



Welcome to Abacus Hotels,
how may I help you today?



Hi, I have a reservation under the
name of Adams





Certainly, let me pull that up for you. OK, is it Sally Adams?



Yes, that's correct, Sally Adams.





Right Mrs Adams, you have a double room for 4 nights, is that correct?



Yes, that's correct!





I just need to see some identification and you can fill out this registration form.



Do I sign here?





Yes, right here! Great, so you are in room 506, it's on the fifth floor and the lift is just here.



Great, thank you! Bye!





Good afternoon, how may I help you?



I'm here to check in, please





Of course, can I take your name, please?



Yes, it's Mr Sam Folding





I just need to confirm your ID,
do you have a passport or an
ID card?



Yes, I have my passport. Is that
OK?





Yes, that's great, thank you Mr Folding. So you are in room 607.



That's great and do you have free WIFI?





Certainly. The password is WIFI, all capital letters.



Great, I'll connect later. Just one more question, what time is breakfast served?





Breakfast is served 8am to 11am
in the main restaurant.



Thank you very much. See you
later! Bye!





Hello there! Are you checking in?



Yes, my name is Kevin Samuels
and I have a reservation for 3
nights.



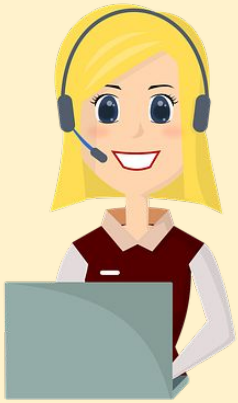


I can't find your booking here Mr Samuels, did you book directly with us?



Yes, I booked on your website. I booked just a couple of days ago.



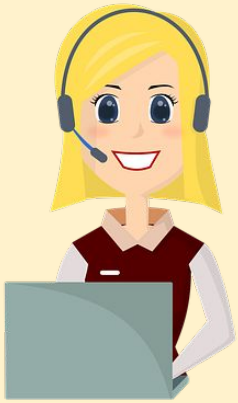


OK, well I'll re-book that in for you now. Is it a single room you wanted?



No, I'd like a double please.



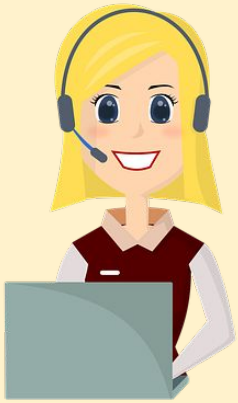


We do have room 600 available, which is a double. Here is your key.



Thank you very much. How do I get to this room?





It's on floor 6, you can take the lift or stairs just to the right here.



Great, thank you very much!

