

M: Hello English learners! And welcome to EnglishPod! My name is Marco.

A: I' m Amira.

M: Amira and I are here today /with an interesting lesson about a hotel situation. Amira, why don' t you give us a little bit more information?

A: Well, the situation is taking place 发生、举行 in a hotel /and someone is **checking in** 办理登记手续或报到 and is updating an upgrade.

M: An upgrade, okay, that' s an interesting word. Why don' t we listen to the dialogue /and then we' ll come back /and explain all this vocabulary.

Header 1

A: Good afternoon. What can I do for you?

B: I' d like **to check in** please. I have a reservation (房间 , 座位等的) 预订 under the name Anthony Roberts.

A: All right R.O.B.E.R.T.S... Oh, Mr. Roberts we' ve been expecting you... and here is your keycard to the presidential suite.

B: But there must be some mistake; my reservation was for a standard room.

A: Are you sure? Let me double check .

B: Yeah...Here, this is my confirmation number 确认号码.

A: You' re right Mr. Roberts, there seems to be a mix- up 混淆, unfortunately we' re overbooked 超售,超额订出 at the mo- ment .

B: So...

A: Not to worry. We' re pleased to offer you a compli- mentary 免费赠送的 upgrade.

B: Presidential suite baby!

A: Okay, everyone, that is nice, ha?

M: Yeah, the guy is really excited that /he' s gonna get the presidential suite.

A: Yes, there' re some *interesting phrases and vocabulary items* 词汇项目 here /and I know, Marco, you want to talk about some of them.

M: Right, um, the first one /and this is really useful for all our listeners who travel a lot 经常旅行的人, this phrase will **come in handy** 派上用场,有用 /and it is "I have a reservation under the name" 我以这个名字预订了房间.

A: Under the name.

M: Under the name.

A: Under the name.

M: So, before we explain this phrase, let' s listen to some examples /on how it is used in other situations /and then we' ll come back and give you more information.

Example one.

A: My secretary made a reservation under my name.

Example two.

B: I' m sorry, sir, I don' t have a reservation under that name.

Example three.

C: Do you have a reservation under the name Smith?

M: Alright, some really good examples there /on how we could use this phrase in other situations, but *just in case* 以防万一 let me explain it real fast. *Under the name* means that /when you go to the restaurant or a hotel /and you tell them your name, they know that you are the person /that they have been expecting, they have been waiting.

A: Yes, well, I have chosen another useful phrase for you /and it is mix-up.

M: Mix-up.

A: Mix-up.

M: Mix-up.

A: "There seems to be a mix-up" 好像有什么地方搞错了. Before we talk about this phrase, let' s listen to some examples of how it is used.

Example one.

A: There was a mix-up at the airport /and my bags were sent to Antarctica 南极洲.

Example two.

B: I' m sorry, sir, there' s been a terrible mix-up. We' ve given you the wrong baby.

A: Okay, that was useful and funny. Hehe.

M: Yeah, that' s, uh, the baby situation is...

A: Oh, my God! Imagine that happening 想象那种情况发生.

M: Yeah, I know.

A: Well, guys, so, a mix-up is a confusion or a misunderstanding 误解 , 误会 ; 小争执 , 分歧.

M: Uhu, exactly. Well put.

A: Alright, Marco, what do you have for us?

M: Okay, the next word that [we] should take a look at is overbooked.

A: Overbooked.

M: Overbooked.

A: Overbooked. What does that mean?

M: So, if a hotel or a flight is overbooked, it means that /they are full, they are more than full.

A: Right, so, they cannot accept any more people.

M: Exactly.

A: Okay, now, ah, why is this phrase useful?

M: Because it happens all the time.

A: There' re so many other situations /where you can use this word /or hear it from other native English speakers. 你可以在很多其他情况下使用这个词 , 或者从其他以英语为母语的人那里听到这个词。 Um, for example, a bus or a train can be overbooked.

M: Exactly, that' s really common. Okay, let' s take a look at the last phrase for today and that is *Complimentary upgrade*.

A: Complimentary 免费赠送的 upgrade.

M: Complimentary upgrade.

A: Complimentary upgrade.

M: So, this means that, for example, when the hotel is overbooked /and all of their standard rooms are full, they will give you a better room, a more expensive room, but free.

A: Yes, because it was not your fault.

M: Right, this also happens sometimes /if you' re lucky on airplane flights 飞机航班.

A: Yes.

M: So, if you are in 'economy class' 经济舱 in an airplane, but for some reason it' s overbooked, they will move you to 'business class' 商务舱 or 'first class' 头等舱 for free.

A: I have a similar story, but I' m not gonna tell you about it now. For now, let' s go and listen to the dialogue one more time /and when we come back, we' ll talk some more.

Header 1

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B: But there must be some mistake; my reservation was for a standard room.

A: Are you sure? Let me double check .

B: Yeah...Here, this is my confirmation number.

A: You' re right Mr. Roberts, there seems to be a mix- up, unfortunately we' re overbooked at the mo- ment .

B: So...

A: Not to worry. We' re pleased to offer you a compli- mentary upgrade.

B: Presidential suite baby!

A: I love listening to this dialogue. It just, ah... it' s just so nice /to see that someone is enjoying his upgrade so much, ha?

M: Yeah, especially since 因为 he was expecting just *a really normal room* 因为他只期待要一个非常普通的房间 and now he' s gonna be treated (v.) like a king.

A: So, Marco, have you ever gotten a complimentary upgrade?

M: Yes, yes, I did. When I was traveling through India /I bought a normal seat in the train, but for some reason /th... it was overbooked, so, I talked to the, mm, station manager 车站经理 /and I got a complementary upgrade to first class.

A: I had a similar experience as well. I was flying from Shanghai to Qatar and, uh, I actually had an economy seat, but *for some reason* they just upgraded me /and I was so happy.

M: Oh really? Like...

A: Yes.

M: It wasn' t overbooked.

A: Oh, well... I' m not sure, because normally the night flight 夜间航班 is not that full, but

they upgraded (v.) me for some reason...

M: Ooh.

A: And I was so happy with an upgrade to first class.

M: Wow! That's really cool! I...

A: Yes.

M: I would prefer a first class upgrade on an airplane, yeah, any day 任何一天, 任何时候.

A: Well, you know 谓 *what really amazed me* 系 was like there f... the food 后定说明 you get there, you know, you have a five course 一道菜 meal 您有一顿五道菜的大餐.

M: Oh really?

A: Yes.

M: And you get *all the drinks* 后定说明 *you can get* 所有你能喝到的饮料 right?

A: Exactly.

M: Wow, that... yeah, I would be really happy there. Alright, everyone, we're out of time 时间不足 today, but **be sure** to listen tomorrow, because we'll be back again /with another great podcast. And also don't forget to go to our website at englishpod.com /and leave us all your *questions and comments* in our community forum.

A: Yes, and we would also appreciate your suggestions 我们也将感谢您的建议 /and, um, I hope you enjoyed the lesson today /and Marco and I will be back tomorrow with another great lesson for you, but for now, it's... Bye!

M: Bye!
