

Sample 1

<b>Agent</b>	Hello. Thank you for calling Reto Finn. This is George. Can I have your name, please?
<b>Customer</b>	Sorry, uh, what was that last part you said?
<b>Agent</b>	Yeah, can I have your name?
<b>Customer</b>	Yeah, Michael.
<b>Agent</b>	Yes, Mr. Michael, how can I help you today?
<b>Customer</b>	Here to make a reservation at the Hometowns Studios.
<b>Agent</b>	OK. Hometown studios. Uh, what city and state, sir?
<b>Agent</b>	Sir?
<b>Customer</b>	So sorry, what was that last part you said?
<b>Agent</b>	Um Yeah, and which city and state, please? The Location, sir.
<b>Customer</b>	Um, The king, um. The king Just the one king bedroom.
<b>Agent</b>	Yes, one kid. OK, perfect. So let me know the address from the Location, please.
<b>Customer</b>	Oh, the actual, OK, it's in Battle Creek.
<b>Agent</b>	Oh, bottle creek, thank you very much, sir.
<b>Customer</b>	Uh Yeah. I think there's only one in in that week anyways.
<b>Agent</b>	OK. Yeah, that's correct, sir. Yeah, Hometown Studios, Battle Creek. Baley wrote Battle Creek, Michigan.
<b>Customer</b>	Yeah. Yeah.
<b>Agent</b>	OK, and Check-in today. Check uh Check-out tomorrow, right?
<b>Customer</b>	That's exactly it.
<b>Customer</b>	No, I want the the weekly Rate.
<b>Agent</b>	The weekly Rate, OK, for the whole week starting tonight, right?
<b>Customer</b>	Yeah. Yeah. Starting tonight.
<b>Agent</b>	OK, December 8th to December 15th Sunday. OK, how many adults there will be in that Room.
<b>Customer</b>	Yeah. Uh, just me.
<b>Agent</b>	Just you. Let me ask you something. Are you Rere what member?
<b>Customer</b>	Yeah No, I'm not.
<b>Agent</b>	You don't. OK, just give me a second, sir, something is wrong right here. Just give me a second. The Yeah, I'm trying to get information from Hampton Studios, sir. But he doesn't, it does not appear on my system, OK?
<b>Agent</b>	Uh, but I found it.
<b>Customer</b>	OK.
<b>Agent</b>	Again. So you're, you're not a reward member, right?
<b>Customer</b>	No, I'm not.
<b>Agent</b>	OK, just let you know, sir, we have a Free Membership to earn Points for a Free Night, OK?
<b>Customer</b>	OK.

<b>Agent</b>	OK. Mhm, yeah, you can also get Discounts in the future. OK, under the weekly Rate, I have the studio ing Nunn smoking Room. It will be \$60 plus taxes per Night. For the for the whole week it will be \$420 plus taxes. Is that OK for you?
<b>Customer</b>	You said 466?
<b>Agent</b>	No, 420. And the total price, it will be yeah.
<b>Customer</b>	OK, I think Yeah, I think after taxes it comes to like 460, but OK.
<b>Agent</b>	Yeah, that's right. Yeah, that's right. 466 and 2 cents after tax. OK sir, what would be the name of the reservation?
<b>Customer</b>	Uh, Michael
<b>Agent</b>	Oh yeah, the last name, please?
<b>Customer</b>	Last name you said?
<b>Agent</b>	Yeah, please.
<b>Customer</b>	Uh, be spelled B I Y E.
<b>Agent</b>	OK. Can I have your home address, please?
<b>Customer</b>	Yeah, 11948.
<b>Agent</b>	Mhm.
<b>Customer</b>	7 Pine Drive.
<b>Agent</b>	So ly Drive.OK, can I have your zip code?
<b>Customer</b>	49424
<b>Agent</b>	Can I have your mobile number?
<b>Customer</b>	616
<b>Agent</b>	Mhm
<b>Customer</b>	610
<b>Agent</b>	Yeah.
<b>Customer</b>	2630
<b>Agent</b>	Can I have your email?
<b>Customer</b>	Um It's my name.
<b>Agent</b>	Yeah.
<b>Customer</b>	So Michael, Michael Beat. It's all lowercase. Um, and then after that, at Outlook.com.
<b>Agent</b>	Mhm. OK. Got it. OK. Just give me a second.
<b>Customer</b>	Uh
<b>Agent</b>	OK, just a sec, sir. OK, it's gonna be your first name, last name, uh, outlook.com, right?
<b>Customer</b>	Yeah.
<b>Agent</b>	OK, and this Room, sir, has Free Wi Fi, TV, kitchen, and refrigerator, OK, which car are you gonna use to hold the reservation Visa, Mastercard, American Express Discover.
<b>Customer</b>	Yeah, it's a Visa.
<b>Agent</b>	Can I have the card number please?
<b>Customer</b>	Yeah, [PII].
<b>Agent</b>	No.
<b>Customer</b>	[PII].

