

**30**

302en30A



Notes

## AIDS FOR A RECEPTIONIST

A receptionist is a person who needs many attributes and skills. She is presentable, alert, polite, tactful and works efficiently with warmth and easy grace. Anyone with a problem in the work place comes to her. And, to aid her in her work, she has several reference list numbers, etc. After repeated use, she begins to carry the information in her head.



### OBJECTIVES

At the end of this lesson, you will be able to:

- use materials that help a receptionist do a good job.

### 30.1 BROCHURE, BOOKLETS, PRINT MATERIAL

A receptionist has to be familiar with a great deal of information. Often she picks them up from leaflets, guides, brochures and other print material. The information given below about HOTEL IMPERIAL is a typical example.

#### Location

Situated in the heart of the Capital, is a Five Star Luxury Hotel that offers every comfort within easy reach of all government and commercial buildings and adjacent to main shopping centres, quiet and reposeful with extensive grounds and spacious gardens. It's twenty minutes drive from the Airport and ten minutes drive from New Delhi Railway Station.



## Notes

**Accommodation**

160 magnificently furnished luxurious rooms and suites, centrally air-conditioned and centrally-heated. All rooms have private bath with running hot and cold water, telephone, 4-channel music. All rooms have colour television with in-house movie system. There are refrigerators in all the rooms.

**Special Services**

Safe deposit lockers, hair dresser, beauty parlour, medical assistance, baby sitting service, travel agencies, same-day laundry service, complete shopping arcade, 24-hour room service.

**Tavern Bar and Restaurant**

Offers superb cuisine – Indian, Chinese and continental, band in attendance.

**Garden Park Restaurant and Bar**

Coffee Shop for quick lunches, snacks, tea/coffee, offers Indian, Continental and tandoori delicacies.

**Gold Room**

Banquet hall for large gatherings.

**Ball Room**

Convention hall where conferences can be arranged. It can seat 500 persons.

**Raja Room**

Ideal for small meetings for 35 to 40 persons.

**Tennis court**

Well maintained hard court with tennis marker in attendance.

**Swimming Pool**

Situated – amidst picturesque surroundings under palm trees, perfect place for relaxation and sun bathing.

**Tariff**

Room only	Rs. 1000	\$ 22.52
Single Room	Rs. 1100	\$ 24.77
Deluxe Double	Rs. 1200	\$ 27.03
Deluxe Suites	Rs. 2700	\$ 60.81
Suites	Rs. 2500	\$ 56.31
Extra Bed	Rs. 225	\$ 5.06
Child Cot	Rs. 100	\$ 2.25

**Group Tariff****Single Occupancy****Double Occupancy**

AP	Rs. 1130/-	\$ 25.45	Rs. 1450/-	\$32.66
MAP	Rs. 1040/-	\$ 23.42	Rs. 1270/-	\$ 28.06
EP	Rs. 900/-	\$ 20.27	Rs. 1000/-	\$ 22.52

The US\$ rates shown above are approximate based on present exchange Rs. 44.40, 10<sup>th</sup> March, 2006 and are subject of change.

One bonafide tour conductor will be free for a minimum of 15 paying passengers in a group.

No Service Charges.

**Check in/Check out time 12 Noon**

Reservations held till 6 p.m. unless late arrival indicated.

Foreigners have to pay their Bills in acceptable foreign currency.

Credit cards accepted.

American Express, Visa, Master Card, Diners.

**Dogs and Pets are not allowed.**

Sometimes, information comes from in-house schedules, reservation charts, etc. For example, study the reservation chart that appears below. Why and when will this be used?

Month November

Year 2006

Date

Room	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
101 DB	GILROY SCOTT					P. GUPTA									
102 DB	K. SWAMINATHAN														
103 DB	J. GROVER				N. SHARMA										
104 S										R. K. BHATIA					
105 ST	R.K.BHATIA						R. KUMAR								
106 DxS.	JHA														

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107 DxDB K. RAJAN

C. BANERJEE

108 S

109 ST

H. WADEKAR

**INTEXT QUESTIONS 30.1**

1. Study the five dialogues given below. In each case indicate (a) which “aid” is being referred to; i) brochure or ii) reservation chart and (b) is the information given correct?

R (receptionist) : Hotel Imperial, Good morning.

C (caller) : Could you tell me the check-out time please?

R : The check-out time is 12 noon.

C : Oh! But my flight is at 3.00 .... Would it be all right if I check out a little earlier, say at 1.30 or so?

R : Yes... it should be possible. And if another guest is checking into your room, you could keep your luggage in the lobby.

C : That sounds fine. Thanks.

R : You're welcome.

**II.**

R : Good evening, can I help you?

C : Good evening. One of my friends is booked into your hotel ... it seems his flight is going to be delayed.

R : How long?

C : Seems he won't be in before 7 p.m. Will you keep the room till then?

R : Since you have informed us we will. Otherwise we are strict about the 6 p.m. release. What is his name? ..... and the dates he has been booked for?

C : (Gives her all the details)



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**III.**

R : Hotel Imperial, Good afternoon.

C : Good afternoon. I would like to book a room for five days sometime next month. Could you tell me what the daily rate is?

R : It is 1000 for a single room and 1100 for a double room.

C : 1000! O.K. Thank you.

R : You're welcome.

**IV.**

R : Hotel Regent. Good morning.

C : Good morning, I wanted to find out if Mr. J. Grover has checked in?

