AT THE HOTEL



Complete the dialogue using the words in the box

adjoined
corridor
ID
sightseeing (2)
license
front desk (2)
business
single (2)
registration form
conference
elevator (2)
deposit
upgrade
bell boy
charge
agent
floor
trip
booking (2)
reservation (2)
book
booked
key
amenities
suitcase
access code
valet
flight
checked in

Receptionist: Good morning. Welcome to the Transnational Hotel. What can I do for you?
Guest: Good morning. My name is Tom Sanders. I have a …… for a …… room for three nights.
R: Alright, Mr. Sanders. Let me pull up your reservation. I can't seem to find a record of your …….. Did you …….. the room directly through us, or did you use a hotel reservation service or a travel ……?
G: I …… it directly through you. I've already also paid a …… on the first night. I have a …… number if that helps.
R: Yes, sure. Can I see that please? Thank you. Oh, I see. Maybe there was a glitch with the …… system. Well, we don't have any more …… rooms available, with the exception of one …….. room. But, you would then be right next door to a family with children, which might get noisy. But that's not a problem. I can …….. you to one of our …… suites. They all come with Jacuzzis!
G: Oh! That sounds nice. But how much more is that going to cost?
R: That would of course be at no extra …… to you.
G: Oh, thank you.
R: My pleasure.
G: What about the wireless internet?
R: Oh. It's really easy. This is your …….. and instructions on how to use it. If you have any problems, feel free to call the …….. And this is a list of all the hotel ……, like the gym and the indoor pool.
G: Ah. Thank you very much.
R: You're welcome. Has the …… already taken your car or will you be needing a parking pass?
G: Oh. I don't have a car. I took a taxi from the airport.
R: Alright. Can I have some form of …… please? And could you just fill out this ……?
G: Sure. Here's my driver's ……..
R: Thank you. Oh, you're from San Francisco.
G: Yes, I am. All the way from the west coast!
R: I hope you had a good ……..
G: Yes. I did, thank you. The …… was long but it was smooth and I slept almost the whole way.
R: And is this your first time in the Big Apple?
G: Yes, it is. I have a business …… to attend, but I'm looking forward to getting some …… done as well.
R: Well, I'd be more than happy to give you some …… tips if you need any.
G: Thank you.
R: Alright. I've got you all …….. to your room. This is your room …….. You're in room 653. Just take the …….. on the right up to the 6th …….. When you get off the ……., turn right. Your room is at the end of the …….. on the left-hand side. Just leave your …… here and the …….. will bring it up.
G: Great. Thank you very much.
R: If you need anything please feel free to dial the …… Enjoy your stay.
G: Thank you.
R: You're welcome.

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