<b>Agent</b>	Oh
<b>Customer</b>	[PII].
<b>Agent</b>	Yup.
<b>Customer</b>	[PII].
<b>Agent</b>	Expiration date please?
<b>Customer</b>	[PII].
<b>Agent</b>	Security code.
<b>Customer</b>	[PII].
<b>Agent</b>	OK, that's the name on the card match the name Noru Vi?
<b>Customer</b>	Yeah.
<b>Agent</b>	OK, just a little check, sir, I'm gonna spell back your last name, B I
<b>Customer</b>	Uh
<b>Agent</b>	Ye, right?
<b>Customer</b>	Yeah, B as in boy.
<b>Agent</b>	Yeah.
<b>Customer</b>	And then, yeah, I and then Y and then an E.
<b>Agent</b>	Yeah, that's right. OK. Uh, would you like to get our Free Membership, sir?
<b>Customer</b>	Uh, I'll check it out later, later on, but not right now.
<b>Agent</b>	OK. OK, perfect. OK, just to double check it's gonna be under the weekly Rate, the Studio King, nonsmoky Room for the whole week it's gonna be \$466.20 with taxes included. OK, it will be uh the Location Hometown studio Wattle Creek located at fifty-fifty Berkeley Road, Battle Creek, Michigan. It will be 7 nights, 1 Room from Sunday, December 8th to Sunday, December 15th. That's correct?
<b>Customer</b>	Yeah.
<b>Agent</b>	OK, the week you write it for guests to Stay in 77 consecutive nights or longer reservation must be prepared at time of Check-in. OK, for guests and Thursday, no refund or credit will be used for any unused portion of Guest that guests will receive limited housekeeping during their estate. OK, and please change your cancel your reservation by 6 p.m. local Hotel time and your Check-in date to avoid Cancellation penalty or first ro tax overri point used for the reservation. OK, housekeeping is Limere, uh, to get the same 7 or more nights and will be provided twice per week and not an additional charge. Additional services are available upon request for \$10 per occurrence. Repaid cards and gift cards are not accepted at this Location.
<b>Customer</b>	OK.
<b>Agent</b>	OK, sir, and I have your confirmation number. Would you like to write it down? should I send it through email.
<b>Customer</b>	Uh, just send it to the email.
<b>Agent</b>	OK, are you already sent this or there anything else I can do for you today?
<b>Customer</b>	No, I'll be all.
<b>Agent</b>	OK, thank you for calling Haunting Studio. Sorry, if you don't mind, Stay on the line for 2 good for months. Bye bye.
<b>Customer</b>	Alright, thank you. Alright, bye-bye.

