

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? 