

## 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.