



Name : _____ class _____ No _____

Directions: Write R if the sentence is most likely to be said by the receptionist or C by the customer.

Who says this?

-1. What name is the reservation under?
-2. Do you have any vacancies?
-3. Are you planning on checking out tomorrow?
-4. I'm afraid you can't check in until after 4:00 pm.
-5. How do we get to our room from here?
-6. Is it okay to park out front?
-7. Complimentary breakfast is served in the lobby from 8 to 10 am.
-8. What time is breakfast served at?
-9. The dining room is on the main floor at the end of the hall.
-10. Can we get a wake-up call?
-11. Just call the front desk if you need any extra towels or pillows.
-12. We have a reservation under Jill Harrison.
-13. How long will you be staying?
-14. Is the hotel booked, or can we get a room for tonight?
-15. What type of vehicles are you driving?
-16. Do you know the license plate number of your vehicle?
-17. What time is the pool open until?
-18. I'll give you two room keys.
-19. Is it too early to check in?
-20. The weight room and sauna are on the top floor.

Choose the given sentences to complete the conversation.

Receptionist: Hello, the Palazzo Hotel.

Client: Hello. I'd like _____ for 3 nights beginning May 6.

Receptionist: Yes, of course. _____

Client: I'd like a double room. _____

Receptionist: A double room is \$42.00 a night.

Client: O.K. _____

Receptionist: _____

Client: The name is Scott, Nil and Susan.

Receptionist: And _____

Client: Around 8:00 in the evening.

Receptionist: Very well, Mam. We'll have _____.

Client: OK. Thank you.

Receptionist: _____ the Palazzo Hotel.

- a. I'll take it.
- b. Thank you for calling
- c. to make reservations
- d. your room ready for you
- e. What is the name, please?
- f. How much would that be?
- g. what time are you arriving?
- h. What kind of room would you like?