Sample 2

<b>Agent</b>	Thank you for calling the Red-Roof Inn. My name is Jody. May I have your name and how can I assist?
<b>Customer</b>	Uh, yes, Jody, hi, uh, my name is John Chartier, and uh I was wondering if I could make a reservation.
<b>Customer</b>	For this coming Tuesday evening, the 10th of December, and it's just for one adult at your Red-Roof Inn located in Tinton Falls, New Jersey, T I N T O N at 11 Centra Plaza.
<b>Agent</b>	you
<b>Agent</b>	Oh
<b>Agent</b>	So you'd be checking in.
<b>Customer</b>	And I mean I'm good.
<b>Customer</b>	I'm sorry.
<b>Agent</b>	So you'll be checking in on the 10th for one Night checking out on Wednesday.
<b>Customer</b>	Yes, and I've got a rewards Membership number and AARP as well.
<b>Agent</b>	All right, go ahead with your car with your Account number.
<b>Agent</b>	I
<b>Customer</b>	My Membership number?
<b>Agent</b>	Yes.
<b>Customer</b>	OK, 600343.
<b>Customer</b>	8976
<b>Agent</b>	And just to confirm it's for one adult, correct?
<b>Customer</b>	Yes.
<b>Agent</b>	At the Renton Falls, Jersey Shore, that's on 11 Center Plaza.
<b>Customer</b>	Yes
<b>Agent</b>	Oh
<b>Customer</b>	That's in the town of Tinton Falls.
<b>Agent</b>	In New Jersey.
<b>Customer</b>	I believe New Jersey, yes.
<b>Agent</b>	OK, so Well, we have available under the member exclusive rates we have a deluxe 2 full beds, non-smoking for \$90.25 plus taxes that Room comes with a flatscreen TV, microwave, and refrigerator, and we also have a superior king, non-smoking for \$90.25 plus taxes. That Room also comes with a flutcreen TV microwave and refrigerator. Now, if we use the AARP both rooms would be \$85.50 plus taxes.
<b>Customer</b>	50 cents. Oh, OK, so let's use the uh. AARP Rate. And um Um, and I'll go with the, the king.
<b>Agent</b>	OK. And what type of card will you be using to hold the Room?
<b>Customer</b>	Yes, a Visa. Let me know when you're ready.
<b>Agent</b>	The name on the card is the same as the name on the reservation.
<b>Customer</b>	Yes
<b>Agent</b>	Go ahead with the card number.
<b>Customer</b>	All right. The card number is [PII].

<b>Agent</b>	Uh.
<b>Customer</b>	[PII].
<b>Agent</b>	I
<b>Customer</b>	Expiration [PII].
<b>Agent</b>	Oh because you And the security code?
<b>Customer</b>	[PII].
<b>Agent</b>	Have you ever stayed at this Location before?
<b>Customer</b>	Not this particular one, no.
<b>Agent</b>	Alright, so just some policies for the Location at the time of Check-in or adult guests staying in the Room must present a validated picture ID with current address when checking in.
<b>Customer</b>	Yep, I got it.
<b>Agent</b>	Alright, so just to confirm, I have you checking in to the Red-Roof intent and Falls, Jersey Shore. That's on the 11th Center Plaza, um, checking in on Tuesday for one Night checking out on Wednesday for one Room, the superior king, non-smoking for one adult.
<b>Customer</b>	Correct.
<b>Agent</b>	So they can, the Rate that was provided is for AARP members, so you must present your valid AARP card along with your ID when checking in.
<b>Customer</b>	Yes.
<b>Agent</b>	And the Cancellation policy states please change your Account your reservation by 8 p.m. local Hotel time on your Check-in date to avoid Cancellation penalty of first Night Room and tax or forfeiture of Points used for the reservation. So I confirm the reservation and it was sent to your email. Would you like me to provide you with it over the phone so you can write it down as well.
<b>Customer</b>	Yes, please, if you will.
<b>Agent</b>	Alright, so the confirmation number is RRI. 211. A as in apple. A as in apple, W as in water, 089.
<b>Customer</b>	089. OK. RRI 211 AAW 089.
<b>Agent</b>	That's right.
<b>Customer</b>	Excellent. All right, Jody, I, uh, I appreciate your time and your help.
<b>Agent</b>	You're welcome. Is there anything else that I can assist you with?
<b>Customer</b>	No, I think we're, we're good. I'll get back at you probably later on in the week and, uh, next week and we'll make some other Reservations, but for now I'm just, uh. I'm all set for. For uh most of next week, so. Alrighty
<b>Agent</b>	OK, no problem and thank you so much for calling the Red-Roof Inn. They'll be assured to go in Survey at the end of the call.
<b>Customer</b>	OK, all right, thank you, Jody.
<b>Agent</b>	You're welcome.
<b>Customer</b>	Bye

