

Direction: Complete the situation then chooses the most appropriate answer.

Making Reservations

Conversation

- Receptionist : Bangkok Marriott Hotel.1.....
- Man : Yes, I'd like to reserve a room for two this 13th of April.
- Receptionist : Okay.2.....The 13th of April, right?
- Man : Right. 13th of April.
- Receptionist : Ok. Let me check. Since many guests have booked ahead to witness our famous Songkran Festival in Thailand. Hmm, you are very lucky sir;
.....3.....
- Man : Yes, I heard it is really fun.4.....
- Receptionist : Well, we have one double room available, complete with a hot and cold shower, WiFi and a panoramic view of the city.
- Man :5.....
- Receptionist : It's only \$200 dollars, plus a 10% room tax.
- Man :6.....
- Receptionist : Well, would you like a smoking or a non-smoking room?
- Man : Non-smoking, please.
- Receptionist : Okay, a non smoking double room.
- Man : All right.
- Receptionist :7.....
- Man : Yes. Mr. Joseph Finch.
- Receptionist : How do you spell your last name, Mr. Finch?
- Man : F-I-N-C-H.
- Receptionist : Okay, Mr. Finch,8.....
- Man : Okay. Goodbye.

Use these choices for 1-4

- a. May I help you?
- b. we still have available rooms.
- c. Do you want a non – smoking room?
- d. Let me check our reservation system for a moment
- e. That's why I want to spend my vacation on that time.

Use these choices for 5-8

- a. How much is that?
- b. Can you fill in this form, please?
- c. Could I have your name, please?
- d. Expensive but that will be fine.
- e. we look forward to seeing you on the 13th of April.