



CONVERSATION 1 (BLUE)

- Hotel: Hello there, how can I help you?
- Tina: Hello! I'd like to book a single room for 3 nights, please.
- Hotel: Of course. Which dates?
- Tina: From Friday to Monday this week.
- Hotel: We don't have any single rooms on those dates but we do have a double available.
- Tina: How much does a double room cost?
- Hotel: It's £70.00 for the night.
- Tina: And does that include breakfast?
- Hotel: Yes it does. The booking is flexible so you don't have to pay right now, you can pay at check-in.
- Tina: That's great. The name is Tina Johnson. My email is tina@gmail.com.
- Hotel: We'll send through an email confirmation Tina.
- Tina: Great, thank you so much for your help!

CONVERSATION 2 (PINK)

Restaurant: Good afternoon, how can we help you at The Table?

Sam: Hello, I'd like to book a table for tonight.

Restaurant: Unfortunately, we're fully-booked tonight.

Sam: That's a shame! Is there anything on Saturday night instead?

Restaurant: Yes, we have some availability around 7pm.

Sam: Perfect. Can I book a table for 4 at 7pm on Saturday?

Restaurant: Certainly. Is the table inside or outside?

Sam: It'll be inside, please.

Restaurant: And could I take a name?

Sam: Yes, it's for Same Barnes. My number is 01947 578 293.

Restaurant: Great, we'll see you on Saturday Mr Barnes.

Sam: Thanks, bye bye!

CONVERSATION 3 (YELLOW)

Museum: Hello, how may I help you?

Gordon: Hi there! I'd like to reserve four tickets for the art exhibition tomorrow.

Museum: Is that four adult tickets?

Gordon: Yes, four adult tickets. How much will that be?

Museum: It's £5 per person, so £20 in total.

Gordon: Can I pay when I pick them up?

Museum: Yes, that's no problem. You can collect them from the reception any time today.

Gordon: Great, my name is Gordon Timms.

Museum: Thank you Mr Timms. You'll need some ID to pick them up.

Gordon: Just a final question - where is the entrance to the exhibition?

Museum: It's on Saunder Street, just around the corner from Saunder Railway Station.

Gordon: That's great, thank you for your help!

Museum: You're very welcome! Goodbye!

Gordon: Bye now!