

YOU HEAR

Good evening, sir.

¹ Can you _____ that, please?

For five nights.

² Can I _____ your passport, please?

³ Can you sign here, _____?

Do you want a smoking or non-smoking room?

⁴ Here's your _____. It's room 425, on the fourth floor.

⁵ It's over there. Do you need help with your _____?

Enjoy your stay, Mr Ryder.

YOU SAY

Hello. I have a reservation. My name's Mark Ryder.

R-Y-D-E-R.

Yes, that's right.

Just a moment. Here you are.

Non-smoking, please.

Thank you. Where's the lift*?

No, it's OK, thanks.

Thank you.

* *lift* = British English