R : Mr. Grover.... Yes .... He checked in this morning. He is in room 103

C : 1-0-3. Thank you very much.

**V.**

R : Reception ..... Good morning.

Mr. Bhatia : This is Raj Bhatia from 105, I received a call from my office this morning. They would like me to stay here for three more days. I wonder if it is possible for you to extend my booking.

R : It should be possible. Let me check the booking situation ..... Would you hold the line please? ..... Yes, that will be all right ..... just a moment ..... We might ask you to change the room though. Would that be acceptable?

Mr. Bhatia : Oh Yes! No problems. Thank you so much.

## **30.2 FLIGHT SCHEDULES, RAILWAY TIME-TABLES, ETC.**

The hotel receptionist has to very often answer enquiries about flight timings and rail journeys. If the receptionist also happens to be a senior official's personal assistant, as it very often the case in small offices, she has to make arrangements for his rail or air travel. To be able to do it, she should know how to read the flight schedule and the railway time table. The visitors too may often seek her assistance in reading these.



## Notes

**Flight Schedule**

Here are some tips to interpret flight schedules.

- ◆ The flight numbers are given at the top of every column.
- ◆ Right below these numbers the aircraft type is mentioned — AB3 stands for Airbus A 300; 737 for Boeing 737, 747 for Boeing 747, FKF for Fokker Friendship and HS 7 for 748 AVRO.
- ◆ Below these are given the days on which a particular flight operates, D stand for daily, and the numbers for the days of the week. For example if it is 1 2 4, it indicates that the flight is available on Mondays (1), Tuesdays (2) and Thursday (4).
- ◆ D and A along the sides of the centre column stand for Departure and Arrival respectively.
- ◆ The hours are written clockwise 0100 to 2400.

With the help of these tips it should be easy for you to read the flight schedule. Now, if you were asked to find out which flights go to Bangalore from Delhi, Calcutta and Madras, you will see that there is a daily flight from Delhi (IC 403) which departs at 0900 and reaches Bangalore at 1130. There are two flights from Bombay IC 407 and IC 105, and there is a direct flight from Calcutta also i.e. IC 271.

Similarly, you can read the railway time-table and answer enquiries/make bookings. In the railway time table, the days (on which a particular train is available) are mentioned in one of the top columns. If this information about a particular train, for example 20 Dehradun Express is not mentioned in any of the top columns, that means that it is a daily train and operates on the route detailed in the table.

### 30.3 IMPORTANT FORMS AND DOCUMENTS

Some offices and hotels keep a register at the reception. All the incoming visitors are supposed to write their names, address etc. in this register. What purpose does it serve?

— It helps the office keep a record of all the incoming visitors.

It is called the Register of callers. It is maintained by the receptionist. There are a

number of other documents and forms which a receptionist constantly needs. These are:

- ◆ Message Forms
  - ◆ Reservation Vouchers
  - ◆ Registration Form/ 'C' Form
    - ◆ Internal Telephone Directory
      - ◆ Early Morning Call Sheet
        - ◆ Flight Schedule
          - ◆ Railway Time Table

The receptionist needs these forms and documents to (a) do her job efficiently and (b) help the smooth functioning of the office/hotel. She has to maintain and regularly update these documents (e.g. Internal Staff Directory). She should always make the entries (e.g. in the message Form and Reservation Voucher) in neat and legible handwriting. This will not only help the receptionist if she has to read something again, but also others who have to follow the instructions and act accordingly. Samples of some of these documents are given in the following pages.

- (1) **Register of callers:** This is a register in which all the callers have to write their names, addresses, purpose of visit, date and time of arrival. If a caller represents a firm and has a visiting card, then his card can be attached to the register.

Date	Name	Firm/ Address	Time of Arrival	Purpose of visit	Time of Departure
15 May 1989	J.K. Sharma	VM Electronics	10.30 a.m.	To meet Prem Wahi	11.30 a.m.
15 May 1989	R. Malhotra	Goyal stores	11.05 a.m. Stationers	To meet Admn. Officer	12.05 p.m.
15 May 1989	Dr. S. Kumar	M-8 House	11.15 a.m. Vikaspuri	To meet Anu Kapoor	11.50 a.m.
15 May 1989	K. Shantha	Allwyn Publishers	12.10 p.m.	To see Sales Manager	12.55 p.m.



Notes



Notes

(2) **Message Form:** A receptionist frequently needs these forms because, however good her memory may be, she may not remember all the messages which have to be passed on to different persons. She can conveniently note down the message on this form.

<b>MESSAGES</b>	
To:..... Dept.:.....	From:
	Phone:
	Address:
Date .....	
Time Rec.: .....	
Received by: .....	
Message _____	
_____	
_____	
_____	
_____	
Signed. ....	

(3) **Reservation Voucher:** Sometimes hotels give/send reservation vouchers instead of letters or reservation cards after the booking has been confirmed. The guest shows this voucher at the reception when he/she comes to stay in a hotel. It also means that the guest has already paid the agent/hotel for the room.

The receptionist, who looks after booking also, has to fill in these vouchers and send them ahead for further action.



