Amanda: Dubai Palm Apartments, Amanda speaking. How can I help you?

Leo: Oh hi, Amanda I'm ringing to enquire about a holiday apartment for _____

A: OK, no problem Let me get your _____, then I'll tell you what we've got. Is that all right?

L: Fine, go ahead.

A: OK. Can I have your name first, please?

L: Yes, it's Leo Blucher, that's L-E-0 - that's my first name - and my _____ is B-L-U-C-H-E-R.

A: OK, I've got that Where are you from, just out of _____, Leo?

L: I'm Austrian.

A: Right, OK, and what's your address?

L: It's number 37 Blumengasse in Vienna

A: Right. Could you just spell Blumengasse for me, please, Leo? My German's not too good

L: Sure, it's B-L-U-M-E-N-G-A-double S-E.

A: Great, thanks, and what's the _____ like in Vienna at the moment?

L: It's pretty ____ and rainy, I'm afraid Hope it's better in Dubai.

A: Yes, it's _____ at the moment Sunny and warm, but not too hot. Now, can you give me your phone number

L: Yes, it's 4312 11057.

A: Great So, you're looking for a _____, Leo. How many people is it for, just yourself

L: No. there'll be four of us, two _____ and two children

A: Fine, and when would you like it from?

L: Ideally from the 1st of _____

A: _____ the 1st. OK I'll have a look and see what we've got. _____ would you like to stay?

L: Well, it _____ a little bit on the ____, but I think that about nine days would be _____.

A: Fine And, talking of prices, what would be your _____, do you think?

L: Well, I've looked on the _____, but I don't know if I'm being realistic _____ 200 euros per day. Things seem to range from 150 to well over 400

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A: Well, it depends where, of course, but I think we could probably _____ at that price

L: Great. There are various other things, though. Our _____ are quite small, and we don't want to take them to _____ all the time, so one thing we'd really appreciate is a fully equipped kitchen so we can _____.

A: Yes, I completely _____. Do you have any other special requirements?

L: Yes, we live in the _____ hundreds of miles _____, so we'd really like to be able to see it from our apartment.

A: OK. I'll note that down All our apartments come with _____ and central heating, by the way.

L: Oh dear. One thing I don't like is the _____ of air conditioning in the background. Can you _____ it's as quiet as possible?

A: Yes, I'll look into that. Anything else?

L: Yes, just one more thing We'd like to _____ while we're in Dubai, so we'll need to have a _____, I think - we don't want to have to _____ from the car to the apartment.

A: I think you're quite right I'll look into all these things and make a list of possible apartments. Do you have an email address, so I can send them to you.

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