

At the hotel

I. Check -in

Choose and drop the lines to answer the receptionist's questions.

R: Welcome to the Magnolia Hotel. May I help you?

C:

Yes, it is. Could I have a room with a balcony?

R: What's your name, please?

C:

Yes, madam, it completely works for me.

R: Yes Mr. Marlon. You requested a single room for three nights, is that correct?

C:

Matthew Marlon.

R: Just a moment, please, let me check... It's possible, we have a free single room with a balcony on the 5th floor. Is that all right for you?

C:

I'd like to check in. I have a reservation.

R: Could you fill out the registration form, please? Thank you. And will you be paying by cash or credit card?

C:

No, thank you, I only have one. I can manage on my own.

R: Of course, sir. If you require local currencies we can also exchange money for you.

C:

That's great, I do need some cash.

R: Your room number is 504. Here's your key. Enjoy your stay at the Magnolia. If you require anything further, feel free to call the front desk. Would you like assistance with your bags?

C:

By cash, if you accept American dollars.

II. Check-out

Choose and drop the lines to answer the receptionist's questions.

R: Good morning. How can I help you?

C:

R: One moment, please, sir. ... Did you enjoy your stay?

C:

R: I'm pleased to hear that, sir. Would you please check and see if the amount is correct?

C:

R: That's for the drink from the mini-bar in your room.

C:

R: Here is your receipt, sir and your change.

C:

R: Shall I call a hotel taxi for you?

C:

Yes, everything was absolutely fine, thank you.

Oh, yes, you are right. I've forgotten.

Thank you.

That would be great. Thank you a lot.

I'd like to check out now. My name's Marlon, room 508. Here's the key.

Yes, sure...Pardon me, what's the 8 pounds for?