

## Conversation of "Taking Reservation By Telephone"

*Fill the blank with correct sentences*

- Clerk : Good Morning, Fantastic Hotel, Reservation, Rendy speaking  
How may I help you ?
- Guest : Good morning. I'd like to make a reservation please ?
- Clerk : This is your first time to stay at our hotel ?
- Guest : Yes.
- Clerk : May I have your .....?
- Guest : Yes, my name is Linda Reinhard
- Clerk : How many person would stay, Mrs. Reinhard?
- Guest : 2 person, for my husband and I
- Clerk : Well, Mrs. Reinhard, when will you ..... and ..... ?
- Guest : On next January 2021 on 15<sup>th</sup> for 3 nights
- Clerk : Just a moment Mrs. Reinhard, I'll check it first  
You are lucky, Mrs. Reinhard, we have deluxe double for that ....., would you like it ?
- Guest : How about the rate ? how much does it cost ?
- Clerk : The ..... is Rp. 850.000,-
- Guest : I'll take that room, what are facilities in that room?
- Clerk : The deluxe room are equipped with : bathroom with two kind of up running water, television, telephone, air conditioner, minibar, safe deposit box
- Guest : Thank you for your infomation
- Clerk : Mrs. Reinhard, may I have your full name, please?
- Guest : Yes, sure LINDA REINHARD
- Clerk : May I have your address and your .....?
- Guest : Yes, my address at Jl. Sam Ratulangi No. 987 Surabaya and phone number is 08113456098
- Clerk : Mrs. Reinhard how about the payment ?
- Guest : I'll pay cash / personal account
- Clerk : As our hotel policy, can we have a ..... for one night ?
- Guest : Sure, how much ?
- Clerk : Only Rp. 850.000,-
- Guest : Okey. I'll send the money in the next few day.
- Clerk : And who we will ..... about this reservation ?
- Guest : You can just contact me
- Clerk : Do you have any ..... ?
- Guest : Yes, I'd like my room with pool view
- Clerk : Would like to be pick up at the airport ?
- Guest : Yes, of course.
- Clerk : May I have your ..... for arrival and .....?
- Guest : I'll come by GA344 at 11.30 am and depart by SQ557 but I don't the exact time yet
- Clerk : Mrs. Reinhard to make clear your ....., I will repeat your request :  
Mrs. Reinhard, you reserve 1 deluxe room starting from 15 until 18 January 2021 your address at Jl. Sam Ratulangi No. 987 with phone number 08113456098 you will arrive by GA344 at 11.30 am dan depart by SQ557. You will pay by cash with deposit will be send on the next few days. Your special request are room with pool view and we will pick you up at the airport when you arrive. And we will contact you about this reservation. Is that correct ?
- Guest : Thank you, that is absolutely right.
- Clerk : Mrs. Reinhard, At our hotel we have swimming pool, 3 kind of restaurant, fitness centre, meeting room and ballroom and also we provide laundry service and 24 hours room service
- Guest : Thank you very much for your information
- Clerk : You are welcome Mrs. Reinhard and we will ..... this reservation in .....  
Thank you for your reservation we looking ..... to seeing you at our .....
- Guest : You are welcome.