

Unit 3: Taking a reservation



Listen to the conversation and complete the sentences with a correct word:

- Reservations:** Good morning, reservations. Felipe speaking. How can I help you?
- Caller:** Hello. I'd like to book a room for me and my _____, please.
Do you have a _____ room for next Wednesday?
- Reservations:** Yes, we do. How many nights is it for?
- Caller:** _____. Wednesday and Thursday.
- Reservations:** Yes, we have a double room available.
- Caller:** Good. How much is it?
- Reservations:** It's _____ euros per night including breakfast.
- Caller:** Good, that's fine. Does the hotel have a _____?
You see, we arrive in the _____ at about 7.00.
- Reservations:** Yes. Would you like me to book you a _____?
- Caller:** Yes, please. Can we have a table for two at 7.30 on _____
evening?
- Reservations:** Yes, madam. And your _____ please?
- Caller:** Mrs. Julia Morell.
- Reservations:** Do you have a contact number?
- Caller:** Yes, my mobile number is _____.
- Reservations:** Thank you, Mrs. Morell. Could you send me an email or fax to
_____ your reservation?
- Caller:** Yes, of course.
- Reservations:** Thank you for _____. Goodbye.
- Caller:** Goodbye.