## RESERVATION VOUCHER

## PARK HOTEL

15 PARLIAMENT STREET, NEW DELHI – 110001



Notes

WE ARE PLEASED TO CONFIRM THE RESERVATION FOR		
MR/MRS/MS		
ADDRESS/COMPANY		
DESIGNATION		
ARRIVAL DATE	TIME	BOOKING RECEIVED FROM
DEPARTURE DATE	TIME	NAME
ROOM REQUIREMENT	RATE	ADDRESS
BILLING INSTRUCTIONS		
		TELEPHONE NO.
MODE OF RESERVATION		RESERVATION MANAGER
REMARKS		

## Delhi's Best Located Luxury Hotel

- (4) **Reservation Form/ 'C' Form:** When foreigners come to stay in a hotel, they are asked to fill in the 'C' Form and not the usual Registration Form which other guests have to fill in. The 'C' Form is meant to give the hotel complete details about the foreign tourist (e.g. his passport no. and permanent address). It also helps the government keep a count of the tourists coming into a country since the first copy of this form is sent to them.

## 'C' Form

## PARK HOTEL

15 PARLIAMENT STREET, NEW DELHI – 110001

DATE	TIME	'C' FORM NO.
ROOM NO.		
NAME (SURNAME FIRST)		
ADDRESS		
NATIONALITY	PASSPORT NO.	
PLACE & DATE OF ISSUE		
DATE OF ARRIVAL IN INDIA		
PROPOSED DURATION OF STAY IN INDIA		
ARRIVED FROM	PROCEEDING TO	
WHETHER EMPLOYED IN INDIA		
NUMBER DATE & OFFICE OF		
ISSUE CERTIFICATE OF		
REGISTRATION (IF ANY)		
FRONT OFFICE MANAGER		



## Notes

- (5) **Internal telephone directory:** It is an extremely important document for the receptionist. It is a list with the extension numbers and names of all the employees arranged alphabetically. The receptionist should no doubt know all the extension numbers by heart, but the list should be always in front of her so as to avoid any mistake. The receptionist will constantly need to update this directory.

**BRITISH HIGH COMMISSION  
BRITISH COUNCIL DIVISION  
NEW DELHI**

OFFICE TELEPHONE EXTENSION NOS.

OFFICE TELEPHONE NOS. 381401, 382004, 3833946

Office Ext.	Name	Office Ext.	Name
110	Arbuthnott	169	Majumdar
127	Asthana	163	Malhotra
		149	Malik
134	Bahl	181	Manchanda
129	Bajpai	160	Manchadran
114	Baker	138	Mathur, PS
184	Bakshi	132	Mathur, SK
165	Ballal	194	Mellury
166	Bapretto		
128	Bate	125	Pahwa
169	Bhattacharya	113	Pandita
158	Braganza, D	18	Popli
		176	Qadir
124	Cordingley		
140	Cowin	147	Radhakrishnan
		157	Raman
112	Darauwalla	155	Ramanathan
143	Dogra	136	Rebello
168	Duggal		
154	Ganghani	195	Sanderson
131	Giroy-Scott	116	Siddhanta
183	Gopal	149	Siddiqui
150	Goswamy	121	Singh, Mrs K
172	Goyal	146	Singh, Mrs M
111	Grover	196	Singh, Mrs S
175	Gujral	152	Soni
		153	Spears



**Notes**

148	Jayarajan	126	Sundaram
		197	Swaminathan
133	Kailash	142	Taneja
180	Kapoor, V	178	Theobald
120	Kampani		
135	Kumar, N	139	Venkataraman
		117	Verma
162	Lall	130	Vohra
122	Langham	170	Kundan

Some directories also mention the designation of their employees.

<b>Telephone Extensions</b>	
M. Abrahams, Manager	102
T.K. Vohra, Accounts Officer	105
M. Raghu, Despatch Incharge	115
B.V. Seth, Secretary	128
M.P. Sardana, Asst. Manager	119
C.L. Kukreja, Branch Manager	121
P.C. Sharma, Sales Manager	112
.....	
.....	
.....	

(6) **Early Morning call sheet:** This is a sheet of paper on which the receptionist notes what time guests want the early morning call (i.e. at what time they want to be woken up) and whether they want tea/coffee and/or newspapers. The receptionist doesn't need to note the names of the guests; their room numbers are sufficient.

**14 Aug 2006**

**15 Aug 2006**

<b>14 Aug 2006</b>			<b>15 Aug 2006</b>		
	<b>Time</b>	<b>Room No.</b>		<b>Time</b>	<b>Room No.</b>
1.	6.30	57	1.		
2.	7.45	44	2.		
3.	7.30	78	3.		
4.	7.45	18	4.		
5.	7.15	49	5.		
6.	6.00	50	6.		
7.			7.		
8.					
	.....			.....	
	.....			.....	
	.....			.....	



Notes

(7) **Travel Guide:** The guests and visitors often ask the receptionist for information on travel. Therefore, she should keep a copy of the Flight schedule and the Railway Time Table handy. The hotel receptionist can even keep a copy of the Weekly Travel Guide (published in some newspapers) near her desk. This will give her the latest information on travel by air, rail and road.



**INTEXT QUESTIONS 30.2**

1. Suppose you are the personal assistant to the Managing Director of an industrial house in Hyderabad. Your boss has to attend a one-day seminar in Delhi. In addition to this, he needs two full working days, but he must return by the earliest flight after that. Which flights would you book him on? (Refer to the flight schedules given below).

