

Listen to the phrases and complete the blanks orally with the correct one.

Receptionist \_\_\_\_\_

Customer Yes, I'd like to check-in, please.

Receptionist \_\_\_\_\_

Customer It's Mrs Richards.

Receptionist \_\_\_\_\_

Customer Yes. R-I-C-H-A-R-D-S

Receptionist Oh, yes. Lara Richards.

Customer It's 993 Oxford Road. London, UK

Receptionist \_\_\_\_\_

Customer Yes, I do. It's L-D-2-8-4-U

Receptionist \_\_\_\_\_

Customer My mobile number is 83079560189 and my home number is 24970186536

Receptionist \_\_\_\_\_

Customer Yes, it's leenorris@yahoo.co.uk

Receptionist \_\_\_\_\_

A double room, single occupancy with a bath.

Customer Just half board.

Receptionist Half board. OK, so you're staying with us for a total of 2 nights from 15 May until 17 May...

Customer Yes, that's right.

Receptionist \_\_\_\_\_

Customer By visa card.

Receptionist OK. Just sign the bottom here for me, madam.

You're in room 32 on the third floor.

Customer Thank you.

Receptionist \_\_\_\_\_

Could you spell your surname, please? 

Do you have an email address, madam? 

Do you know the postcode? 

Enjoy your stay with us! 

Good morning, madam. Can I help you? 

How would you like to pay, Mrs Richards? 

Sure. What's your name, madam? 

Thank you. 

What's your address, madam? 

What's your phone number, madam? 

Would you like half board or full board? 