

Daily Life - Hotel Upgrade (C0003)

A: Good afternoon. What can I do for you?

B: I'd like to check in please. I have a reservation under the name Anthony Roberts.

A: All right R.O.B.E.R.T.S... Oh, Mr. Roberts we've been expecting you... and here is your keycard to the presidential suite.

B: But there must be some mistake; my reservation was for a standard room.

A: Are you sure? Let me double check .

B: Yeah...Here, this is my confirmation number.

A: You're right Mr. Roberts, there seems to be a mix-up, unfortunately we're overbooked at the moment .

B: So...

A: Not to worry. We're pleased to offer you a complimentary upgrade.

B: Presidential suite baby!

Key Vocabulary

check in	<i>principle verb, infinitive</i>	register at a hotel or airport
under the name	<i>phrase</i>	name used for the reservation
reservation	<i>common noun, singular</i>	booking

confirmation	<i>common noun, singular</i>	an approval, verification
mix-up	<i>common noun, singular</i>	confusion
complimentary upgrade	<i>phrase</i>	free improvement of quality
overbooked	<i>Adjective</i>	full

Supplementary Vocabulary

check out	<i>verb</i>	pay and leave a hotel
booking	<i>common noun, singular</i>	reservation
concierge	<i>common noun, singular</i>	hotel employee that helps guests
deluxe room	<i>common noun, singular</i>	hotel room, better than standard

receipt

common

paper showing payment

noun, sin-

details

gular