



## At The Hotel Order The Conversation

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### CONVERSATION 1 (BLUE)

- Receptionist: Welcome to Abacus Hotels, how may I help you today?
- Sally: Hi, I have a reservation under the name of Adams.
- Receptionist: Certainly, let me pull that up for you. OK, is it Sally Adams?
- Sally: Yes, that's correct, Sally Adams.
- Receptionist: Right, Mrs Adams, you have a double room for 4 nights, is that correct?
- Sally: Yes, that's correct!
- Receptionist: I just need to see some identification and you can fill out this registration form.
- Sally: Do I sign here?
- Receptionist: Yes, right here! Great, so you are in room 506, it's on the fifth floor and the lift is just here.
- Sally: Great, thank you, bye!

## CONVERSATION 2 (PINK)

- Receptionist: Good afternoon, how may I help you?
- Sam: I'm here to check in, please.
- Receptionist: Of course, can I take your name, please?
- Sam: Yes, it's Mr Folding.
- Receptionist: I just need to confirm your ID, do you have a passport or an ID card?
- Sam: Yes, I have my passport. Is that OK?
- Receptionist: Yes, that's great, thank you Mr Folding. So, you are in room 607.
- Sam: That's great and do you have free WIFI?
- Receptionist: Certainly. The password is WIFI, all capital letters.
- Sam: Great, I'll connect later. Just one more question, what time is breakfast served?
- Receptionist: Breakfast is served 8am to 11am in the main restaurant.
- Sam: Thank you very much. See you later! Bye!

### CONVERSATION 3 (YELLOW)

- Receptionist: Hello there! Are you checking in?
- Kevin: Yes, my name is Kevin Samuels and I have a reservation for 3 nights.
- Receptionist: I can't find your booking here Mr Samuels, did you book directly with us?
- Kevin: Yes, I booked on your website. I booked just a couple of days ago.
- Receptionist: OK, well I'll re-book that in for you now. Is it a single room you wanted?
- Kevin: No, I'd like a double please.
- Receptionist: We do have room 600 available, which is a double. Here is your key.
- Kevin: Thank you very much. How do I get to this room?
- Receptionist: It's on floor 6, you can take the lift or stairs just to the right here.
- Kevin: Great, thank you very much!