



Reserving a Hotel Transcript

Receptionist: Good afternoon, this is Wilkinsons hotel. How may I help you?

Hannah: Good afternoon, I'm calling to book a couple of rooms for my family.

Receptionist: Certainly madame. Can I ask which dates you're interested in?

Hannah: Yes, we arrive in London on 13th December and we'll be staying until 17th December.

Receptionist: OK, so you're looking for 4 nights with us. How many rooms will it be?

Hannah: Two rooms - one double and one twin.

Receptionist: OK, we do have some availability and the rooms are right next door to each other.

Hannah: How much will that cost in total?

Receptionist: That'll be £420.00 in total. Breakfast is included and you'll have WiFi too.

Hannah: That's great. Can I pay now over the phone?

Receptionist: Of course. If you could give me your card name, card number and expiry date we can get that booked in for you.

Hannah: Yes, it's

Receptionist: Wonderful, the payment is now completed. Could you tell me your email address so we can send through the booking confirmation?

Hannah: Yes, it's hannah@virtually-fluent.com

Receptionist: Wonderful. Is there anything else I can help you with today?

Hannah: No, that's everything, thank you.

Receptionist: We look forward to seeing you on 13th December.

Hannah: Thank you! Bye!

Receptionist: Goodbye!