Direction: Complete the situation then chooses the most appropriate answer.

Making Reservations

Conversation

Receptionist : Bangkok Marriott Hotel. .....1.....

Man : Yes, I'd like to reserve a room for two this 13th of April.

Receptionist : Okay. .....2.....The 13th of April, right?

Man : Right. 13th of April.

Receptionist : Ok. Let me check. Since many guests have booked ahead to witness our famous Songkran Festival in Thailand. Hmm, you are very lucky sir; .....3.....

Man : Yes, I heard it is really fun. .....4.....

Receptionist : Well, we have one double room available, complete with a hot and cold shower, WiFi and a panoramic view of the city.

Man : .....5.....

Receptionist : It's only $200 dollars, plus a 10% room tax.

Man : .....6.....

Receptionist : Well, would you like a smoking or a non-smoking room?

Man : Non-smoking, please.

Receptionist : Okay, a non smoking double room.

Man : All right.

Receptionist : .....7.....

Man : Yes. Mr. Joseph Finch.

Receptionist : How do you spell your last name, Mr. Finch?

Man : F-I-N-C-H.

Receptionist : Okay, Mr. Finch, ...8.....

Man : Okay. Goodbye.

Use these choices for 1-4

a. May I help you?

b. we still have available rooms.

c. Do you want a non – smoking room?

d. Let me check our reservation system for a moment

e. That's why I want to spend my vacation on that time.

Use these choices for 5-8

a. How much is that?

b. Can you fill in this form, please?

c. Could I have your name, please?

d. Expensive but that will be fine.

e. we look forward to seeing you on the 13th of April.

LIVEWORKSHEETS