Dealing with booking enquiries

Listening _ Dealing with booking enquiries

Listen to the five calls. Drag and drop the missing information.

- a family room for one week
- the hotel's closed
- the tables with a view are all reserved
- there're no double rooms left
- a table for ten for lunch
- the restaurant's busy
- a double room for one night
- the hotel's fully booked.
- a double room for two nights
- a table with view of the harbour

The guest would like....	Why it's not possible
1-	
2-	
3-	
4-	
5-	

Put the phrases in the correct order to make sentences

1. **please / moment / , / One /./**

   _____

2. **that night / fully booked / We're/./**

   _____

3. **a double room / I'd like to / for two nights / book /./**

   _____

4. **we don't have /left/ I'm afraid / for those dates / any double rooms /./**

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5. **that week / closed / the hotel's / for refurbishment / Unfortunately /,/ /./**

_____

6. **not reopening/ ./ till/ We're/ Saturday the 9th of March/**

_____

7. **but / that day/ I'm sorry/ ,/ with a business conference/ we're very busy/./**

_____

8. **for/ is/ How many/ it?/**

_____

Listening Suggesting an alternative

4.2 Listen and underline the alternatives suggested to the callers in 4.1. How many did you think of?

1 trying the Station Hotel / the caller gives his number
2 two separate rooms / a family room
3 calling a hotel next door / calling a hotel in a different town
4 a table in the Terrace Bar / a table at the end of the Globe Restaurant
5 a bigger table / a table at the window with a different view

4.2 Listen again. Do the callers accept the alternatives?

1 ..... 2 ..... 3 ..... 4 ..... 5 .....

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