Sample 3

<b>Agent</b>	Hi, thank you so much for calling Redgrofin. This is Robin. Can I have your name?
<b>Customer</b>	Yeah Uh, Amy.
<b>Agent</b>	Um, hey, Amy, how can I help you today?
<b>Customer</b>	Bye. Can you tell me what your pet fee is?
<b>Agent</b>	Uh, for how many pets?
<b>Customer</b>	2
<b>Agent</b>	2 will be \$15 a Night. For the second pet on the first pet, it's Free.
<b>Customer</b>	OK.
<b>Agent</b>	And depends on the Location uh to what Location are you moving on?
<b>Customer</b>	Um, the Durham, North Carolina Triangle. Research Triangle Park.
<b>Agent</b>	Um OK, Tangle Park. Yes, the same policies. The pere, the first pet is Free, and the second pet will cost \$15 a Night.
<b>Customer</b>	OK, perfect.
<b>Agent</b>	And And also the peg not the 680 pounds. And keep your animal on a little inside your Room, the bet must there be left on attending in the Guest Room. And please clean up after your pet.
<b>Customer</b>	Uh OK. No, no problem.
<b>Agent</b>	All right. Are you looking to Book a Room here?
<b>Customer</b>	Yes, please.
<b>Agent</b>	OK, if you want, I can help you out. When is it gonna be your Check-in and Check-out date.
<b>Customer</b>	Um Tonight for one Night.
<b>Agent</b>	OK, the 8th through the 9th for how many adults and kids?
<b>Customer</b>	3 adults.
<b>Agent</b>	And one dog.
<b>Customer</b>	Correct, 2 dogs.
<b>Agent</b>	Uh, I'm sorry, yes, 2 dogs. Uh, let's see here. Are you not regular member?
<b>Customer</b>	Am I a which member?
<b>Agent</b>	Red-Roof, remember? Are you?
<b>Customer</b>	I didn't, I Red, no, not a Red-Roof member.
<b>Agent</b>	OK. Would you like to become a member? It's Free and I can give you a cheaper Room actually. Be the best discount that I can see. And also you will get Points to get Free nights in the future.
<b>Customer</b>	Oh
<b>Agent</b>	Would you like to sign up?
<b>Customer</b>	So Sure.
<b>Agent</b>	OK. Look, uh, we got a special deal. We'll sign your Children's Hospital in the Room will be \$58.94 plus taxes for a deluxe to full bed no smoking Room with micro refrigerator.
<b>Customer</b>	That sounds great.
<b>Agent</b>	OK, so let's Book at what name is gonna be the reservation under?
<b>Customer</b>	Amy Coel KOB as in boy A L.

<b>Agent</b>	Cove, K O B A L
<b>Customer</b>	Correct.
<b>Agent</b>	And gave me just like AMY.
<b>Customer</b>	Yeah.
<b>Agent</b>	All right, what is your home address, Ms. Coval?
<b>Customer</b>	4294 Dylan, D I L L O N R Rd.
<b>Agent</b>	The long road
<b>Customer</b>	Dillon Road correct. That's in Doylestown, D O Y L E S T O W N.
<b>Agent</b>	All right. Typical
<b>Customer</b>	Pennsylvania. 18902.
<b>Agent</b>	18902
<b>Customer</b>	Yes.
<b>Agent</b>	Alright, give me a moment, please. is showing me Gardenville, Pennsylvania. Is the same?
<b>Customer</b>	Um, Gardenville is up the street. To be Doyle sound.
<b>Agent</b>	OK, so we, we can take it.
<b>Customer</b>	Sure.
<b>Agent</b>	All right, Garden Bill PA. Where's your mobile number?
<b>Customer</b>	215 534. 613 2.
<b>Agent</b>	And your email address?
<b>Customer</b>	Tune in lounge T U N E I N L O U N G E At verizon.net.
<b>Agent</b>	So Ky in lunch at Verizon.net. OK. Uh, let's see here, just to let you know, I will enroll you right now so you can get this price, OK?
<b>Customer</b>	OK.
<b>Agent</b>	All right, and to hold the Room, what type of car would you like to use Visa or Mastercard?
<b>Customer</b>	Visa.
<b>Agent</b>	The name on the card will match the name on the reservation.
<b>Customer</b>	Yeah.
<b>Agent</b>	May I have the card number, please?
<b>Customer</b>	[PII] [PII] [PII]
<b>Agent</b>	Expiration date?
<b>Customer</b>	[PII].
<b>Agent</b>	[PII] and security code?
<b>Customer</b>	[PII]
<b>Agent</b>	[PII]. All right. So let me finish this booking. This is the redro Finn Durham T Trangold Park, located on the street 4405 Highwood 55 East Durham, North Carolina. Check-in will be Sunday, December 8th. Checkout will be Monday, December 9th for one Room that looks too full bed non-smoking Room for 3 adults and 1 dog. Sorry, 2 docs.
<b>Customer</b>	Correct. Correct.
<b>Agent</b>	And telling me right here this Location required a \$50 refundable deposit for all guests. A fee of \$1.50 plus tax per Night will be added at the Hotel. This Location has a maximum Stay of 28 days, long term gas will need to Check-out at the 28 day limit for a

