

LISTENING – FILL IN THE BLANKS

Enquiry about booking hotel room for event

Complete the transcript with **ONE** word or phrase from the Word Bank. Each answer is used **ONCE** only.

WORD BANK

support • roses • charge • buffet • self-contained • terrace • accommodation • stage • southwest • refurbishment • musicians • suitable • advance • conversation • cabins • attention • river • eighty-five • addition • function

ANDREW:

Good morning, Clare House Hotel. Andrew speaking. I'm the Events Manager.

SAM:

Good morning, Andrew. My name's Samantha. I'm arranging a party for my parents' fiftieth wedding anniversary, and I'm ringing to ask about hiring a room some time next September. Also my parents and several of the guests will need **(1)** _____.

ANDREW:

OK, I'm sure we can help you with that. Will you be having a sit-down meal or a **(2)** _____?

SAM:

Probably a sit-down.

ANDREW:

And do you know how many people there'll be?

SAM:

Around eighty, I think.

ANDREW:

Well we have two rooms that can hold that number. One is the Adelphi Room. That can seat **(3)** _____, or hold over a hundred if people are standing for a buffet.

SAM:

Right.

ANDREW:

If you have live music, there's room for four or five **(4)** _____ in the gallery overlooking the room. Our guests usually appreciate the fact that the music can be loud enough for dancing, but not too loud for **(5)** _____.

SAM:

Yes, I really don't like it when you can't talk.

ANDREW:

Exactly. Now the Adelphi Room is at the back of the hotel, and there are French windows leading out onto the **(6)** _____. This has a beautiful display of pots of **(7)** _____ at that time of the year.

SAM:

Which direction does it face?

ANDREW:

(8) _____, so that side of the hotel gets the sun in the afternoon and early evening.

SAM:

Very nice.

ANDREW:

From the terrace you can see the area of trees within the grounds of the hotel, or you can stroll through there to the **(9)** _____ – that's on the far side, so it isn't visible from the hotel.

SAM:

OK.

ANDREW:

Then another option is the Carlton Room. This is a bit bigger – it can hold up to a hundred and ten people – and it has the advantage of a **(10)** _____, which is useful if you have any entertainment, or indeed a small band can fit onto it.

SAM:

And can you go outside from the room?

ANDREW:

No, the Carlton Room is on the first floor, but on one side the windows look out onto the lake.

SAM:

Lovely. I think either of those rooms would be **(11)** _____.

ANDREW:

Can I tell you about some of the options we offer in **(12)** _____?

SAM:

Please do.

ANDREW:

As well as a meal, you can have an MC, a Master of Ceremonies, who'll be with you throughout the party.

SAM:

What exactly is the MC's **(13)** _____? I suppose they make a speech during the meal if we need one, do they?

ANDREW:

That's right. All our MCs are trained as public speakers, so they can easily get people's **(14)** _____ – many guests are glad to have someone who can make themselves heard above the chatter! And they're also your **(15)** _____ – if anything goes wrong, the MC will deal with it, so you can relax.

SAM:

Great! I'll need to ask you about food, but something else that's important is accommodation. You obviously have rooms in the hotel, but do you also have any other accommodation, like **(16)** _____, for example?

ANDREW:

Yes, there are five in the grounds, all **(17)** _____. They each sleep two to four people and have their own living room, bathroom and small kitchen.

SAM:

That sounds perfect for what we'll need.

SAM:

Now you have various facilities, don't you? Are they all included in the price of hiring the room? The pool, for instance.

ANDREW:

Normally you'd be able to use it, but it'll be closed throughout September for **(18)** _____, I'm afraid. The gym will be available, though, at no extra **(19)** _____. That's open all day, from six in the morning until midnight.

SAM:

Right.

ANDREW:

And the tennis courts, but there is a small additional payment for those. We have four courts, and it's worth booking in **(20)** _____ if you possibly can, as there can be quite a long waiting list for them!

SAM:

Right. Now could we discuss the food? This would be dinner, around seven o'clock ...