

STUDENT: Good morning.

TEACHER: Good morning. Welcome to our hotel Artemis. How can I help you?

STUDENT: Thank you. I have a reservation with ehm... my name.

TEACHER: Okay, can you please tell me your name?

STUDENT: My name is [***NAME***]

TEACHER: Okay, just give me one second.

STUDENT: I am Italian.

TEACHER: Okay, welcome to our hotel. So, yes, here it is. Can you please tell me how many nights? For how many nights do you have the reservation?

STUDENT: For two nights. Two nights.

TEACHER: Okay. Yes, here we are. Would you prefer a single or a double room?

STUDENT: A single room, a single room

TEACHER: Very good. Okay, so here are your keys.

STUDENT: Thank you.

TEACHER: Could I please have your ID card or passport?

STUDENT: Ah, my, my identity card?

TEACHER: Identity Card if you want.

STUDENT: But is a card for the strange country.

TEACHER: Okay, for abroad.

STUDENT: For the European zone.

TEACHER: Okay, very good, very good.

STUDENT: So, could you tell me other informations?

TEACHER: What other information do you need?

STUDENT: So, dinner. I like, I like, I like know the time of check-in and check-out.

TEACHER: Okay, check-in, you are doing it now, so you're checked in. Everything is okay. While checkout is at 11 and if you want, there is also late checkout if you need to sleep more or if you need the room more hours, ok? Just ask for that. What other information do you need? Sorry.

STUDENT: Yes, have you ehm.. swimming pool? I see, Is possible... ehm...ehm...Have you gym?

TEACHER: Yes, we do.

STUDENT: Gym and swimming pool.

TEACHER: We do. Our swimming pool is free, 24 hours a day. No extra charges, but if you want you can rent our towels or slippers, and they will charge you 10 euros for both towels and slippers.

STUDENT: Yes, okay yes.

TEACHER: So, if you want our uh our swimming pool is free, while our gym is uh is free too, but maybe it's better if you go...

STUDENT: Reservation!

TEACHER: No reservation, we don't reserve but maybe it's better if you go earlier because sometimes it's full of people around 11 or after lunch is full of people, while we do have a fitness room and spa if you want.

STUDENT: no, no, no thank you no no I don't need, needen't it at the moment to fitness room.

TEACHER: okay.

STUDENT: the restaurant, so I like e' giusto I like, like now, know, know

TEACHER: You mean I would like, what would you like?

STUDENT: I want know, I want know the time of restaurant, of bar and the breakfast.

TEACHER: Ok, so with your reservation you have your dinner included.

STUDENT: Yes

TEACHER: Ok, dinner is served from 7 to 10 p.m. in our main restaurant over there. Can you see the restaurant?

STUDENT: Is the restaurant?

TEACHER: Yes, do you like it?

STUDENT: Yes, it's a very nice restaurant. (LAUGHS)

TEACHER: It is!

And what else? Ah, the breakfast you said. Breakfast is served from 7 in the morning to 10, but it's not included, and 10 extra pounds will be charged, okay? so you have to pay ten extra pounds for breakfast.

STUDENT: Yes,yes, okay, okay

TEACHER: But dinner is included.

STUDENT: yes, okay, okay I understand is possible to book a taxi?

TEACHER: Do you need a taxi to go back home? do you need a taxi to go back home for the maybe airport?

STUDENT: For airport?

TEACHER: Ah, Okay so we both have taxi service or shuttle service which one do you prefer?

STUDENT: Ah, Shuttle service I prefer shuttle service.

TEACHER: Could you please tell me what time is your flight back home?

STUDENT: the flight is at 7 o'clock p.m.

TEACHER: okay so we have time yes what about reserving shuttle service, from... let's say... four? or half past four? so you can arrive at the airport at five.

STUDENT: Yes, yes, yes.

TEACHER: and then you have two hours.

STUDENT: For all formality, formality?

TEACHER: Yeah, for all the control, the checks.

STUDENT: Yes, yes okay. All right.

TEACHER: So, to recap, we have you have two nights here and you can, you can go to the swimming pool is free and.. that's it.

Our dinner is included not our breakfast, and we have the service do you want me to reserve the shuttle at four?

STUDENT: Yes, yes okay

TEACHER: So, under your name, under [***NAME***] okay?

STUDENT: Yes thank you, it's important it's very important

TEACHER: Don't worry you will get, you will go back home you won't stay here with us.

STUDENT: Have you the free Wi-Fi?

TEACHER: Yes, we do here is our brochure and here is, here is our QR code with the password.

STUDENT: The password

TEACHER: You can just scan the QR code with your...

STUDENT: It's important because I'm here also for travel

TEACHER: Ok

STUDENT: For travel and for Job.

TEACHER: Ah, so you are going....

STUDENT: For work with laptop

TEACHER: Ah, I see. So, we have also our lounge area over there, if you want, you can go there and there is a strong connection, a good connection.

STUDENT: Very good, Very good.

In these days I....I...io vorrei...I want.

TEACHER: Ok what do you want? What would you like?

STUDENT: I like....

TEACHER: I would Like!

STUDENT: I would like, I would like to visit something in London or in Cambridge. Could you organize a visit, guided visit tomorrow or...

TEACHER: Yes, if you want, we have a guided tour.

STUDENT: Guided tour!

TEACHER: To.... Sorry, to.... Oxford.

STUDENT: Oxford.

TEACHER: Yes, it's a full day trip so I don't know if you can stay for one day if you have to work. I don't know. okay, it's a full day trip.

STUDENT: It's a college

TEACHER: Yes, you can go there, and see all the colleges the libraries,

STUDENT: The libraries

TEACHER: There are ancient libraries and there are also rivers nearby.

STUDENT: yeah.

STUDENT: beautiful and yes but,

STUDENT: it's Fantastic. (LAUGHS)

TEACHER: You can go there. There is the first trip in the morning you, you leave from here: the hall of the hotel at 9 and you will come back at 6 in the afternoon. For the entire days, the entire day is 45 pounds.

STUDENT: 45 pounds?

TEACHER: And lunch, Lunch is included.

STUDENT: It's good, it's good.

TEACHER: So, do you want me to reserve a trip to Oxford?

STUDENT: Yes, Yes, Yes.

TEACHER: Okay, so here we are, this is your, this is your receipt of the booking, of the tour and tomorrow you can give this to the... to the guide.

STUDENT: The guide, the guide.

TEACHER: Okay? Is everything of fine?

STUDENT: It is good. It's good, the, the, the time is, Is small. I stay in hotel... stay in hotel...stay in hotel

TEACHER: what do you mean? for not too long?

STUDENT: No, small time, also two days.

TEACHER: Ah ok, you don't you don't have time,

STUDENT: Only Oxford tour is possible other other visits...are

TEACHER: Will take too long.

Okay, okay so everything is fine, I hope you will enjoy your stay here at hotel Artemis and thank you very much, MRS. [***NAME***]

STUDENT: thank you, thank you very much and thank you for your patience with tourists.

TEACHER: No problem! It's my work.

STUDENT: and you are very very kind.

TEACHER: Thank you. You are very kind too.

STUDENT: Thank you. Thank you.

TEACHER: So, see you around ,so, you will be here for two days.

So, we will meet again, Okay?

STUDENT: okay.

TEACHER: See you around. Bye. Bye.

STUDENT: Bye-Bye

TEACHER: Bye! Thank you