Hotel: Reservations Dialogue (B1)

Receptionist: Good afternoon! This is Capitol Hotels in Washington, D.C. How may I help you?

Mr. Abrams: Hi, I'd like to schedule a reservation for this upcoming weekend from Friday night until Sunday.

Receptionist: Sure! Let me check and see what rooms are available. Do you need a room with one bed or two?

Mr. Abrams: My wife and I will be visiting the city, but a room with one bed will be just fine.

Receptionist: Alright... It looks like we have several rooms available. Would you care for a room with a balcony?

Mr. Abrams: A single room with no balcony will suit our needs just fine. I did notice on your website that you have a pool and an exercise room. Are these facilities available for all hotel guests?

Receptionist: Yes, all hotel guests are allowed access to those facilities. The hotel stay also includes breakfast. We have a restaurant on-site that also serves lunch and dinner, but those meals are not included in your lodging fee.

Mr. Abrams: Okay, that's fine. What time are both check-in and check-out?

Receptionist: Check-in for you on Friday can be any time after 3:00 p.m. Check-out will be on Sunday before noon.

Mr. Abrams: Sounds great!

Receptionist: I am glad that I could help you today. Is there anything else that you need at this point in time?

Mr. Abrams: Would you like my credit card information now, or can I take care of that upon my arrival to the hotel's reception desk?

Receptionist: We can handle payment upon your arrival on Friday. We look forward to seeing you then!

Mr. Abrams: Thank you! I look forward to my stay.

Receptionist: Enjoy the rest of your week!

Did you understand the text?

1) **What is the name of the hotel where Mr. Abrams plans on staying?**
- [ ] a) Kennedy Hotels
- [ ] b) Lincoln Hotels
- [ ] c) Capitol Hotels
- [ ] d) Washington D.C.

2) **For how long does Mr. Abrams plan on staying at the hotel?**
- [ ] a) Overnight
- [ ] b) Two nights
- [ ] c) Three nights
- [ ] d) A week

3) **What kind of room does Mr. Abrams request to stay in?**
- [ ] a) A single room with a balcony.
- [ ] b) A single room without a balcony.
- [ ] c) A double room with a balcony.
- [ ] d) A double room without a balcony.

4) **All of the following are amenities the hotel offers its guests except:**
- [ ] a) A swimming pool
- [ ] b) A massage room
- [ ] c) An exercise room
- [ ] d) Free breakfast

5) **At what time can Mr. Abrams check into the hotel on Friday?**
- [ ] a) Before 11:00 a.m.
- [ ] b) Before noon
- [ ] c) After 1:00 p.m.
- [ ] d) After 3:00 p.m.

6) **When does Mr. Abrams plan on giving the hotel his credit card information?**
- [ ] a) During the phone call
- [ ] b) Upon his arrival to the reception desk
- [ ] c) At the end of his stay
- [ ] d) Mr. Abrams wants to pay in cash