	minimum of 24 hours before continuing to Stay at this Hotel. And because this reservation is already house sorry it's already site Cancellation time. After I confirm it, it cannot be changed or canceled. Can I go ahead and confirm?
<b>Customer</b>	Yeah.
<b>Agent</b>	OK, so that was all. I'm gonna send to your email the confirmation number. Would you like to write it down or just get it on your email?
<b>Customer</b>	I'll get it on my email. I don't have a pen on me.
<b>Agent</b>	OK, so that's everything that I need here. Is there something else that I can help you out before you go?
<b>Customer</b>	No, that's it thank you.
<b>Agent</b>	All right, thanks very much for calling R Rin. If you don't mind, please Stay on the line for the 2 quick questions Survey at the end of this call.



Sample 4

<b>Agent</b>	And thank you for contacting Red Ruf in San Antonio Airport. You're speaking with Cheveni. May I have your name, please? And how can I assist you today?
<b>Customer</b>	Um, ma'am, I heard a little bit of what you said. I think you said may I have your name? Um Is that correct?
<b>Agent</b>	Yeah, so thank you for contacting Red-Roof Inn San Antonio Airport. May I have your name please? and how can I assist you today?
<b>Customer</b>	Uh, my name is Joseph. Last name KL. APP I'd like to have a reservation for 2 people, 1 Room in San Antonio Airport. Correct.
<b>Agent</b>	What's the Check-in and Check-out date?
<b>Customer</b>	Arrived Thursday. December 8th. Depart Sunday, December 15th.
<b>Agent</b>	OK, so today is the 10th. Um, when would be Check-in?
<b>Customer</b>	Mhm
<b>Agent</b>	The 12, Thursday.
<b>Customer</b>	Thursday Is the 12th, yes, ma'am, thank you.
<b>Agent</b>	And then, OK, and then checkout would be on Sunday the 15th.
<b>Customer</b>	Exactly
<b>Agent</b>	OK, so you're checking in Thursday, the 12th of December. You're staying for 3 nights. That is on the 15th of December, that's Sunday, and you're making reservation for 2 adults for the red Ruth in San Antonio Airport on 333 Wolf Road in San Antonio, Texas.
<b>Customer</b>	Mhm
<b>Agent</b>	Or you're a Red-Roof member, Joseph?
<b>Customer</b>	As said it a little bit more slowly please.
<b>Agent</b>	Are you a member with Red-Roof?
<b>Customer</b>	Uh, I think so. I've been in lots and lots of times. should have Re Points.
<b>Agent</b>	Pro OK, provide me with your email address so I could do a quick search for your Account.
<b>Customer</b>	Joe Clap, J O E K L A P P. At Earthlink R T H L I N K. Dot net NET
<b>Agent</b>	Could you verify the full name that is on the Account. I'm seeing a middle initial.
<b>Customer</b>	Sure, it's Joseph J O C P H, middle initial A. S in Albert
<b>Agent</b>	Yeah
<b>Customer</b>	5 KLAPP.
<b>Agent</b>	Thank you so much. Um, what I have here available under your members exclusive Rate would be a two full beds non-smoking Room. This is at an average Rate of \$56.24 plus tax per Night with a flatscreen TV and Free Wi Fi, and I have the superior king non-smoking Room at an average Rate of \$60.66 plus tax per Night with a microwave refrigerator and an in-room coffee. Which one would you like?
<b>Customer</b>	Um, refrigerator, please, \$60 and whatever.
<b>Agent</b>	OK, um, what type of card will you be using to hold the reservation?
<b>Customer</b>	Visa.
<b>Agent</b>	The name on the card is the same as the one on the reservation.
<b>Customer</b>	Mhm.

