Conversation One

A: Front desk. How may I help you?

B: Hi. This is Room (1)_____ calling.

A: Hello, Mrs. Williams. Is everything OK?

B: Oh, fine. Thanks. Listen, we just finished (2)_____. Could someone come and take the (3)_____ away?

A: Of course, ma'am.

B: Also, I was wondering if someone could bring (4)_____. Oh, and we could use a (5)_____, too.

A: No problem, ma'am. I'll take care of that right away. Anything else I can help you with?

B: Oh, I almost forgot! I have a load of (6)_____. Could someone pick that up?

A: No problem.

Conversation Two

A: Front desk. How may I help you?

B: This is Room (7)_____.

A: Yes, Mr. Rogers. What can I do for you?

B: Well, this place is a mess. I need someone to (8)_____ the room right away.

A: I'm sorry, sir. I'll take care of that for you.

B: And my wife needs some of those—what are they called—(9)_____?

A: Yes, sir. We can send some up for you.

B: Wait, hold on. Here she is.

C: Hello? Front desk?

A: Yes, Mrs. Rogers.

C: Last night nobody turned down the beds. I'd like (10)_____ service every night, please.

A: I'm so sorry, ma'am. If you want turndown service, we'll certainly make sure you get it.

C: I'd certainly appreciate it. I thought this was a nice hotel.
A: My apologies, ma'am. You'll get turndown service tonight.
C: Thank you

LIVEWORKSHEETS