From		Days of Opn.	Flight No.	Air Craft	Dep.	Arr.	Stop	Fares in Indian Rs.	
To								J	Y
Ahmedabad ●	Ahmedabad ●	4,7	IC 981	320	1750	1930	0	11705	8055
Ahmedabad ●	Bangalore	1,3,5	IC 563	320	1810	1950	0	8185	5780
Bangalore ●	Bangalore ●	Daily	IC 916	320	0930	1030	0		
Bangalore ●	Bhubaneshwar	1,3,5	IC 977	320	1700	1800	0		
Bangalore ●	Chennai o ●	2,4,6,7	IC 961	320	1810	1910	0		
Bhubaneshwar	Chennai	3,7	CD7277	737	0940	1115	0		7785
Chennai o ●	Chennai	Daily	IC 952	320	0600	0700	0	8180	5690
Chennai	Chennai	Daily	IC 946	320	0950	1050	0		
Chennai	Delhi	Daily	IC 948	320	1615	1715	0		
Delhi	Delhi	Daily	IC 939	320	0640	0840	0	15950	10705
Delhi	Kolkata	Daily	IC 432	320	1540	1740	0		
Delhi	Kolkata	Daily	IC 840	320	1900	2100	0		
Kolkata	Mumbai	1,5	CD7271	737	1030	1325	1		10940
Kolkata	Mumbai	3,7	CD7277	737	0940	1240	1		
Mumbai	Mumbai	Daily	IC 927	320	0750	0905	0	8655	3025
Mumbai	Nagpur	Daily	IC 618	320	1600	1715	0		
Mumbai	Tirupati	Daily	IC 620	320	2025	2140	0		
Nagpur	Visakhapatnam	1,5	CD7271	737	1030	1130	0		7160
Tirupati		1,4,6,5	IC 943	320	1130	1225	0	5875	4155
Visakhapatnam		Daily	CD7571	737	1320	1420	0		5295

● Departure from Int'l-Terminal    o Arrival at Int'l-Terminal

*Flight Schedule - Section A  
From Hyderabad to Other Places*



From		Days of Opn.	Flight No.	Air Craft	Dep.	Arr.	Stop	Fares in Indian Rs.	
To	J							Y	
Ahmedabad ●	Daily	IC 817	320	0600	0725	0	10095	6975	
Ahmedabad	2,4,6	IC 885	320	1800	1925	0			
Ahmedabad	Daily	IC 861	320	1830	1955	0			
Amritsar ●	4	IC 841	320	1110	1205	0	6785	4796	
Amritsar ●	1,2,4,6	IC 881	320	1700	1755	0			
Aurangabad	Daily	IC 887	320	1300	1625	1	12925	8870	
Bagdogra	1,5	IC 879	320	1005	1155	0	13155	10095	
Bagdogra	4,6	CD7891	737	1025	1400	1		10095	
Bagdogra	2	CD7891	737	1115	1450	1			
Bangalore	Daily	IC 803	320	0615	0845	0	19130	12830	
Bangalore	Daily	IC 506	320	0935	1205	0			
Bangalore	Daily	IC 403	320	1630	1900	0			
Bangalore	Daily	IC 904	320	1950	2220	0			
Bhopal	1,2,4,6	CD7134	737	1745	1855	0		5615	
Bhubaneshwar	Daily	IC 877	320	1135	1335	0	17755	12085	
Chandigarh	Daily	IC 864	320	1245	1325	0	4965	3560	
Chennai	Daily	IC 439	320	0640	0910	0	19435	13210	
Chennai	Daily	IC 429	320	1015	1240	0			
Chennai	1,3,5,7	CD7477	737	1115	1550	2		13210	
Chennai	Daily	IC 801	320	1645	1915	0			
Chennai	Daily	IC 540	320	1900	2130	0			
Coimbatore	Daily	IC 657	320	0600	1030	1	22260		
Goa	Daily	IC 865	320	1000	1340	1	16940	11625	
Guwahati	1,5	IC 879	320	1005	1325	1	17870	12100	
Guwahati	3,7	IC 889	320	1005	1220	0			
Guwahati	4,6	CD7891	737	1025	1240	0		12100	
Guwahati	2	CD7891	737	1115	1330	0			
Hyderabad	Daily	IC 940	320	0625	0825	0	15950	10705	
Hyderabad#	Daily	IC 431	320	1000	1200	0			
Hyderabad	Daily	IC 839	320	1850	2050	0			
Imphal	3,7	IC 889	320	1005	1345	1	19150	14070	
Indore	1,2,4,6	CD7134	737	1745	1955	1		6430	
Jaipur ●	Daily	IC 896	320	0605	0645	0	4430	3210	
Jaipur	1,3	CD7471	737	1000	1040	0			
Jaipur ●	3,7	IC 858	320	1745	1825	0			
Jaipur	3,7	IC 873	320	2100	2140	0			
Jammu	4,6	IC 450	320	0605	0715	0	7650	5875	
Jammu	Daily	IC 821	320	1130	1240	0			
Jammu	Daily	IC 825	320	1140	1410	1			
Jodhpur	1,3	CD7471	737	1000	1150	1		5115	
Kochi	Daily	IC 165	320	0800	1225	1	26215	17555	

● Departure from INT'l-Terminal

# Till 29 Oct. 2005

*Flight Schedule - Section B  
From Delhi to Other Places*

- Using the section of the railway time table given below, find out the following information for the Sales Manager of your firm.
  - ◆ He has a meeting in Mumbai on Friday afternoon and he wants to be back in Delhi on Saturday for his son's birthday. Which train would you suggest he should travel by?



- ◆ Also find out the names and departure times of other trains for Mumbai from New Delhi railway station, Indicate the time using a.m. and p.m.

