL

From: M Heard  
To: Beach Guesthouse  
Subject: Room reservation  
Sent: 5/06/10 10:00

I would like a single room with bath for next weekend. I will arrive Friday evening 12 June and stay until Sunday afternoon.

Miss Marjorie Heard

TELEPHONE MESSAGE

FOR: Reception DATE: 5th June  
FROM: George Bradford TIME: 11:00 am  
PHONE NUMBER: (call busy)  
MESSAGE:

*Could he have a room for  
tonight?*

EMAIL

From: M Stain [mstain323@hotmail.com]  
To: Beach Guesthouse  
Subject: Room reservation  
Sent: 5/06/10 11:15

I would like to book a single room for two nights from Wednesday 10 June. Please can you confirm if you have one available.

Michael Stain



EMAIL

From: Mrs J Evans [mrsevans21@hotmail.com]  
To: Beach Guesthouse  
Subject: Room reservation  
Sent: 5/06/10 11:30

I am arriving Thursday 11 June for a long weekend stay. I will need a room until Tuesday lunchtime.

Mrs J Evans

TELEPHONE MESSAGE

FOR: Reception DATE: 5th June  
FROM: Mrs. Blakeley TIME: 2.30pm  
PHONE NUMBER: 723114 until Sunday lunchtime  
MESSAGE: 1

Would like to come for a week, arriving on Monday, leaving on Friday.  
Do you have a double room?

TELEPHONE MESSAGE

FOR: Reception DATE: 5th June  
FROM: Sally Giles TIME: 1.05 pm.  
PHONE NUMBER:

MESSAGE: She wants a room for Saturday night 13th June with a sea view and bath.

TELEPHONE MESSAGE

FOR: Reception DATE: 5th June  
FROM: Mr. Baynes TIME: 3.00 pm  
PHONE NUMBER: Call box  
MESSAGE:

He rang yesterday and booked for Monday night. He has now decided he would like to stay till Friday morning.  
If you can't take him all week he won't come at all.