<b>Agent</b>	Go ahead with the card number please.
<b>Customer</b>	[PII]. [PII]. [PII]. [PII].
<b>Agent</b>	Thank you. What's the expiration date?
<b>Customer</b>	[PII].
<b>Agent</b>	Thank you. And the card security code?
<b>Customer</b>	[PII].
<b>Agent</b>	Thank you so much. And you stated the name on the card is the same as the one on the reservation, correct?
<b>Customer</b>	Mhm. Joseph A K L A P P.
<b>Agent</b>	Uh OK. Um, on, um, just to verify, we're booking for roof in San Antonio Airport for the 12th of December 3 nights. Check-out on the 15th of December 2 adults for superior king, non-smoking Room, a confirmation letter will be sent to your email as soon as your reservation is confirmed and if you wish to change or cancel this reservation, please do so by 8 p.m. Local Hotel time on your Check-in date to avoid Cancellation penalties the first Night rooms and tax or for. features of Points for the reservation. Would you like to make a note of your confirmation number or that email would be fine.
<b>Customer</b>	Um, I'd rather hear the number please.
<b>Agent</b>	No problem. So we have letters RRI.
<b>Customer</b>	Our I like India.
<b>Agent</b>	Yes, then we have numbers 223.
<b>Customer</b>	Mhm.
<b>Agent</b>	Then we have letters A like Apple, B like Bravo B like Bravo.
<b>Customer</b>	Mhm.
<b>Agent</b>	Then we have numbers 685.
<b>Customer</b>	I believe I've got it. Please let me read that back to you.
<b>Agent</b>	No. Sure.
<b>Customer</b>	That's R like Romeo, R like Romeo, I like India. Number 223. A like Apple. B like Bravo. B like Bravo 685.
<b>Agent</b>	That is correct. Is there anything else I can assist with today before you go?
<b>Customer</b>	Um, tell me how much money I spent, please.
<b>Agent</b>	OK, so your total after taxes would be \$215.11.
<b>Customer</b>	2:15 11 OK and thank you, ma'am.
<b>Agent</b>	You're most welcome if you don't mind, please hold the line for a quick two questions Survey. Do have a wonderful rest of your day. Bye bye.

## Sample 5

<b>Agent</b>	It's called Red R F Clus Heron. My name is Jordan. Can I get your name?
<b>Customer</b>	Jason Sreckman.
<b>Agent</b>	Hey, how may I help you out tonight?
<b>Customer</b>	I was calling to get a price on the Room.
<b>Agent</b>	OK, just for one Night tonight checking out tomorrow.
<b>Customer</b>	No, I wanna Check-in tomorrow and Check-out next Saturday.
<b>Agent</b>	OK. All right. Let me look at the best price here. And uh You're on Lancaster Road, the 7th to the 14th, and you're a rewards member, right, Jason?
<b>Customer</b>	I believe so. I've stayed at.
<b>Agent</b>	Alright boss. I do see your Account information here, so yeah, give me just one moment right now. I'm just gonna go ahead and compare these Discounts, OK?
<b>Customer</b>	Uh Uh
<b>Agent</b>	Alright, let's see. OK, so Saturday to Saturday. There's a the, the cheapest Room is a deluxe 2 queen beds with non-smoking, microwave fridge flat Screen TV. It's 61 74% average per Night plus tax. So for the whole week with taxes included it's 489 and 44 cents. And um
<b>Customer</b>	OK, how much?
<b>Agent</b>	Yes, sir. I'm sir.
<b>Customer</b>	How much is a king?
<b>Agent</b>	With taxes for the king, give me one moment. Let's see. It's 5:27 and 3 cents? For the king
<b>Customer</b>	OK.
<b>Agent</b>	So not much difference and more comfort.
<b>Customer</b>	Yes, and the king also has the same amenities like in-room coffee, large work area, microwave fridge. So 527 and the best price that I can do will be 471 52 cents for the king. If you want to go ahead and uh Book right now, any billing is gonna be like at the Front Desk though, cause you got same day Free Cancellation.
<b>Agent</b>	Yes. And um Yeah, that's, that's, that's what I can do for you for the two queens, [PII]. with tax.
<b>Customer</b>	For \$40 no, I'm going king.
<b>Agent</b>	All right. And um, I just need the card to save the reservation for tomorrow, which card would you like to use?
<b>Customer</b>	Uh, [PII]. Do you have it on file?
<b>Agent</b>	Uh I don't have it on file, to be honest, boss. I'm making, I am making a new reservation, so that's why.
<b>Customer</b>	Should be on file.
<b>Agent</b>	I could, I can take down just to save the reservation.
<b>Customer</b>	OK.
<b>Agent</b>	And I'm ready with the card number whenever you're ready.
<b>Customer</b>	[PII]. [PII]. [PII]. [PII]. [PII].
<b>Agent</b>	Thank you. Expiration date?
<b>Customer</b>	[PII]

