Conversation 1 [B = Spanish]

A: Good morning. How can we assist you today?

B: I'm flying to Bogota on October 6th, and I need a **1.** _____.

A: Certainly. For you alone?

B: No. I'll be traveling with my **2.** _____ children. We'll have lots of luggage.

A: That's no problem. I can book you a limo with a large trunk for the luggage. Are you going to **3.** _____ a hotel reservation in Bogota?

B: No, thank you. Bogota is my home.

Conversation 2 [B = U.S. regional]

A: Yes, sir. Can I help you with something?

B: I hope so. I'm arriving in Seoul on October 4th, and I need a hotel **4.** _____. I'm very concerned because I don't speak any Korean.

A: Don't be concerned, sir. The hotel staff all speak **5.** _____.

Conversation 3 [A = Chinese]

A: Excuse me. I need some help with a **6.** _____ reservation overseas.

B: Yes, of course. Please have a seat. I'll be right with you. Now, ma'am. Where do you need that **7.** _____?

A: In New York, at John F. Kennedy airport. I arrive on the third.

B: Of October?

A: Yes. At 11:30 P.M. Is that too late to get a car?

B: Certainly not. Nothing's too late in New York!

Conversation 4 [B = Portuguese]

A: Excuse me. Do you work here?

B: Yes, sir. How can I assist you this afternoon?

A: I'm arriving in Montevideo from Porto Alegre on October 4th at 8:00 in the morning. I have a reservation at the Hotel del Centro. I'll need either a **8.**_____ **or a 9.**_____. Are there limousines from the airport to the hotel?

B: Let me check . . . Actually no. You'll need to take a taxi.

A: Is it possible to make a reservation? I have a lunch meeting and I want to be sure I don't have to **10.** _____ for the taxi. Is that possible?

B: Anything is possible. If you'll just give me a moment, I'll go online to see what the options are.

LIVEWORKSHEETS