

Elementary - Hotel Upgrade (B0003)

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 key card 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 over booked 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>Verb, In-finitive</i> | register at a hotel or airport |
| under the name | <i>Phrase</i> | name used for the reservation |
| reservation | <i>Noun (singular)</i> | booking |
| confirmation | <i>Noun (singular)</i> | an approval, verification |
| mix-up | <i>Noun (singular)</i> | confusion |

complimentary upgrade

Phrase

free improvement of quality

overbooked

Adjective

full

Supplementary Vocabulary

check out

Verb

pay and leave a hotel

booking

Noun (singular)

reservation

concierge

Noun (singular)

hotel employee that helps guests

deluxe room

Noun (singular)

hotel room, better than standard

receipt

Noun (singular)

paper showing payment details