



## MAKING A RESERVATION IN A HOTEL

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Match the following dialogues with its phase.

1.- When you already booked by phone.

W: How may I help you? M: I'd like to book a room for tonight. W: Do you have a reservation? M: No W: How long will you be staying? M: 2 nights W: Do you want a single or double room? M: single room, please

2.- When you will book inside the hotel.

M: I'd like a wake-up call, please. W: What time? M: 7:00 a.m W: Your room, please M: Room #777 and I'd like an extra blanket, towel, shower gel & shampoo, please

3. You can book either by phone or inside the hotel.

W: How may I help you? M: The air conditioner doesn't work. W: Okay, I'll send someone up. M: Thanks.

4.- When you already stayed at the hotel and requires something.

W: How may I help you? M: I'd like to check in, please. W: Certainly. Do you have a reservation? M: Yes, it's under Wilsom.

5.- When you have problems with something.

M: I'd like to check out, please. W: Okay, May I have your key card, please? M: Here you go. M: Thanks. Here is your bill. Would you like to pay by credit card or cash? M: credit card, please. W: We look forward to seeing you again.

6.- When you leave the hotel.

W: How can I help you? M: Do you have a single room available? W: I'm afraid we have no vacancies. Let me check that for you. W: We only have a few double rooms. M: How much is it per night? W: it's 100 dlls. M: Okay, I'll take a double room.