Case management

Read the conversation and choose the correct answer.

Agent: Thanks for calling HotelesColorido.com. This is *(your name),* how can I help you?

Partner: I have a problem with a virtual card.

Agent: I am going to do my best to help you but first, can I have your hotel ID number?

Partner: 32

Agent: Can I have your phone number?

Partner: It is 32561

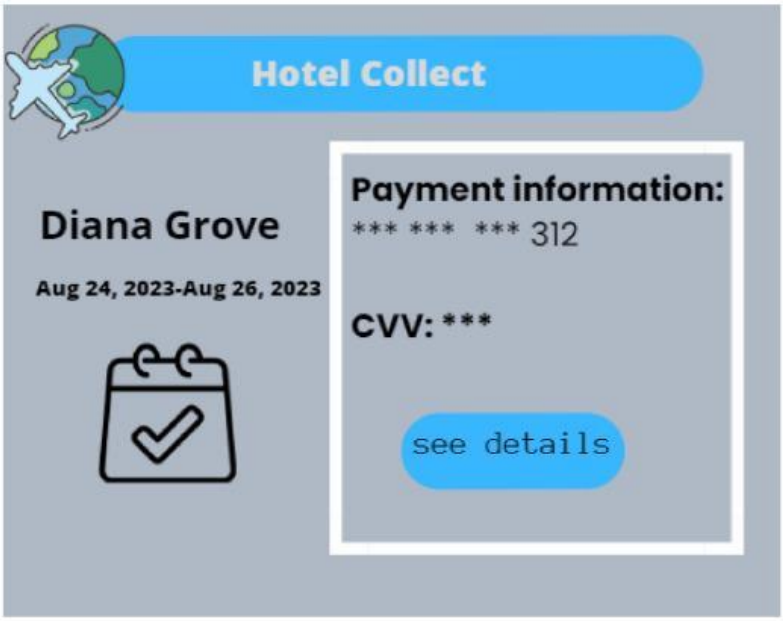
Agent: Can I have your email?

Partner: anl@gmail.com

Agent: Can I have the booking ID?

Partner: It is 658

Booking:



LIVEWORKSHEETS

Agent: I found that this reservation is:

A. prepaid and we do not have access to the guest's personal card for security. Therefore, you can look up the details in ColorfulHotels partner Central.
B. It is not a prepaid reservation; therefore, you can look up the details in ColorfulHotels partner Central or request payment directly at the hotel.

Partner: OK, I'll keep it in mind.

Agent: Have I answered all your questions?

Partner: Yes, thank you.

Agent: OK, thanks for calling HotelesColoridos.com, Have a wonderful day.

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