

Taking Reservation by Phone



Good afternoon.
Bc-bat restaurant.
May I help you?

I'd would like to
make a dinner
reservation,
please?



Certainly,
madam. For
what date,
please

The fourteenth
of April



And for what
time, madam?

It's a half
past eight.



May I have
your name,
please?

Yes. It's Reid.
Ms Reid. That's
R-E-I-D



For how
many, Ms
Reid?



For four. I'd like a
table in non-
smoking, by the
window.



1. Just a minute,
Ms Reid. I'll see if
we have a table

2. I'm very sorry,
Ms Reid, but
there are no
tables left in non-
smoking.

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We have a window table in smoking. Would you care for that?

Yes., all right.



Could I have your contact number, please?

Yes. It's 7745632



Thank you for calling.

see you then.

