

Listening Worksheet

Topic: Contact Center Conversations

Instructions:

Listen carefully to the phone call between the agent and the customer. Fill in the blanks with the correct phrases you hear.

Part A – General Contact Expressions & Reservation Vocabulary

1. Agent: _____ Sunshine Resort Reservations.
2. Agent: _____ ?
3. Customer: Hi, I need to _____.
4. Agent: _____.
_____ your reservation in our
_____.
5. Agent: _____, the
_____ is 4589-TRX, correct?
6. Agent: Thank you. _____: your current
_____ date is April 10th, and
_____ is April 15th.
7. Agent: _____ changing the check in date?
8. Agent: _____ is to
_____ starting April 12th.
_____ for
_____.
_____ ?
9. Agent: _____. I've confirmed we have
_____ starting April 12th.
_____ is modify your reservation.
10. Customer: Perfect. By the way, are there any _____
available?
11. Agent: _____. Yes, we can offer a
_____ with additional
_____, though there would be
_____.
12. Agent: _____, you'd like to
_____ to April 12th–15th with a
_____, correct?

Part B – Handling Unexpected Interruptions

13. Agent: _____, I'm taking note.
_____?

14. Agent: _____.
_____.

15. Agent: For _____, we can arrange a shuttle. Do you
have any _____ for your arrival?

16. Agent: _____.

_____.

Part C – Telephone-Friendly Phrases

17. Agent: _____.
_____?

18. Agent: Got it. _____.

19. Agent: _____. The shuttle service can provide a child
seat at no _____.

20. Agent: Wonderful. Your reservation has been updated with the new dates,
_____, and
_____ with a child seat.

21. Agent: _____.
_____?

Word Bank (use these to fill in the blanks)

- Allow me a moment to verify that
- Allow me to explain
- Amenities
- Availability
- Booking system
- Check in / Check out
- Confirmation number
- Could you please repeat that?
- Do you mean changing the check in date?
- Extra charge
- Extra charges
- How may I assist you today?
- I appreciate your understanding
- I appreciate your understanding throughout this process
- I understand your frustration
- I'll be happy to help you with that
- Is there anything else I can assist you with today?
- Just to be clear, you'd like to reschedule your reservation
- Just to confirm
- Let me check alternative dates for availability
- Let me double check that information for you
- Let's find a solution together
- Let's go step by step
- May I ask you to slow down just a bit?
- May I place you on a brief hold
- No worries, I can guide you through the process
- One moment please, I'm taking note
- One option I can offer is

- Please give me a moment to verify
- Reschedule / modify a reservation
- Room upgrade
- Special requests
- Thank you for calling
- Thank you for letting me know. I'm here to help
- Thank you for your patience
- The line is cutting off a little
- To rebook your reservation
- Transportation pick up
- What I can do for you right now is