

MAKING A HOTEL RESERVATION

Fill in the gaps with a suitable word from the box below:

information	prior	cancel	reservation	charged
book	available	anytime	reservation number	number
after	amount	arrive	policy	

(Telephone)

Desk clerk: Good afternoon, how may I help you?

Oliver: Hi, I would like to (1) a room with a twin bed for 2 nights - June 7th and 8th. Do you have anything (2)

Desk clerk: Yes, we do. Would you like to make the (3) now?

Oliver: Yes, please.

Desk clerk: Alright, we can do that. All I need right now is your credit card (4) and contact (5) Your card will not be (6) today, it will be charged upon arrival. You can cancel your reservation free of charge up to 48 hours (7) to staying with us. In this case, you have until June 5th at 3 p.m. to (8) your reservation. Cancelling your reservation (9) (10) that date will result in a charge to your credit card for the full (11) of the room. Do you have any questions?

Oliver: No, the cancellation (12) is standard.

Desk clerk: In that case, your reservation number is 723-2307-439. When you (13) at the hotel, please, be sure to have your (14) , credit card and a form of identification.