



- Receptionist:** Hi, can I help you?
- Melissa:** Yes, I made a reservation a couple of weeks ago.
- Receptionist:** What name did you make it under, please?
- Melissa:** Simmonds, Melissa Simmonds.
- Receptionist:** Ah, yes, a single (1) _____ for two nights.
- Melissa:** Actually, it was a double room for three nights.
- Receptionist:** Oh, I'm sorry about that. I'll just change the (2) _____. Right, so that's a double room for three nights.
- Melissa:** Yes, I'll be checking (3) _____ on Monday morning.
- Receptionist:** Could I have your credit card and (4) _____, please?
- Melissa:** Yes, here you are.
- Receptionist:** Thanks. You're in room 625, which is on the sixth floor. Here's your key card, and the (5) _____ is just over there.
- Melissa:** Great. What time is the restaurant open for (6) _____, please?
- Receptionist:** Between 7am and 10am.
- Melissa:** OK, and is there a swimming pool here?
- Receptionist:** Yes, just down those stairs over there on the right. We've got some pool (7) _____ if you need one.
- Melissa:** Perfect.
- Receptionist:** And let me know if there's anything else you need. Enjoy your stay.
- Melissa:** Thanks.