

a Complete the sentences with words from the list.



have key lift moment right sign spell you

- 1 I have _____ a reservation.
- 2 Can you _____ here, please?
- 3 The _____ is over there.
- 4 Thank _____.
- 5 Can you _____ that, please?
- 6 That's _____.
- 7 Here's your _____.
- 8 Just a _____.

b Complete the conversation with the phrases in a.

A Good evening, sir.

B Hello. ¹I have a reservation _____. My name's Carl Zimmerman.

A ² _____ ?

B Z-I-M-M-E-R-M-A-N.

A Thank you. For three nights?

B Yes. ³ _____.

A Can I have your passport, please?

B ⁴ _____. Here you are.

A Thank you. ⁵ _____? Thank you.

⁶ _____. It's room 403, on the fourth floor.

⁷ _____. Enjoy your stay, Mr Zimmerman.

B ⁸ _____.