



Making a Reservation

Business > Intermediate 6



Exercise 1 – Reading

Read the dialogue aloud with your tutor and check your understanding.

Receptionist: Hello, Sunrise Restaurant. How may I help you?

Mr. Johnson: Hello, I would like to make a dinner reservation for Friday.

Receptionist: Certainly, sir. How many people will you need the reservation for?

Mr. Johnson: There will be 6 of us.

Receptionist: Okay, no problem. What time would suit you?

Mr. Johnson: Ideally, I'd like it to be at 8 pm.

Receptionist: 6 people, 8 pm. That won't be a problem. Would you prefer the smoking or non-smoking area?

Mr. Johnson: Non-smoking, please. And could we get a table in a quiet area of the restaurant?



Receptionist: Certainly. Can I have your name, please?

Mr. Johnson: Dave Johnson.

Receptionist: Mr. Johnson, you have a table for 6 reserved for this Friday at 8 pm. See you then.

Mr. Johnson: Thank you very much! I look forward to it.

Check your understanding:

1. What kind of reservation did Mr. Johnson make?
2. How many guests will join Mr. Johnson for dinner?
3. What time did he make the reservation for?



Exercise 2 – Learning

Useful Expressions

- I would like to make a reservation.
- I would like to book a table for Friday evening.
- I'd like to make a reservation for Friday evening.
- Are there any tables available for Friday night?
- I will need the reservation for Friday night.
- I would prefer 8 pm.
- There will be seven of us.
- Could we get a table in the non-smoking area/by the window/in a quiet area?



Exercise 3 – Role Play

Take turns with your tutor and act out the scene described below.

Scene: You are planning to hold a company party at the restaurant of Hotel Splendid. Call the hotel and make a reservation. The party will be held at 6 pm this coming Friday. The number of participants will be 20. Your teacher will be the hotel receptionist.



Exercise 4 – Discussion

Discuss the following questions with your tutor.

1. Why do you think some restaurants refuse to take reservations?
2. What things do you consider when choosing a restaurant?
3. Have you ever had to organize a large business event?