Notes

Train Name	Bhusaval Nizamuddin Gondwana Express	Lokmanya Tilak (T) Agra Lashkar Express	Lokmanya Tilak (T) Allahabad Express	Habibganj Nizamuddin Bhopal Express	Agra Cantt. Nizamuddin Intrecity Express	Dadar Bareilly Express	Emakulam Nizamuddin Mangala Lakshdweep Express	Mumbai CST Firozpur Punjab Mail	Gwalior Nizamuddin Taj Express	Lokmanya Tilak (T) Habibganj Express	Bhopal New Delhi Shatabdi Express	Dadar Amritsar Express
Train Number	2405	2161	1069	2155	1103	4313	2617	2137	2179	2153	2001	1057
Class of accommodation	2A, 3A SL, II	2A, 3A SL, II	2A, 3A SL, II	1A, 2A, 3A SL, II	II	2A SL, II	2A, SA SL, II, P 26A Daily	1A, 2A, 3A SL, II, P	CC II	2A, 3A SL, II	EC, CC P	2A, 3A SL, II
From Table No.	via.34	F	Tu, F	Daily	Daily	M	Daily	Daily	Daily	Th	Daily	Daily
Days of departure at originating station	Tu, Su											
Km.	Mumbai CST							19.05				
9	Dadar					07.55		19.17 19.20				23.00
16	Lokmanya Tilak (T)		16.20	05.20						16.20		
54	Kalyan		17.03 17.08	06.05 06.10		08.40 08.45	14.35 14.40	20.05 20.10		17.03 107.8		23.45 23.50
137	Igatpuri		18.55 19.00	08.00 08.05		10.40 10.45	16.35 16.40	21.55 22.00		18.55 19.00		01.35 01.40
182	Devlali		...	...		...	...	22.41		...		02.28
188	Nasik Road		19.40	08.55		11.35	17.30	22.53		...		02.40
261	Manmad		20.38 20.40	09.55 10.00		12.30 12.35	18.25 18.30	23.40 23.45		...		03.40 03.45
328	Chalisgaon		...	...		...	...	00.32		...		04.45
373	Pachora		...	...		...	...	...		...		05.22
420	Jalgaon		22.32	...		14.51	...	01.42		...		06.12
445	Bhusaval	05.30	23.15 23.25	13.10 13.20		15.35 15.45	21.15 21.25	02.25 02.30		23.15 23.25		06.50
499	Burhanpur		00.15	14.13		16.25	...	03.14		...		07.07 08.07
568	Khandwa		01.40 01.45	15.50 15.55		18.10 18.15	00.01 00.05	04.40 04.45		01.40 01.45		09.45 09.50
670	Harda		02.55	17.00		19.20	...	05.50		02.55		****
746	Itarsi		17.55 18.00	04.05 04.10	18.20 18.25	20.50 21.00	02.20 02.25	07.10 07.15		04.10 04.15		**** ****
763	Hoshangabad	18.19	...	...		...	...	07.33		****		****
825	Habibganj	...	05.35	19.55	21.10	22.25	...	08.45		...		...
831	Bhopal	19.40 19.50	05.45 05.55	20.15 20.25	21.20 21.25	22.50 23.00	04.05 04.15	09.05 09.15		...	14.45	14.55 15.05
891	Vidisha	20.30	...	...	22.10	...	...	09.57		...	...	15.50
876	Bina	22.05 22.38	08.10 08.15	23.00 23.05	23.45 23.48	01.20 01.25	06.30 06.35	11.25 11.30		...	...	17.40 17.50
1038	Lalitpur	23.15	...	23.30	...	...	...	12.09		...	...	18.28
1128	Jhansi	00.40 00.52	09.50 10.00	01.15 01.30	01.40 01.50	03.20 03.30	08.25 08.35	13.30 13.40		...	17.47 17.55	20.10 20.20
1225	Gwalior	02.05 02.08	11.20 11.25	03.05 03.10	03.05 03.10	05.00 05.05	09.50 09.55	15.00 15.05	16.55	...	18.55 19.00	21.52 22.00
1291	Dhampur	...	...	...	...	...	...	16.00	17.46	...	...	22.58
1344	Agra Cantt.	03.40 03.45	13.20	...	04.47 04.50	06.00	07.40 08.15	11.35 11.43	16.40 16.45	18.25 18.35	20.10 20.18	23.45 23.55
1348	Raja-ki-Mandi	...	...	...	...	06.07	08.30	...	16.52	18.42	...	00.05
1398	Mathura	...	...	...	...	06.54 06.56	12.35 12.40	17.36 17.39	19.25 19.30	...	...	01.00 01.10
1533	H.Nizamuddin	07.25	...	08.05	09.22	...	15.15	19.54 19.56	22.05	...	...	04.12 04.14
1538	New Delhi	...	...	...	...	...	...	20.20 20.55	...	...	23.00	04.35 05.10
Days of arrival at destination station	WM	Sa	W.Sa	Daily	Daily	Tu	Daily	Daily	Daily	F	Daily	Daily
To Table No.			47			55		39				15



