



Booking a Hotel Room

Hotel booking dialogue:

Hello, thank you for calling the Umwelt Hotel. My name is Luke. How may I help you?

Yeah, hello, I'm calling to book a room.

Which dates would you like to book?

From the 18th to the 22nd.

So, four nights? Is that right? Checking out on the 22nd.

No, sorry. Five nights. Checking out on the 23rd.

Ok, got it. Is it just you?

Me and my wife.

Sure. And which room type would you like?

Could you tell me more about your room types?

We have a standard room, which has two double beds. That's \$127 per night. Then we also have a queen room, which is \$140, but the room is the same size. The deluxe room has a King bed and the room is bigger. That's \$180 per night. Then of course we have the suite, which has a separate bedroom, a big balcony, and a jacuzzi.

How much is the suite?

It's \$320 per night.

Hmm, alright. I guess we'll go with the deluxe room, as long as it has wifi. Could we get it higher up? We want a room with a view, if possible.

Sure, I can book a deluxe room on the 24th floor, if that works, and yes, it does have wifi. Do you have any questions?

What are the gym hours, and when is breakfast?

So, breakfast is included with your room and that's from 7 am to 11 am. The gym is always open, so you don't need to worry about that. Will you be needing transportation from the airport?

Yes, actually. Do you offer shuttle service? If so, how much is it?

Actually, it's complimentary. The shuttle leaves every hour on the hour, so just look for the one with the Umwelt Hotel logo in the parking lot in front of Terminal 2.

Great.

Let me just get your personal information so I can finalize the booking. Could I have your full name and phone number?

Sure, it's Luke Priddy. Last name, P as in Penguin, R as in Rhino, I as in India, D as in Dog, D as in Dog, Y as in Yellow. The phone number is 4197527383.

Let me repeat the number back to you. 4197537383.

No, sorry. Not seven-five-THREE, it's seven-five-TWO.

Got it. And I need your credit card information to hold the room.

Sure. It's...

What's the expiration date?

It's...

And the code on the back?

It's...

So, you're all set with 5 nights in the Deluxe from the 18th, checking out on the 23rd.

Thank you so much.

We look forward to seeing you on the 18th, and thanks for booking with us. Have a great day!

Ways to say goodbye:

- Thanks for coming/calling/stopping by
- Have a good one
- Have a nice day
- Take care
- See you later (informal with friends)
- Later
- Take it easy (informal)
- Stay warm
- Stay cool
- So long (less common)

Assignment:

Record the dialogue several times, and then try to do it without reading. Make small variations and change the information. Ask a friend to help you practice.