



Instructions: Read the 3 conversations. First write the name of each guest on the chart then select the correct option based on the information you read about the guests about their reservation in a hotel.

CONVERSATION 1 [F = Indian]

F: I'm checking in. The name is Patel, P-A-T-E-L.
M: Welcome, Ms. Patel. You wanted a room on a high floor. That's a king-size bed for two nights, correct?
F: That's right.
M: Smoking or non-smoking?
F: Non-smoking, please.
M: Are all those bags yours, ma'am?
F: Yes, they are. My husband is arriving shortly.
M: Well, I'd better get the bellman to give you a hand.
F: Thank you.

CONVERSATION 2

M: Hi, I'm checking in. The name's Lewis.
F: Yes, sir. That's a single—non-smoking—with a twin bed?
M: There must be some mistake. My wife and son are joining me tonight. I'm sure I asked for a king-size bed and a rollaway.
F: I'm so sorry, sir. Let me check . . . OK. No problem. We have a room available with a king-size bed. I'll ask the bellman to bring up that rollaway for you right away.
M: Thanks.

CONVERSATION 3 [M = Vietnamese]

M: Hi. I have a reservation under the name Nguyen. That's N-G-U-Y-E-N.
F: Good morning, and welcome, sir. May I have your charge card?
M: Here you go.
F: OK. That's a double for three nights. Did you want a queen or a king-size bed?
M: A queen is fine.
F: And you reserved a smoking room?
M: Correct. Is it too late to get breakfast?
F: Actually, the restaurant closes in ten minutes. You'd better go ahead and have some breakfast now. I can finish checking you in afterward. You can leave your bags with the bellman.
M: Thanks.

	Name of the Guest	Queen Bed	King Size bed	Non Smoking Room	Smoking Room	Help from the bellman
Conversation 1						
Conversation 2						
Conversation 3						

