

## Exhibit A

### Hotel Chains

Best Western	800-780-7234
Comfort Inns	800-4-CHOICE (800-424-6423)
Courtyard by Marriott	800-MARRIOTT (800-627-7468)
Crowne Plaza	800-2-CROWNE (800-227-6369)
Days Inn	800-DAYS-INN (800-329-7466)
Doubletree	800-222-TREE (800-222-8733)
Econolodge	800-55-ECONO (800-553-2666)
Embassy Suites	800-EMBASSY (800-3622779)
Four Seasons Hotels & Resorts	800-819-5053
Hampton Inns	800-HAMPTON (800-426-7866)
Hilton	800-HILTONS (800-445-8657)
Holiday Inn	800-HOLIDAY (800-465-4329)
Intercontinental Hotels & Resorts	888-567-8725
La Quinta Inns	800-531-5900
Marriott Hotels Resorts & Suites	800-831-1000
Quality Inn	800-228-5151
Renaissance Hotels	800-228-9898
Ritz-Carlton Hotels	800-241-3333
Sheraton Hotels	800-325-3535
Travelodge	800-255-3050



## Exhibit B

### Car Rental Companies



<b>Advantage</b>	<b>800-777-5500</b>
<b>Alamo</b>	<b>800-327-9633</b>
<b>Auto Europe</b>	<b>888-223-5555</b>
<b>Avis</b>	<b>800-331-1212</b>
<b>Budget</b>	<b>800-527-0700</b>
<b>Dollar</b>	<b>800-800-4000</b>
<b>Enterprise</b>	<b>800-736-8222</b>
<b>Hertz</b>	<b>800-654-3131</b>
<b>National</b>	<b>800-227-7368</b>
<b>Payless</b>	<b>800-729-5377</b>
<b>Rent A Wreck</b>	<b>800-944-7501</b>
<b>Thrifty</b>	<b>800-847-4369</b>

## Exhibit C

# VOCABULARY

Directions: Lookup the words in a dictionary and write the definitions for each word. You may need an additional sheet of paper.

check in

check out

city

state

date

reservation

customer

location

customer

availability

change

cancel

credit card

confirmation number

guests

preferences

room type

discounts

accessible

rate

description

cancellation policy

penalty

surcharges

taxes

pick up time

pick up date

rental

time

airport code

membership number

deals

promotions

upgrades

procedures

pick up location

coupons

car class

car type

optional coverage

loss damage waiver

personal effect protection

personal accident liability

additional coverage

unlimited mileage

## Exhibit D

### VOCABULARY EXERCISE

**I. Fill the blanks using one of the following words. Words can only be used ones and cannot be repeated.**

**(Car class, car type, room type, bed type, check in, cancellation policy, optional coverage, deposit)**

**1. When hotel clerk asks, " Would you prefer a single or double room?"**

**This is an example of \_\_\_\_\_.**

**2. When the car agent asks, "Would you prefer a Full size four door or a Compact car?"**

**This is an example of \_\_\_\_\_.**

**3. When the hotel clerk says, " You need to call and cancel your reservation three days before arrival if you decide not to come to avoid any penalties."**

**This is an example of \_\_\_\_\_.**

**4. When the car agent asks, " Would you prefer a Chevrolet Malibu or a Cavalier?"**

**This is an example of \_\_\_\_\_.**

**5. When the hotel clerk asks, " Would you prefer a double or a king size bed?"**

**This is an example of \_\_\_\_\_.**

**6. When the car agent asks, " Would you be interested in buying insurance in case of an accident?"**

**This is an example of \_\_\_\_\_.**

**7. When you walk into the hotel of your choice after having a reservation...**

**This is an example of \_\_\_\_\_.**

**8. Before the hotel check in or getting your rental car you should give a credit card.**

**This is an example of \_\_\_\_\_.**

**II. Now choose any five words of your choice and use then in a sentence. Do not repeat words.**

- 1.**
- 2.**
- 3.**
- 4.**
- 5.**

## Exhibit E

### **Making A Hotel Reservation**

- 1- Greet the clerk at the hotel reservation counter/front desk.**
- 2- Introduce yourself.**
- 3- Tell the clerk where you want to stay and the location.**
- 4- Ask the clerk about the lowest possible rate.**
- 5- Ask the clerk about the facilities and amenities.**
- 6- Tell the clerk your check in and check out dates.**
- 7- Tell the clerk the amount of people in your room.**
- 8- Tell the clerk about your room preference.**
- 9- Ask the clerk for a printed copy of your hotel reservation.**
- 10- Ask the clerk as many questions as you think necessary.**
- 11- Please write down all the information as reference for your presentation.**

**\*\*\*Remember that this exhibit is just a guide to help facilitate the experience in making your reservation much easier. You are invited to use your creativity, your originality, your innovation and practice the skills learned from prior presentations.\*\*\***

## Exhibit F

### **Making A Car Reservation**

- 1- Greet the agent at the car rental location.**
- 2- Introduce yourself.**
- 3- Tell the agent what type of car you would like to rent.**
- 4- Ask the agent about the lowest possible rate.**
- 5- Ask the agent about any discounts for Florida residents.**
- 6- Ask the agent about their rules and policies.**
- 7- Tell the agent if you are planning to return the car to the same location.**
- 8- Tell the agent that you would like information about additional coverage and costs.**
- 9- Ask the agent for a printed copy of your car rental agreement.**
- 10- Ask the clerk as many questions as you think necessary.**
- 11- Please write down all the information as reference for your presentation.**

**\*\*\* Remember that this exhibit is just a guide to help facilitate the experience in making your reservation much easier. You are invited to use your creativity, your originality, your innovation and practice the skills learned from prior presentations.\*\*\***

## Exhibit G

### Oral Assessment / Presentation Evaluation

**Name:** \_\_\_\_\_

**Date :** \_\_\_\_\_

**Topic:** \_\_\_\_\_

Opening Statement \_\_\_\_\_

States Topic \_\_\_\_\_

Logical Progression \_\_\_\_\_

Use of Visuals \_\_\_\_\_

Vocabulary Related to Topic \_\_\_\_\_

Clear Pronunciation \_\_\_\_\_

Accurate Volume of Voice \_\_\_\_\_

Eye Contact with Classmates \_\_\_\_\_

Shows Interest in the Topic \_\_\_\_\_

Good Grammar Usage \_\_\_\_\_

Total Possible Points **20**

Points Obtained \_\_\_\_\_

Grade \_\_\_\_\_

**Comments:**