Read the conversation and choose the correct answer to fill up the blank.

Our deluxe rooms are spacious and come with a sea view. / We look forward to welcoming you to Dharawadee Luxury hotel / It will be for two adults. / Your booking is confirmed for a deluxe room from the 15th to the 17th / Would you prefer a standard room, a deluxe room, or a suite? / Can I also have your email address to send the booking confirmation?

Receptionist: Good morning, thank you for calling Dharawadee Luxury Hotel. How may I assist you today?

Guest: Hi, I'd like to book a room for next weekend.

Receptionist: Certainly. May I know the dates you'll be staying with us?

Guest: From the 15th to the 17th of this month.

Receptionist: Great. For how many guests will the booking be?

Guest: .....

Receptionist: Thank you. We have several room options available. .....

.....

Guest: A deluxe room, please.

Receptionist: Excellent choice.....The rate is $150 per night. Shall I proceed with the booking?

Guest: Yes, that sounds perfect.

Receptionist: Could I have your full name and a contact number, please?

Guest: Sure, my name is Lilly Smith and my contact number is 88-8972-5534.

Receptionist: S-M-I-T-H. Thank you, Mrs. Smith. .....

.....

Guest: It's Lilly.smith@gmail.com.

Receptionist: Got it..... of this month. You will receive a confirmation email shortly. Is there anything else I can assist you with?

Guest: No, that's all. Thank you.

Receptionist: You're welcome..... Have a great day!

LIVEWORKSHEETS

Listen the conversation and choose “true or false”

1. The guest has a reservation under the name John Smith.

2. The receptionist asks for the guest’s passport for the check-in process.

3. The guest is staying in room 305.

4. The breakfast buffet is served from 7 to 10 AM.

5. The guest needs to go to the second floor to find their room.

6. The receptionist provides the guest with a room key during check-in.

7. The receptionist advises the guest to call the restaurant for assistance during their stay.

8. The receptionist tells the guest to turn right after exiting the elevator to find their room.

9. The guest thanks the receptionist for their assistance.

10. The receptionist wishes the guest a pleasant stay at FL. hotel.

LIVEWORKSHEETS