

FILL IN THE BLANKS

- Receptionist: "Good morning, welcome to Grand Luxury Hotel. _____ (1) step this way, Sir. How may I assist you today?"
- Guest: "Good morning. I'd like to check in, please. My name is John Smith."
- Receptionist: "Certainly, Mr. Smith. Let me check your reservation in our system. _____ (2) for waiting... Ah, yes, I found your booking for a Deluxe Room."
- Guest: "Great! Is the room ready? I've had a very long flight."
- Receptionist: "I am terribly _____ (3), Mr. Smith, but your room is currently being prepared by our housekeeping team. It will be ready in about 15 minutes."
- Guest: "Oh, that's a bit disappointing. I'm quite exhausted."
- Receptionist: "I completely understand, Sir. _____ (4) accept our apologies for the short delay. While you wait, may I offer you a complimentary welcome drink at our lobby lounge?"
- Guest: "Well, a cold drink does sound nice. Alright, then."
- Receptionist: _____ (5) for your kind understanding, Mr. Smith. I will personally bring your room key to the lounge as soon as it is ready."
- Guest: "That is very kind of you. Thanks."
- Receptionist: "It is my _____ (6), Sir. Have a relaxing time at the lounge!"