



### Telephone Call Script: Venue Reservation(会場予約)

Receptionist: Thank you for calling Bianca Empires Hotel. Julia speaking, how may I help you?

Caller: Hello? This is Alden Finn. I would like to make a reservation for one of your function rooms.

Receptionist: Is this for a social event or a corporate event?

Caller: It's for a corporate event on the 3rd of week of September.

Receptionist: Okay, sir. I'll transfer your call to one of our corporate events account executives so your query would be addressed more properly. Kindly stay on the line. If our call gets disconnected, the direct line to our corporate events team is 2236. Thank you.

Caller: Okay, thanks.

Account Executive: Hello, this is Maine from the corporate events team of Bianca Empires Hotel. How may I help you?

Caller: Hello, this is Alden Finn of KC Travel and Tours. I need to make a reservation for a function room that could accommodate 100–150 people.

Account Executive: I understand Mr. Finn. May I know the exact date of the event?

Caller: It will be held on the 19th of September.

Account Executive: Please give me a few seconds to double check our schedule, Mr. Finn.

Caller: Sure, thanks!

Account Executive: Thank you for waiting, Mr. Finn. We have two available function rooms on the 19th of September. The Jazzy Executive Hall can hold 100–150 people while the Bobbie Pavilion can accommodate 150–200 guests.

Caller: Great! Please make a soft reservation for both function rooms. Our marketing team will be go there to see both rooms.

Account Executive: Most definitely, Mr. Finn. We are available on weekdays and Saturdays from 8AM until 5PM.

Caller: Okay, our team will be there on Monday at 9AM. I'll give them your name, Ms. Maine. I'd like to give you my contact details if you don't mind.

Account Executive: That would be helpful. I'm ready for your details, sir.

Caller: My mobile number is 0958 736 4592 and my e-mail address is a.finn@kctravelandtours.ca

Account Executive: Thank you, sir. Please confirm if I got it right. Your mobile number is 0958 736 4592 and your e-mail address is Alpha dot Foxtrot India November November at Kilo Charlie Travel and Tours dot CA (a.finn@kctravelandtours.ca)

Caller: Yes, that's right!

Account Executive: Is there anything else I can assist you with?

Caller: No, but thank you for asking.

Account Executive: You're welcome, sir. Have a great day.

Caller: You,too. Bye!

## 出典

**A. Exercise 1**

Complete the telephone conversation using appropriate and polite words:  
丁寧な語を使用して、電話での会話を完成させましょう。

Receptionist: Thank you for calling Bianca Empires Hotel. \_\_\_\_\_?

Caller: Hello? This is \_\_\_\_\_. I would like to make a reservation for one of your function rooms.

Receptionist: Is this for a social event or a corporate event?

Caller: It's for a corporate event on the 3rd of week of September.

Receptionist: Okay, sir. I'll transfer your call to one of our corporate events account executives so your query would be addressed more properly.

\_\_\_\_\_ Thank you.

Caller: Okay, thanks.

**B. Exercise 2**

Express the ideas in the following sentences on your own:  
以下の文に自分の言葉で答えてみましょう。

EXAMPLE: "No, thank you."

1. Not today but you've been helpful. Thanks!
2. I think that's it for today, thank you.

A. "Hello, this is Maine from the corporate events team of Bianca Empires Hotel. How may I help you?"

1. \_\_\_\_\_
2. \_\_\_\_\_

B. "Okay, our team will be there on Monday at 9AM. I'll give them your name, Ms. Maine. I'd like to give you my contact details."

1. \_\_\_\_\_
2. \_\_\_\_\_

**C. Exercise 3**

Discuss :  
話し合みましょう。

1. What was the call about?
2. Was the call pleasant? Why or why not?
3. Do you think Mr. Finn would use the facilities of Bianca Empires Hotel? Explain your answer.

**D. Exercise 4**

Additional Reference

(You may use the NATO phonetic alphabet to spell words or names over the phone for clarification  
例を使ってスペルを説明しましょう  
(電話でスペルや名前などを説明するための”NATO音標文字”を使っても良いです。)

EXAMPLE: Brenda Smith

In NATO Phonetic Alphabet:

Bravo-Romeo-Echo-November-Delta-Alpha SierraMike-India-Tango-Hotel

<b>Phonetic Alphabet</b>	
<b>A - alpha</b>	<b>N - november</b>
<b>B - bravo</b>	<b>O - oscar</b>
<b>C - charlie</b>	<b>P - papa</b>
<b>D - delta</b>	<b>Q - quebec</b>
<b>E - echo</b>	<b>R - romeo</b>
<b>F - foxtrot</b>	<b>S - sierra</b>
<b>G - golf</b>	<b>T - tango</b>
<b>H - hotel</b>	<b>U - uniform</b>
<b>I - india</b>	<b>V - victor</b>
<b>J - juliet</b>	<b>W - whiskey</b>
<b>K - kilo</b>	<b>X - x-ray</b>
<b>L - lima</b>	<b>Y - yankee</b>
<b>M - mike</b>	<b>Z - zulu</b>

1. number: \_\_\_\_\_
2. call : \_\_\_\_\_
3. manage : \_\_\_\_\_
4. Shaw : \_\_\_\_\_
5. Anya : \_\_\_\_\_
6. Sid : \_\_\_\_\_