

**Name :**  
**Student ID :**

**Guest:** Good afternoon. I just checked in a while ago, and I was wondering what kind of \_\_\_\_\_ you have for \_\_\_\_\_. I've had a really long trip and would love to \_\_\_\_\_ a bit.

**Receptionist:** Good afternoon, ma'am. Welcome to Grand Seaview Hotel. If you're looking to relax, we have several options for you. There's a large outdoor \_\_\_\_\_ on the 3rd floor with a beautiful view of the \_\_\_\_\_.

**Guest:** That sounds lovely. Is there a \_\_\_\_\_ as well?

**Receptionist:** Yes, absolutely. Our full-service spa is located on the 2nd floor. It offers a variety of treatments including \_\_\_\_\_, facials, and \_\_\_\_\_. You can book an appointment through the in-room tablet or directly at the spa reception.

**Guest:** Perfect. I might do that later. What about something more low-key, like a \_\_\_\_\_ or a quiet spot to \_\_\_\_\_?

**Receptionist:** You'll love our Serenity Lounge on the ground floor. It's a peaceful space with soft music, comfortable seating, and a small \_\_\_\_\_. We also serve complimentary \_\_\_\_\_ there throughout the day.

**Guest:** That sounds exactly like what I need. Thank you so much for the information.

**Receptionist:** You're very welcome. If there's anything else you need, don't hesitate to call the \_\_\_\_\_.