
Front Desk Telephone Communication Training

Professional Handling of Different Guest Types — Business, Honeymoon, and Family Bookings

Introduction: This training handout is designed to help front desk staff handle telephone bookings professionally, politely, and effectively. It includes example dialogues for three common guest types: business guests, honeymoon couples, and families with children. Dialogues include guest requests, room options, prices, inclusions, and email booking confirmations. Staff should read, practice, and role-play these scenarios to improve confidence and guest satisfaction.

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1. Single Business Guest – Executive Suite

Scenario: A business traveler calls to book a quiet room with work facilities and airport transfer for one week.

Dialogue:

Front Desk Agent (FDA): Good afternoon, Royal Orchid Grand Hotel. This is Anna speaking. How can I help you?

Guest (Mr. Anderson): Hello, Anna. My name is John Anderson. I will come to your city next week for business. I would like to book a room for seven nights.

FDA: Of course, Mr. Anderson. May I know your check-in and check-out dates, please?

Guest: I will arrive on Monday, the 10th, and check out on Monday, the 17th.

FDA: Thank you, sir. We have two room types available for you: - Deluxe Room – 120 USD per night, including breakfast. - Executive Suite – 180 USD per night, including breakfast, access to our Executive Lounge, and one free piece of laundry per day.

Guest: I will take the Executive Suite. I need a quiet room and a good desk for work.

FDA: That is a great choice. The Executive Suite is on a high floor, very quiet, and has a big working desk, strong Wi-Fi, and free coffee and tea in the room.

Guest: Excellent. Do you have airport transfer? My flight arrives at 8:30 in the morning.

FDA: Yes, we do. We can send our private hotel car to pick you up at the airport. The transfer costs 25 USD one way. Would you like me to arrange it for you?

Guest: Yes, please.

FDA: Perfect. So, your booking is for one Executive Suite, from October 10th to 17th, for 7 nights, total 1,260 USD, including breakfast, lounge access, and daily laundry. I will send you a confirmation email with all the details.

Guest: That sounds very good, thank you. I will reply to confirm.

FDA: Thank you, Mr. Anderson. We look forward to welcoming you soon. Have a wonderful day!

Inclusions & Price: - Executive Suite – 180 USD/night - Breakfast included - Executive Lounge access - 1 piece of laundry/day - Airport transfer 25 USD one way

Staff Tips: - Speak clearly and professionally - Highlight quiet, work-friendly features - Confirm price and extras - Send booking confirmation by email

2. Honeymoon Couple – Honeymoon Package

Scenario: A couple calls to book a romantic honeymoon stay for one week.

Dialogue:

FDA: Good evening, Royal Orchid Grand Hotel. This is Daniel speaking. How can I help you?

Guest (Mrs. Rivera): Hello, Daniel. My name is Maria Rivera. My husband and I are coming for our honeymoon next month. We would like to stay for one week.

FDA: Congratulations, Mrs. Rivera! That is wonderful. When will you arrive?

Guest: We will arrive on November 8th and stay until November 15th.

FDA: Perfect. We have a Honeymoon Package for couples like you. It includes: - Honeymoon Suite with river view and balcony - Fresh flowers and fruit basket in the room - Daily breakfast in bed - One romantic candlelight dinner by the pool - A 60-minute couple's spa massage

The price is 220 USD per night, so for seven nights it will be 1,540 USD, including all taxes and breakfast.

Guest: That sounds lovely. Does the room have a bathtub?

FDA: Yes, it does. The suite has a large bathtub, a king-size bed, and a private balcony with a beautiful view of the river.

Guest: Wonderful! Can we check in early if our flight arrives at 9:00 AM?

FDA: Yes, we can arrange early check-in for you. It is free if the room is ready. If not, you can relax in our lounge and enjoy coffee or tea while waiting.

Guest: That's perfect. Please send me all the information and total price by email.

FDA: Of course, Mrs. Rivera. I will send you the full Honeymoon Package details and the booking form right away. You can reply to confirm.

Guest: Thank you so much, Daniel. You are very kind.

FDA: You're welcome, Mrs. Rivera. We look forward to making your honeymoon a wonderful and romantic experience.

Inclusions & Price: - Honeymoon Suite – 220 USD/night - Fresh flowers and fruit basket - Daily breakfast in bed - Candlelight dinner by the pool - 60-minute couple's spa massage - Early check-in if available

Staff Tips: - Congratulate the couple warmly - Offer romantic extras - Emphasize room features and privacy
- Send detailed email confirmation

3. Family with Two Children – Family Suite

Scenario: A family calls to book a one-week stay. Two children, ages 3 and 12.

Dialogue:

FDA: Good morning, Royal Orchid Grand Hotel. This is Lisa speaking. How can I help you?

Guest (Mr. Tan): Hello, Lisa. My name is David Tan. My wife and I are traveling with our two children, aged 3 and 12. We would like to stay for one week next month.

FDA: That's great, Mr. Tan. May I have your dates, please?

Guest: We will arrive on December 2nd and stay until December 9th.

FDA: Thank you. We have a Family Suite that will be perfect for you. It has: - One master bedroom with a king bed - A small room with two single beds for the children - A kitchenette with fridge and microwave - Two bathrooms

The price is 190 USD per night, including breakfast for two adults and two children.

Guest: That sounds very good. Do you have things for children to do in the hotel?

FDA: Yes, we do! We have a Kids' Club with games and art activities, a children's pool with a slide, and babysitting service if you need it. Babysitting costs 10 USD per hour.

Guest: Perfect. Our small child needs a baby cot for sleeping.

FDA: No problem. We can put a baby cot in your room for free.

Guest: Thank you. Can you also arrange airport transfer?

FDA: Yes, of course. We can send a private van with two child seats. The price is 30 USD each way.

Guest: That's great. Please send me all the details by email so I can talk with my wife.

FDA: I will do that right away, Mr. Tan. You will receive your booking offer in a few minutes, with photos of the Family Suite and all inclusions.

Guest: Thank you, Lisa. You have been very helpful.

FDA: It's my pleasure, Mr. Tan. We are happy to welcome your family soon!

Inclusions & Price: - Family Suite – 190 USD/night - Breakfast for 2 adults + 2 children - Master bedroom + children's room - Kitchenette with fridge and microwave - Kids' Club, children's pool, babysitting (10 USD/ hour) - Baby cot provided for free - Airport transfer – 30 USD one way

Staff Tips: - Be friendly and caring - Offer family-friendly services - Confirm special requests (cot, babysitting) - Send booking confirmation by email

4. Training Notes and Tips

Guest Type	Tone	Focus	What to Offer	Tip
Business	Polite, formal	Work comfort, Wi-Fi, transfer	Quiet room, fast internet, car service	Speak clearly, confirm prices
Honeymoon	Warm, kind	Romance, privacy	Flowers, dinner, spa	Congratulate warmly, mention package features

Guest Type	Tone	Focus	What to Offer	Tip
Family	Friendly, caring	Space, kids' facilities	Family room, Kids' Club, cot	Show helpful and caring tone

Role-Play Tips: 1. Practice reading the dialogues aloud. 2. Switch roles: one plays guest, one plays front desk. 3. Focus on pronunciation, clarity, and friendly tone. 4. Emphasize asking for dates, confirming requests, and sending email confirmation.

Note: This handout is ready to be converted into a **PDF** with hotel logo, clean layout, and headers for printing or digital staff training use.