

Recording script M1: Booking a holiday apartment

- Amanda: Dubai Palm Apartments, Amanda speaking. How can I help you?
- Leo: Oh hi, Amanda. I'm ringing to enquire about a holiday apartment for the month after next.
- Amanda: Okay, no problem. Let me get your details first, then I'll tell you what we've got. Is that all right?
- Leo: Fine, go ahead.
- Amanda: OK. Can I have your name first, please?
- Leo: Yes, It's Leo Blucher, that's L-E-O - that's my first name - and my surname is B-L-U-C-H-E-R.
- Amanda: Okay, I've got that. Where are you from, just out of interest, Leo?
- Leo: I'm Austrian.
- Amanda: Right, OK, and what's your address?
- Leo: It's number 37 Blumengasse in Vienna.
- Amanda: Right. Could you just spell Blumengasse for me, please, Leo? My German's not too good.
- Leo: Sure, it's B-L-U-M-E-N-G-A-double S-E.
- Amanda: Great, thanks, and what's the weather like in Vienna at the moment?
- Leo: It's pretty grey and rainy, I'm afraid. Hope it's better in Dubai.
- Amanda: Yes, it's lovely at the moment. Sunny and warm, but not too hot. Now, can you give me your phone number?
- Leo: Yes, it's 4312 11057.
- Amanda: Great. So, you're looking for a holiday apartment, Leo. How many people is it for, just yourself?
- Leo: No, there'll be four of us, two adults and two children.

- Amanda: Fine, and when would you like it from?
- Leo: Ideally from the 1st of January.
- Amanda: January the 1st. OK. I'll have a look and see what we've got. How long would you like to stay?
- Leo: Well, it depends a little bit on the price, but I think that about nine days would be perfect.
- Amanda: Fine. And, talking of prices, what would be your maximum, do you think?
- Leo: Well, I've looked on the Internet, but I don't know if I'm being realistic if I say 200 euros per day. Things seem to range from 150 to well over 400.
- Amanda: Well, it depends where, of course, but I think we could probably find something for you at that price.
- Leo: Great. There are various other things, though. Our children are quite small, and we don't want to take them to restaurants all the time, so one thing we'd really appreciate is a fully equipped kitchen so we can do some cooking.
- Amanda: Yes, I completely understand. Do you have any other special requirements?
- Leo: Yes, we live in the city centre hundreds of miles from the sea, so we'd really like be able to see it from our apartment.
- Amanda: OK, I'll note that down. All our apartments come with air conditioning and central heating, by the way.
- Leo: Oh dear. One thing I don't like is the noise of air conditioning in the background. Can you make sure it's as quiet as possible?
- Amanda: Yes, I'll look into that. Anything else?
- Leo: Yes, just one more thing. We'd like to hire a car while we're in Dubai, so we'll need to have a parking space, I think - we don't want to have to walk a long way from the car to the apartment.
- Amanda: I think you're quite right. I'll look into all these things and make a list of possible apartments. Do you have an email address, so I can send them to you?