

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.