

Listening

Taking a reservation by telephone

- Look at the screen from a hotel computer reservation system. In which order do you think the receptionist will ask for the information? listen to a phone call and see if you were right.
- listen again and fill in the missing information.

The screenshot shows a window titled "Reservation" with a close button (X) in the top right corner. Below the title bar, there are two tabs: "Main" and "More Fields". The "Main" tab is selected, showing a "Guest Profile" section with a "Surname" text box and a "Go To Profile" button. Below this is a "Reservation" section with a "Room Type" text box. Under "Room Type" are two rows of date fields: "Arrival" and "Departure", each with two adjacent text boxes. Below the dates are "Adults" and "# Rooms" fields, each with a text box and a spinner button. To the right of these are "Smoking" and "Non-smoking" radio buttons. The bottom section is "Card type", featuring three options: "VISA" with a Visa logo, "Mastercard" with a Mastercard logo, and "AmEx" with an American Express logo. Each option has a radio button. To the right of the "VISA" and "Mastercard" options are text boxes for "Credit card #" and "Name". To the right of the "AmEx" option are two date pickers for "Expiry date".