Checking in at the hotel – Revision

Complete the lines with the missing words. Then decide whether they are said by the receptionist, the guest or both.

cash
check-in
confirm
contact
Could/Can
course
credit
Do
Enjoy
floor
full
half
have
help
How
nights
number
occupancy
please
room
Thank

_____ would you like to pay, Mrs Richards?

_____ you know the postcode? What's your postcode?

_____ you spell your surname (for me), please?

_____ you, sir.

_____ your stay with us!

A double room, single _____ with a bath. Is that OK?

By visa card./Can I pay by _____ card?

Do you _____ an email address? / What's your email address, sir?

Good morning/afternoon, madam. Can I _____ you?

I'd like to _____, please

I'd like to pay in _____.

It's 993 Oxford Road. London, UK

It's leenorris@yahoo.co.uk

It's Mrs Richards.

My mobile _____ is 83079560189

Sure./Certainly./Of _____.

Yes. R-I-C-H-A-R-D-S

You're in _____ 32 on the third _____.

What's your name, madam? Can/Could you tell me your name, _____?

What's your address, madam?/ Could you just _____ your address please, sir?

What's your phone number, madam? Can/Could you confirm your _____ number, please?

Would you like _____ board or _____ board?

You're staying with us for a total of 2 _____ from 15 May until 17 May.