

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.

The screenshot shows a window titled "Reservation" with a close button (X) in the top right corner. Below the title bar is a tabbed interface with "Main" and "More Fields" tabs. The "Main" tab is active, showing a "Guest Profile" section with a "Surname" text box and a "Go To Profile" button. Below this is a "Reservation" section with fields for "Room Type", "Arrival" (date and time), "Departure" (date and time), "Adults" (with a spinner), "# Rooms" (with a spinner), "Smoking" (radio button), and "Non-smoking" (radio button). At the bottom is a "Card type" section with three options: "VISA" (with a Visa logo), "Mastercard" (with a Mastercard logo), and "AmEx" (with an American Express logo). Each option has a radio button. To the right of the card type options are fields for "Credit card #" (text box), "Name" (text box), and "Expiry date" (two date pickers).

Reservation

Main | More Fields

Guest Profile

Surname **Go To Profile**

Reservation

Room Type

Arrival

Departure

Adults # Rooms Smoking ☐ Non-smoking ☐

Card type

 Visa ☐ Credit card #

 Mastercard ☐ Name

 AmEx ☐ Expiry date