Conversation One

A: I'm checking in. The name is (1) _____

B: Welcome, Ms. (2) _____. That'll be a (3) _____ for (4) _____ nights, correct?

A: That's right.

B: Smoking or non-smoking?

A: (5) _____, please. And can I get a room on a (6) floor?

B: Let me check. Yes. There's a room available on the (7) _____floor.

A: Great. Thanks.

B: Are all those bags yours, ma'am?

A: Yes, they are.

B: I'll ask the (8) _____to give you a (9) _____.

A: Thanks so much.

Conversation Two

A: Hi, I'm checking in. The name's Lewis.

B: Yes, sir. That's a (10) _____—non-smoking—with a (11) _____?

A: There must be some (12) _____. My wife and son are joining me tonight. I'm sure I asked for a (13) _____ and a (14) _____.

B: I'm so sorry, sir. Let me check . . . OK. No problem. We have a non-smoking room (15) _____ with a king-size bed. I'll ask the bellhop to bring up that rollaway for you right away.

A: Thanks.

Conversation Three

B: Good morning. I have a (16) _____under the name (17) _____.

A: OK. That'll be a (18) _____for (19) _____nights?

B: That's right.

A: And would you like a queen or a king-size bed?

B: A (20) _____ is fine, thanks.

A: And you reserved a smoking room?

B: Correct. By the way, is it too (21) _____to get breakfast?

A: Actually, the restaurant closes in (22) _____ minutes. Why don't you go ahead and have breakfast now, and I'll finish checking you in when you're finished. I'll ask the bellhop to take your bags to your room.

B: Perfect. Thank you.

Conversation Four

A: Hi, I'm checking in. The reservation's under the name Anderson.

B: Yes, ma'am. That's a double room—smoking?

A: A double room? Actually, I reserved a (23) _____. (24) _____

B: I'm so sorry, ma'am. Let me check again.

A: I have important meetings all week. So I really need that suite.

B: I'm sorry . . . that was Janet Anderson, right?

A: Janet? I'm sorry. It's Diane. Diane Anderson.

B: Diane Anderson . . . I do apologize. I'm showing an executive suite for you, non-smoking with a (25) _____.

A: Thank you.

LIVEWORKSHEETS