<b>Agent</b>	Car security code?
<b>Customer</b>	[PII]
<b>Agent</b>	OK, thanks. Alright, so I'm gonna secure this information, the name on the card matches the one on the reservation.
<b>Customer</b>	Yes.
<b>Agent</b>	All right, so everything's pretty much looking good. So I did find the best price this. This Discounts called Saint Jude's. It's going on all year. It's pretty much the best price that I've found for this week Saturday to Saturday, and Red-Roof donates to our hospital, so it's good. All right, Jason, so you're also going to get the Points for the week, so just look out for that, OK? Um,
<b>Customer</b>	Mm Oh, OK, now I'll be staying there a lot longer than just a week.
<b>Agent</b>	Mm Yeah, I hear you. Um, the reason why I want to mention that is because you already have like uh stacked up Points. You have 3,393. So after this day, you're gonna, you're gonna get like 4000. 160 Points or more. Yeah, it's 10 Points per \$1.
<b>Customer</b>	OK.
<b>Agent</b>	Before tax. So OK, this is what I'm also gonna do for you since you, you know, we're gonna go ahead and Book a week. There's a, it's called the weekly Rate promotion. So I'm gonna enroll you in it. It's Free.
<b>Customer</b>	Right.
<b>Agent</b>	So what this does is, after you Book your week,
<b>Customer</b>	All right.
<b>Agent</b>	Like, when you finish your Stay, you're gonna get the regular Points and then you're gonna get bonus Points. Those bonus Points is 8500.
<b>Customer</b>	Uh
<b>Agent</b>	So that's a Free Night. Yeah, so I got you in it, so.
<b>Customer</b>	OK.
<b>Agent</b>	I'm looking at your reservation for tomorrow, everything is pretty much looking good. Uh, Red-Roof and Columbus Heron here 7th tomorrow of December, checking out the 14th. And uh it says here the Free same day Cancellation, Free Cancellation just if you like, just make sure to please change or cancel your reservation by 8:00 p.m. local Hotel time on your Check-in date tomorrow or before.
<b>Customer</b>	All right.
<b>Agent</b>	To avoid Cancellation penalty like first Night Room and tax.
<b>Customer</b>	OK.
<b>Agent</b>	Or like the forfeiture Points and yeah you're pretty much all set. I'm gonna go ahead and confirm your reservation.
<b>Customer</b>	OK.
<b>Agent</b>	And you can, uh, Check-in any time tomorrow evening.
<b>Customer</b>	Uh
<b>Agent</b>	All right. Um, do, would you like to thank you as well? Do you wanna write down the confirmation number or is the email just fine?
<b>Customer</b>	OK. Thank you, sir. Email is fine.
<b>Agent</b>	All right, anything else?

<b>Customer</b>	Uh, is there any way I can get a first floor if possible because I have my service dog with me.
<b>Agent</b>	Yes Of course, most definitely, can't guarantee, but I'm gonna go ahead and request the first floor for you and I already got it, uh, saved on your reservation that were on the first floor. And that shouldn't be an issue. Um,
<b>Customer</b>	OK.
<b>Agent</b>	All right. Anything else?
<b>Customer</b>	That's it.
<b>Agent</b>	All right, well, have a good weekend. Happy holidays, right? There's two questions Survey on my service 1 through 5, and I, I appreciate that.
<b>Customer</b>	But Oh
<b>Agent</b>	Alright, thanks for calling Red-Roof. Have a good one. Yes sir.
<b>Customer</b>	Alright thanks sir. Mm
<b>Agent</b>	All right, bye-bye.