

# Listening

## Taking a reservation by telephone

- Look at the screen from a hotel computer reservation system. In which order do you think the receptionist will ask for the information? listen to a phone call and see if you were right.
- Listen again and fill in the missing information.

**Reservation**

Main | More Fields |

**Guest Profile**

**Surname**  **Go To Profile**

**Reservation** **Room Type**

**Arrival**

**Departure**

**Adults**  **# Rooms**  **Smoking**   
**Non-smoking**

**Card type**

**VISA** **Visa**  **Credit card #**   
**Mastercard**  **Name**   
**AmEx**  **Expiry date**