Notes

Train Name			Firozpur Mumbai CST Punjab Mail	New Delhi Bhopal Shatabdi Express	Niza- muddin Gwalior Taj Express	Niza- muddin Ernakulum Mangala Lakshad- weep express	Niza- muddin Bhusaval Gondwana Express	Allahabd Lokmanya Tilak (T) Express	Niza- muddin Agra Cantt. Intracity Express	Agra Lokmanya Tilak (T) Lakshar Express	Bareilly Dadar Express	Amritsar Dadar Express	Niz- muddin Habibganj Bhopal Express	Habibganj Lokmanya Tilak (T) Express
Train Number			2138	2002	2180	2618	2406	1070	1104	2162	4314	1058	2156	2154
Class of accommodation			1A,2A,3A SL,II,P	EC, CC P	CC II	2A,3A SL,II,P	2A,3A SL,II	2A,3A SL,II	II	2A,3A SL,II	2A SL,II	2A,3A SL,II	1A,2A,3A SL,II	2A,3A SL
From Table No.			39					47			55	15A		
Days of departure at originating station			Daily	Daily	Daily	Daily	F,Su	W,Sa	Daily	Sa	Sa	Daily	Daily	F
Km	New Delhi	a d	05.00 05.30	06.00								20.05 20.45		
10	H.Nizamuddin	a d	...	...	07.15	09.50	14.30		18.10			20.59 21.01	22.55	
145	Mathura	a d	07.37 07.40	...	08.57 09.00	11.40 11.43	...		20.45 20.48			23.34 23.44	...	
195	Raja-ki-Mandi	d	08.15	...	09.37	...	...		21.36		20.05	00.25	...	
199	Agra Cantt.	a d	08.25 08.30	07.55 08.00	09.47 09.55	12.28 12.35	17.02 17.05		22.00	23.30	20.35 20.50	00.55 01.05	01.24 01.27	
251	Dhaulpur	d	09.10	...	10.32	...	...					01.30	...	
317	Gwalior	a d	10.20 10.25	09.15 09.18	11.55	14.11 14.16	18.40 18.45			01.02 01.10	22.45 22.55	03.30 03.38	03.00 03.05	
414	Jhansi	a d	12.10 12.20	10.24 10.32		15.40 15.50	20.10 20.22	00.05 00.25		03.00 03.10	01.25 01.35	05.25 05.45	04.24 04.34	
504	Lalitpur	d	13.31	...		...	21.05	01.30				07.06		
567	Bina	a d	14.50 14.55	...		18.00 18.05	22.50 23.00	02.55 03.00		06.25 06.30	04.00 04.05	08.30 08.35	06.45 06.48	
652	Vidisha	d	15.50	...		...	23.45	...				09.45	07.40	
705	Bhopal	a d	16.45 16.55	14.05		19.50 19.55	00.45 00.55	05.35 05.45		08.15 08.20	06.25 06.30	11.00 11.05	08.40 09.45	
711	Habibganj	a d	17.05 17.07			...	...	05.55 05.57		08.30 08.32	06.45 06.47	11.15 11.17	09.25	
779	Hoshangabad	d	18.05			...	02.02					...	...	
796	Itarsi	a d	18.35 18.40			21.35 21.40	02.50 03.05	08.00 08.05		09.55 10.05	****	***	...	
872	Harda	d	19.40			...	...	09.05		11.05	*****	***	...	
974	Khandwa	a d	21.35 21.40			00.15 00.20	...	11.25 11.30		12.45 12.50	12.00 12.05	16.36 16.40		
1043	Borhanpur	d	22.35			...	...	12.35		13.47	13.15	17.45		
1097	Bhusaval	a d	23.20 23.25			02.10 02.15	15.50	13.35 13.45		14.40 14.50	14.10 14.20	19.15 19.20		
1122	Jalgaon	d	23.52			...	...	...		15.12	14.50	19.50		
1169	Pachora	d	...			...	...	...		...	...	20.29		
1214	Chalisgaon	d	01.00			...	...	...		...	...	21.25		
1281	manmad	a d	01.52 01.55			04.43 04.45	...	16.18 16.20		17.20 17.22	17.10 17.15	22.25 22.30		
1354	Nasik Road	d	02.53			05.45	...	17.18		18.24	18.40	23.33		
1360	Devlali	d	03.02			...	...	...		...	...	23.45		
1405	Igatpuri	a d	04.15 04.20			07.05 07.10	...	18.40 18.45		19.35 19.40	20.10 20.15	00.55 01.00		
1488	Kalyan	a d	06.10 06.15			09.00 09.05	...	20.50 20.55		21.35 21.40	22.10 22.15	03.00 03.05		
	Lokmanya Tilak (T)	a						22.00		23.00				
1533	Dadar	a d	07.00 07.05								23.20	04.30		
1542	Mumbai CST	a	07.35											
	Days of arrival at Destination station		Daily	Daily		Daily	Sa,M	Th,Su	Daily	Su	Su	Daily	Daily	Sa
	To Table No				26		Via 34							



Notes

3. Write the message (on the message form) you would leave for Dr. Das after the following telephone conversation.
- Receptionist : Park Hotel, Good morning.  
 Caller : May I speak to Dr. Das.  
 Receptionist : I am sorry he is out.  
 Caller : Could you give him a message please?  
 Receptionist : Yes, of course.  
 Caller : Please ask him to ring Video-times at 2-5-0-0-0-6 before 6 p.m.  
 Receptionist : (notes down) ... Video-times ..... 250006 before 6 p.m.  
 Your name please?  
 Caller : I am Sudhir Gupta, his friend ..... Thank you.  
 Receptionist : Thank you, Bye-bye.

