

# SESSION 2

## Exercise 1

### Questions 1-7

You will hear a telephone conversation between a hotel receptionist and a caller making a reservation. Complete the form below. Write **NO MORE THAN THREE WORDS AND/OR A NUMBER** for each answer.

Silver Tulip Hotel	
Number of nights	1
Type of room:	(1) Double - king-sized bed (câu này chỉ điền đáp án sẵn rồi nha)
Name	Edward (2) .....
Home address	(3) ..... Avenue, Cambridge
Postcode	(4) .....
Transport	(5) .....
Meals	(6) .....
Date of arrival	(7) .....

### Questions 8-10

Listen to the next part of the conversation and choose the correct letter, a, b or c.

7. The customer's mobile phone number is:

- a 07976 122577
- b 07961 122577
- c 07961 121597

8. The customer would also like to:

- a receive tourist information
- b make a restaurant booking
- c book tickets for the theatre

9. He leaves a message for:

- a Mr Alami
- b Mr El Fassi
- c Mr Alaoui

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## Exercise 2

Complete the form below. Write NO MORE THAN THREE WORDS AND/OR A NUMBER for each answer.

## Dubai Palm Apartments

Enquiry taken by: Amanda  
Name: (1).....  
Address: 37 (2)..... Vienna  
Telephone number: (3) .....,  
Number of people: four  
Starting date: (4).....January  
Length of stay: (5).....  
Price per day: maximum (6)..... euros

### Other requirements:

- fully equipped (7).....
- view of (8).....
- air conditioning must be (9) .....
- 10.....for car