

Name :
Student ID :

Guest: Good afternoon. I just checked in a while ago, and I was wondering what kind of _____ you have for _____. I've had a really long trip and would love to _____ a bit.

Receptionist: Good afternoon, ma'am. Welcome to Grand Seaview Hotel. If you're looking to relax, we have several options for you. There's a large outdoor _____ on the 3rd floor with a beautiful view of the _____.

Guest: That sounds lovely. Is there a _____ as well?

Receptionist: Yes, absolutely. Our full-service spa is located on the 2nd floor. It offers a variety of treatments including _____, facials, and _____. You can book an appointment through the in-room tablet or directly at the spa reception.

Guest: Perfect. I might do that later. What about something more low-key, like a _____ or a quiet spot to _____?

Receptionist: You'll love our Serenity Lounge on the ground floor. It's a peaceful space with soft music, comfortable seating, and a small _____. We also serve complimentary _____ there throughout the day.

Guest: That sounds exactly like what I need. Thank you so much for the information.

Receptionist: You're very welcome. If there's anything else you need, don't hesitate to call the _____.