To \_\_\_\_\_  
 Date \_\_\_\_\_ Time \_\_\_\_\_

**While you were out**

M \_\_\_\_\_  
 of \_\_\_\_\_

Phone No. \_\_\_\_\_

Telephoned \_\_\_\_\_ please call \_\_\_\_\_

Was in to see you, will call back \_\_\_\_\_

Wants to see you \_\_\_\_\_

Returned your call \_\_\_\_\_ **Urgent** \_\_\_\_\_

Message \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Ft-5001-67885-1 Operator \_\_\_\_\_

Fig. Message sheet



### 30.4 EMERGENCY SERVICES

Accidents, thefts, hold-ups, fire, shoot outs, etc. are not unheard of these days and the receptionist services are required to tackle such emergencies. Here are some of the handy reckoners she uses.

#### SAMPLE

<b>POLICE</b>	<b>100</b>	<b>FIRE</b>	<b>101</b>	<b>AMBULANCE</b>	<b>102</b>
				<b>ACCIDENT &amp; TRAUMA</b>	
				<b>SERVICE</b>	
				<b>(CENTRALISED)</b>	<b>1099</b>

#### (I) DIALOGUE PRACTICE: EMERGENCY SERVICES

Operator : (Dials 102)

E.S. Opr. : Yes?

Operator : The Central Institute of English needs an Ambulance immediately. There has been a major accident. Our number is 71131.

E.S. Opr. : I'll connect you to the nearest hospital in Tarnaka, Please hold on.

Operator : Tarnaka Hospital? This is from CIEFL, 71131. Two large ambulances should be sent in immediately. Twenty people have been injured and immediate medical attention is required .

Hosp. Opr. : Your address please?

Operator : The Central Institute of English, along Osmania University Road. Please instruct your driver that the main gate of CIEFL is at the fork of Osmania University Road and the new Ali Jung Road.

Hosp. Opr. : This should do. The ambulance will be there in five minutes time.

Operator : The faster, the better. Thank you very much.

Sometimes the requirements are more routine but they are also important for good business and efficient management.



Notes



## Notes

**(II) DIALOGUE PRACTICE: SPECIAL SERVICES**

- Mohan : (Dials 173) Hello, Operator. This is Mohan Diwan from 253201. I have a favour to ask
- Exch. Opr. : Yes, how could I help you?
- Mohan : You see I've the morning flight to catch to Trivandrum. I'm a heavy sleeper and there's no one at home to wake me. Could you be my morning alarm?
- Exch. Opr. : Most certainly. At what time is your flight?
- Mohan : 4.05 hours – Horrible time for a plane to take off, don't you think?
- Exch. Opr. : Well, how far are you from the airport?
- Mohan : A taxi does it in about half an hour.
- Exch. Opr. : O.K. I'll wake you up at 3 then. That will give you enough time to wash and break-fast. Good night and have a good sleep.
- Mohan : Thanks a heap, operator. That's a big load off my mind. Good night.

**30.5 DIALOGUE ANALYSIS**

For any Emergency service the following steps should be strictly followed:

- I. Dial 100 for Police; 101 for Fire and 102 for Ambulance immediately.
- II. Give the service you need to the Exchange Operator immediately along with your telephone number.
- III. When connected with the right Emergency Authority, give them your address and any other useful information to direct them.

While giving directions it is best to.

- a) refer to some landmark near by;

Eg. CIEFL is a little after Arts College, at the fork of the road.

The place is next to Sangeet Theatre near the Big Tower.

This school is at the foot of the Birla Temple Hills, to the right of the temple if you are coming from Nampalli.

- b) Mention the approximate distance between the two places.
- c) Give approximate time taken to travel by a particular vehicle between the two places
- d) Give the complete postal address

The second dialogue concerning morning alarm was an instance of special services the Exchange gives to the public. Among those that you may often need are:

<i>Number</i>	<i>Name</i>	<i>Nature of Work</i>
199	Assistance	Information about a local number, out of order, permanently closed, etc.
198	Fault Repair	Record complaints about trouble with telephone PBX
197	Directory Enquiry	Numbers, names, addresses not found in directory enquired here.
176	Special Information	Games, Exhibitions in the city.
174	Time	told in English
173	Morning Alarm	to wake up subscribers.
182	STD Complaints	about not getting long distance calls
185	Phonograms Booking	Telegrams by phone in English.

This is a list of the most important and commonly used ones. In all these cases only particular details regarding the service need be mentioned.

### 30.6 USING VISUAL LANGUAGE

Make a list of such visuals that you notice in offices, hospitals, railway stations, airport, roads, etc. Why do you think they are so popular?

Often people approach the reception desk asking for direction. An accurate knowledge of the layout of the office or hotel is therefore essential. Having access to the ground plan or map helps her in her job.



