

Conversation

Making a Reservation:

Conversation A: Booking a Room

Guest: Hello, I'd like to make a reservation for a single room, please.

Receptionist: Certainly, for how many nights will you be staying?

Guest: Three nights, from the 15th to the 18th of this month.

Receptionist: Under what name would you like the reservation?

Guest: It's under the name John Smith.

Receptionist: Great, your reservation for a single room from the 15th to the 18th of this month under the name John Smith is confirmed.

Checking-In

Conversation B: Check-In Process

Receptionist: Good afternoon, welcome to our hotel. May I have your reservation details?

Guest: Sure, my name is John Smith, and I have a reservation for a single room.

Receptionist: Thank you, Mr. Smith. Could you please fill out this form and provide a form of identification?

Guest: Certainly, here's my passport.

Receptionist: Thank you. Here's your room key, and breakfast is served from 7 to 10 a.m.

Room Service:

Conversation C: Ordering Room Service

Guest: I'd like to order dinner, please.

Room Service: Of course, may I have your room number and your order?

Guest: Room 305. I'd like a chicken sandwich and a fruit salad, please.

Room Service: Your order will be delivered to your room shortly.

Checking-Out: Conversation E: Check-Out Process

Receptionist: Good morning, how was your stay?

Guest: It was wonderful, thank you. I'd like to check out, please.

Receptionist: Could you please settle any outstanding charges?

Guest: Certainly, here's my credit card.

Receptionist: Thank you, Mr. Smith. Your total bill is \$250. Your receipt and a feedback form are ready.