

1) Taking Reservation



Receptionist: Good afternoon, San Felice Hotel. May I help you?

Mrs Ryefield: Yes. I'd like to book a room, please.

Receptionist: Certainly. When for, madam?

Mrs Ryefield: March the 23rd.

Receptionist: How long will you be staying?

Mrs Ryefield: Three nights.

Receptionist: What kind of room would you like, madam?

Mrs Ryefield: Double with bath. I'd appreciate it if you could give me a room with a view over the lake.

Receptionist: Certainly, madam. I'll just check what we have available. . . Yes, we have a room on the 4th floor with a really splendid view.

Mrs Ryefield: Fine. How much is the charge per night?

Receptionist: Would you like breakfast?

Mrs Ryefield: No, thanks.

Receptionist: It's eighty four euro per night excluding VAT.

Mrs Ryefield: That's fine.

Receptionist: Who's the booking for, please, madam?

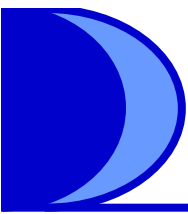
Mrs Ryefield: Mr and Mrs Ryefield, that's R-Y-E-F-I-E-L-D.

Receptionist: Okay, let me make sure I got that: Mr and Mrs Ryefield. Double with bath for March the 23rd, 24th and 25th. Is that correct?

Mrs Ryefield: Yes it is. Thank you.

Receptionist: Let me give you your confirmation number. It's: 7576385. I'll repeat that: 7576385. Thank you for choosing San Felice Hotel and have a nice day. Goodbye.

Mrs Ryefield: Goodbye.



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Activity: Fill in the space with the correct expression or arrange the words to form a correct expression.

1. Good afternoon. This is ABC Hotel. _____?
2. Yes, I'd like to _____ a _____, please?
3. Certainly! _____ Ma'am?
4. _____, Madam? (room/kind/do/
what/ of/like)
5. _____ (/how/ the
charge/night/per/ much/is/