Notes



Notes



A Cocktail Lounge



Post Office / letter box



A Car Park



Car-hire office/Desk



A Restaurant



Taxi-Cab



A Lift/elevator



Luggage Porters



Wheel Chair accommodation is available



Telephone



No Smoking



Gift Shop



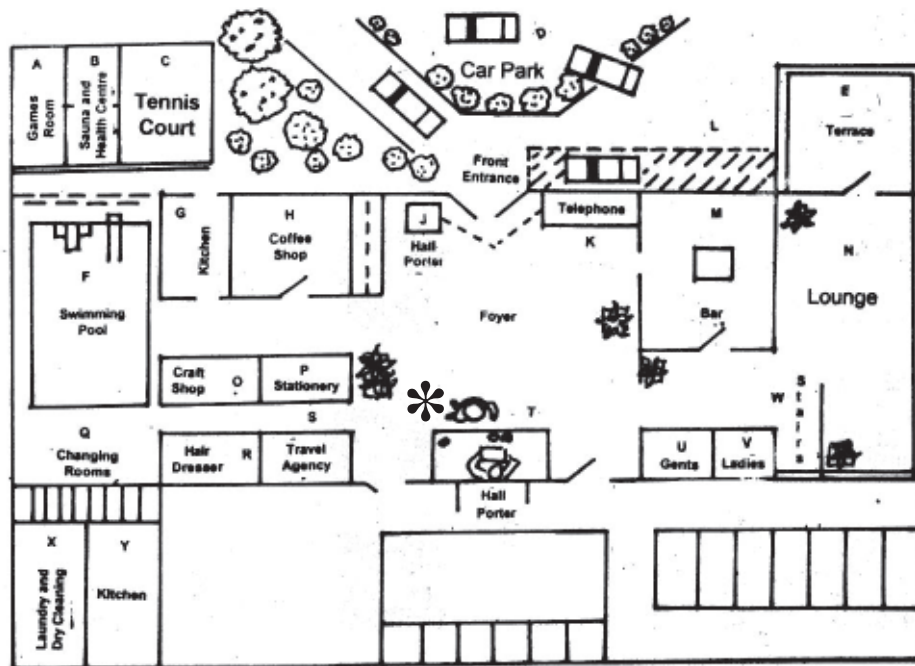
Lost Property



Coffee Shop

Study the ground plan given below and check whether the directions given by the receptionist are correct or not

- G : Where can I get my hair done?
- R : In the hotel itself. Right here. Go along the corridor here beside the desk. Turn left at the end. The parlour is the second on the left.
- G : Can you tell me where the coffee shop is?
- R : Certainly. Go straight down, and turn left. The coffee shop is at the end of that corridor on your right.
- G : I want to make a telephone call. Where should I go?



Notes

Figure: Ground Plan of hotel

\* Receptionist's Desk

- R : Go along the corridor facing the main entrance. The pay phones are to your right.
- G : Could you tell me where the games room is?
- R : Certainly, You'll have to go straight down that corridor and take the last turn to the left. The games room is right at the end, after the pool.



**OVERALL QUESTIONS**

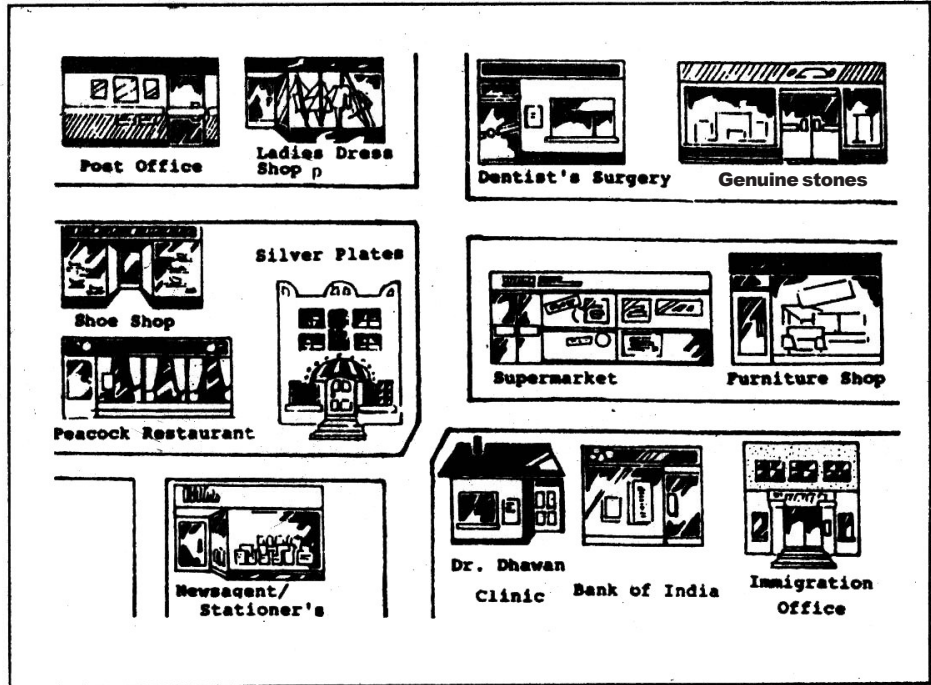
1. You know where the following guests can be contacted.
  - (i) Mr. Desai is in the Tennis court.
  - (ii) Mr. Azad is in the bar.
  - (iii) Mr. Kumar is in the craft shop.
  - (iv) Mr. Ghosh is in the lounge.
  - (v) Miss Gupta is at the swimming pool.

Imagine that there is a visitor for each one of them. Give directions to these visitors on how to get there by looking at the ground plan given above.



Notes

2. Given below is a street plan indicating various shops in the area opposite Hotel Ashirvad. Based on this street plan and her knowledge of the shop, study how the receptionist guides the guests and visitors.



- G1 : I've got a very painful toothache. Where do you suggest I go!
- R : Why don't you visit the Dentist? (suggestion)  
You should see a Dentist immediately. (advice)
- G2 : I would like to buy a pearl necklace for my wife. Can you suggest a place?
- R : You could try 'Genuine Stones'. They usually have good stuff.
- G3 : I've just discovered that my visa has expired. Where can I get it renewed?
- R : You should go to the Immigration office right away. (advice)
- G4 : I would like to go to a restaurant where I can get good Chinese food. Can you recommend one?
- R : Chinese food ..... How about trying/it might not be a bad idea to try 'Silver Plates'.