

### Dialogue 1

- Receptionist:** Hello, Plaza Hotel. May I \_\_\_\_\_<sup>1</sup> you?
- Guest:** Good morning, I'd like to \_\_\_\_\_<sup>2</sup> a single room for two nights please.
- Receptionist:** When \_\_\_\_\_<sup>3</sup>, sir?
- Guest:** Next Monday, April 3rd.
- Receptionist:** Let me just \_\_\_\_\_<sup>4</sup>...Yes we have one single room \_\_\_\_\_<sup>5</sup>.
- Guest:** Great. How much is the \_\_\_\_\_<sup>6</sup> per night?
- Receptionist:** Seventy euros, sir.
- Guest:** OK, that's fine.
- Receptionist:** Can I \_\_\_\_\_<sup>7</sup> your name, please?
- Guest:** Yes, it's Caulson. Robert Caulson. That's C-A-U-L-S-O-N
- Receptionist:** OK, I've \_\_\_\_\_<sup>8</sup> that. What time will you be arriving?
- Guest:** Around 8pm.
- Receptionist:** Thank you and have a nice day.

### Dialogue 2

- Receptionist:** Good morning sir, how may I help you?
- Guest:** Hello, I've booked a single for tonight. The name's Caulson, C-A-U-L-S-O-N.
- Receptionist:** Yes, sir. Could you \_\_\_\_\_<sup>9</sup> in this form, please?

### Dialogue 3

- Receptionist:** Hello, Plaza Hotel.
- Guest:** Hello, I'd like to book a single room for this Friday to Sunday, please.
- Receptionist:** I'm afraid the hotel is \_\_\_\_\_<sup>10</sup> booked on Saturday and Sunday. Would you like to \_\_\_\_\_<sup>11</sup> a room for Friday?



#### Dialogue 4

**Receptionist:** Here is your key. Your room number is 302. Just take the \_\_\_\_\_<sup>12</sup> over there to the third floor.

**Guest:** Thank you. What time do I have to \_\_\_\_\_<sup>13</sup> out by tomorrow?

**Receptionist:** checkout time is 12pm.

**Guest:** And can you tell me what time breakfast is \_\_\_\_\_<sup>14</sup>?

**Receptionist:** Breakfast is served from 8 to 11am.

#### Dialogue 5

**Guest:** I'd like to check out, please. My name is Robert Caulson, room 302. Here's the \_\_\_\_\_<sup>15</sup>.

**Receptionist:** Just a moment, sir...Here's your \_\_\_\_\_<sup>16</sup>.

**Guest:** Can you tell me what this \_\_\_\_\_<sup>17</sup> is for?

**Receptionist:** That's for the drinks you ordered last night.

**Guest:** OK. Can I pay by credit card?

**Receptionist:** Yes, of course.

**Guest:** One more thing. I have a train to catch in a few hours. Can I \_\_\_\_\_<sup>18</sup> my bags somewhere till then?

**Receptionist:** Certainly. You can leave them in the \_\_\_\_\_<sup>19</sup> over there.

**Guest:** Thank you. Goodbye.