

Dialogue 1

- Receptionist:** Hello, Plaza Hotel. May I _____¹ you?
- Guest:** Good morning, I'd like to _____² a single room for two nights please.
- Receptionist:** When _____³, sir?
- Guest:** Next Monday, April 3rd.
- Receptionist:** Let me just _____⁴...Yes we have one single room _____⁵.
- Guest:** Great. How much is the _____⁶ per night?
- Receptionist:** Seventy euros, sir.
- Guest:** OK, that's fine.
- Receptionist:** Can I _____⁷ your name, please?
- Guest:** Yes, it's Caulson. Robert Caulson. That's C-A-U-L-S-O-N
- Receptionist:** OK, I've _____⁸ that. What time will you be arriving?
- Guest:** Around 8pm.
- Receptionist:** Thank you and have a nice day.

Dialogue 2

- Receptionist:** Good morning sir, how may I help you?
- Guest:** Hello, I've booked a single for tonight. The name's Caulson, C-A-U-L-S-O-N.
- Receptionist:** Yes, sir. Could you _____⁹ in this form, please?

Dialogue 3

- Receptionist:** Hello, Plaza Hotel.
- Guest:** Hello, I'd like to book a single room for this Friday to Sunday, please.
- Receptionist:** I'm afraid the hotel is _____¹⁰ booked on Saturday and Sunday. Would you like to _____¹¹ a room for Friday?



Dialogue 4

Receptionist: Here is your key. Your room number is 302. Just take the _____¹² over there to the third floor.

Guest: Thank you. What time do I have to _____¹³ out by tomorrow?

Receptionist: checkout time is 12pm.

Guest: And can you tell me what time breakfast is _____¹⁴?

Receptionist: Breakfast is served from 8 to 11am.

Dialogue 5

Guest: I'd like to check out, please. My name is Robert Caulson, room 302. Here's the _____¹⁵.

Receptionist: Just a moment, sir...Here's your _____¹⁶.

Guest: Can you tell me what this _____¹⁷ is for?

Receptionist: That's for the drinks you ordered last night.

Guest: OK. Can I pay by credit card?

Receptionist: Yes, of course.

Guest: One more thing. I have a train to catch in a few hours. Can I _____¹⁸ my bags somewhere till then?

Receptionist: Certainly. You can leave them in the _____¹⁹ over there.

Guest: Thank you. Goodbye.