

Fill in the blanks with words from the box.

check – name - 11 am – welcome – questions – spell -evening

Hotel Receptionist: Good _____! Welcome to Grand Plaza Hotel.
What's your _____ for the reservation?

Mark: Hi, I'm Mark Williams.

Hotel Receptionist: Great! Could you please _____ your last name
for me? I want to make sure I find the right reservation.

Mark: Sure, it's W-I-L-L-I-A-M-S.

Hotel Receptionist: Perfect, thank you, Mr. Williams. Let me _____
your reservation. Alright, you're booked for one night in Room 302 on
the third floor. Here's your key card. Breakfast is included from 7:00 to
10:00 AM. Any _____?

Mark: No, that sounds good. When's check-out?

Hotel Receptionist: Check-out is at _____. Elevators are around the
corner to your right. Need anything else?

Mark: No. Thanks!

Hotel Receptionist: You're _____! Enjoy your stay at Grand Plaza
Hotel!

TRUE or FALSE

1. Mark's last name is Smith. **True/False**
2. The hotel receptionist asked Mark to spell his last name to check
the reservation. **True/False**
3. Mark's reservation is for two nights. **True/False**
4. The hotel provides breakfast from 6:00 to 9:00 AM. **True/False**
5. Mark needs to check out by 2:00 PM. **True/False**