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

Advantage 800-777-5500
Alamo 800-327-9633
Auto Europe 888-223-5555
Avis 800-331-1212
Budget 800-527-0700
Dollar 800-800-4000
Enterprise 800-736-8222
Hertz 800-654-3131
National 800-227-7368
Payless 800-729-5377
Rent A Wreck 800-944-7501
Thrifty 800-847-4369
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
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 them in a sentence. Do not repeat words.

   1.
   2.
   3.
   4.
   5.
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.***
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: