

# Booking a hotel room



- Receptionist:** — Good afternoon, Wallace Hotel. May I help you?
- Mrs Winters:** — Yes. I'd like to book a room, please.
- Receptionist:** — Certainly. When were you thinking of coming, madam?
- Mrs Winters:** — On the 20<sup>th</sup> November.
- Receptionist:** — How long will you be staying?
- Mrs Winters:** — For four nights.
- Receptionist:** — What kind of room would you like, madam?
- Mrs Winters:** — A double with bath, please. Would it be possible to have a room with a view?
- Receptionist:** — I would think so, madam. I'll just check what we have available. . . Yes, we have a room on the top floor with a lovely view.
- Mrs Winters:** — Lovely. How much is the room per night?
- Receptionist:** — Would you like breakfast?
- Mrs Winters:** — Yes, please.
- Receptionist:** — It's 120 euros per night including VAT & breakfast.
- Mrs Winters:** — That's fine.
- Receptionist:** — Can you give me your name please, madam and your credit card number?
- Mrs Winters:** — Mr and Mrs Winters, that's W-I-N-T-E-R-S and my card number is 4422 8899 2233.
- Receptionist:** — Thank you, can I just go over the reservation again? That's Mr and Mrs Winters. A double with bath for the 20<sup>th</sup>, 21<sup>st</sup>, 22<sup>nd</sup> and 23<sup>rd</sup> of November. Is that correct?
- Mrs Winters:** — Yes fine. Thank you.
- Receptionist:** — Here's your confirmation number. It's: 8856312. Have you got an email address and I'll send you the details?
- Mrs Winters:** — Yes, it's [g.winter@hotmail.co.uk](mailto:g.winter@hotmail.co.uk)
- Receptionist:** — Thank you, I'll send it straightaway. Thank you for choosing our hotel, goodbye Madam.
- Mrs Winters:** — Goodbye.



True or false :

1. She will be staying for four nights.
2. She wants a room with a shower.
3. The room is on the second floor.
4. She doesn't want breakfast.
5. The room is 110 euros per night.
6. Breakfast is extra.
7. The receptionist asked for the credit card number.
8. Mrs. Winters hasn't got an email address.