

#### CONVERSATION 1 [M = Indian]

F: I'm checking in. The name is Patel. P-A-T-E-L.  
M: Welcome, Ms. Patel. That'll be a king-size bed for two nights, correct?  
F: That's right. M: Smoking or non-smoking?  
F: Non-smoking, please. And can I get a room on a ..... floor?  
M: Let me check. Yes. There's a room available on the ..... floor.  
F: Great. Thanks.  
M: Are all those bags ....., ma'am?  
F: Yes, they are.  
M: I'll ask the bellman to give you a .....  
F: Thanks so much.

#### CONVERSATION 2

M: Hi, I'm checking in. The name's Lewis.  
F: Yes, sir. That's a single—non-smoking—with a ..... bed?  
M: There must be some mistake. My wife and ..... are joining me tonight. I'm sure I asked for a king-size bed and a rollaway.  
F: I'm so sorry, sir. Let me check ... OK. No problem. We have a non-smoking room ..... with a king-size bed. I'll ask the bellman to ..... up that rollaway for you right away.  
M: Thanks.

#### CONVERSATION 3 [M = Japanese]

M: Good morning. I have a reservation ..... the name Fujimoto. That's F-U-J-I-M-O-T-O.  
F: Fuji ... moto. OK. That'll be a double for three nights?  
M: That's right.  
F: And would you like a queen or a king-size bed?  
M: A queen is fine, thanks.  
F: And you ..... a smoking room?  
M: Correct. By the way, is it too late to get .....?  
F: Actually, the restaurant closes in ..... minutes. Why don't you go ahead and have breakfast now, and I'll finish checking you in when you're finished. I'll ask the bellman to take your ..... to your room.  
M: Perfect. Thank you.

#### CONVERSATION 4

F1: Hi, I'm checking in. The reservation's under the name Anderson.  
F2: Yes, ma'am. That's a double room—smoking?  
F1: A double room? Actually, I reserved a suite. Non-smoking.  
F2: I'm so sorry, ma'am. Let me check again.  
F1: I have ..... meetings all week. So I really ..... that suite.  
F2: I'm sorry... that was Janet Anderson, right?  
F1: Janet? I'm sorry. It's Diane. Diane Anderson.  
F2: Diane Anderson... I do ..... I'm showing an executive suite for you, non-smoking with a king-size bed.  
F1: Thank you!  
F2: I'll get the bellman to help you with your .....

