

CALLING TO CANCEL A RESERVATION

Listen to the audio and complete the dialogue.



Guest : I hate to do this, but I've got to _____ a reservation I made earlier this week.

Receptionist : All I need is your name, phone, and _____ date.

Guest : My name is Rudy Randolph. I'm _____ 818-555-1234. The reservation was for April 9.

Receptionist : Randolph, Rudy. Let me hit one button, sir, and now your reservation is _____.

Guest : Thank you. I'll make another reservation as _____ as I can.

Receptionist : It's been my _____ to help you.