

CHECKING INTO A HOTEL

RECEPTIONIST: Good evening. Welcome to Saint John's Manor Hotel.
How can I help you?

WOMAN: Hi, I have a (1) _____ under the name Lisa **B**.

RECEPTIONIST: Let me check. Lisa **B**. How do you spell that?

WOMAN: (2) _____.

RECEPTIONIST: Thank you, Ms. B. I see a reservation for a twin room for two nights.

WOMAN: Actually, I booked a (3) _____ room for one night.

RECEPTIONIST: I'm terribly sorry. I was looking at a different reservation. Let me (4) _____ the correct one. Ah, here it is—a single room for one night.

WOMAN: No problem.

RECEPTIONIST: May I please see some ID?

WOMAN: Sure, here's my (5) _____.

RECEPTIONIST: Thank you. Breakfast is included and is (6) _____ from 7 am to 10 am in the dining area.

WOMAN: Great, thanks. Can I have dinner at the restaurant this evening?

RECEPTIONIST: I'm (7) _____ we don't have any tables available this evening, but you can order room service. Just (8) _____ 0 to talk to the reception desk.

WOMAN: OK, thank you.

RECEPTIONIST: Here is your key card and the Wi-Fi password. Check-out time is 11 am.

WOMAN: Is it possible to do a late (9) _____?

RECEPTIONIST: Unfortunately, that's not possible, but you can leave your (10) _____ at reception and check out at 12.

WOMAN: That works. Thank you.

RECEPTIONIST: Is there anything else you need?

WOMAN: Yes, actually. My phone is running out of (11) _____, and I forgot my (12) _____. Can I request a wake-up call?

RECEPTIONIST: Of course, no problem. What time would you like the call?

WOMAN: At 7:00 am, please. Um, actually, make it (13) _____.

RECEPTIONIST: Of course.

WOMAN: Thanks.

RECEPTIONIST: You're welcome. If you need (14) _____, just let us know. Have a (15) _____ stay.

WOMAN: Thank you, goodnight.