

Name:

Date:

Check-in a hotel

Answer the following questions based on the audio!

1 What did Tony say when he first arrived at the hotel?

2 What question did the receptionist ask after Tony said he had a reservation?

3 Why did the receptionist ask to see Tony's ID?

4 What room type did Tony reserve, and for how many nights?

5 What did the receptionist offer Tony after checking his ID and credit card?

6 What are the benefits of the deluxe room that the receptionist mentioned?

7 What did Tony say when he agreed to upgrade his room?

8 What did the receptionist ask Tony to do before giving the room key?

9 Where is Tony's room located, and what time is breakfast?

10 What polite expression did the receptionist use to end the check-in conversation?
