Listen to the conversation and complete the blanks with the correct phrase.

Receptionist _____

Customer Yes, I'd like to check-in, please.

Receptionist _____

Customer It's Mr Norris.

Receptionist _____

Customer Yes. N - O - double R - I - S

Receptionist Oh, yes. Lee Norris.

_____

Customer It's 16 Orchard Road. That's O-R-C-H-A-R-D Road, Oxford, UK

Receptionist _____

Customer Yes, I do. It's O-X-3-2-J-F

Receptionist _____

Customer My mobile number is 07983560891 and my home number is 01865362497

Receptionist _____

Customer Yes, it's leenorris@yahoo.co.uk

Receptionist _____

And you've booked a double room, single occupancy with a bath.

Customer That's correct.

Receptionist And you booked full board.

Customer No, just half board.

Receptionist Half board. OK, so you're staying with us for a total of 3 nights from 20 September until 23 September...

Customer Yes, that's right.

Receptionist _____

Customer By visa card.

Receptionist OK. Just sign the bottom here for me, sir. You're in room 214 on the second floor.

Customer Thank you.

Receptionist _____

And your contact numbers please, sir.

Could you just confirm your address please, sir?

Could you spell your surname for me, please?

Do you have an email address, Mr Norris?

Do you know the postcode?

Enjoy your stay with us!

Good afternoon, Sir. can I help you?

How would you like to pay, Mr Norris?

Thank you.

What's your name, sir?

LIVEWORKSHEETS