

**STUDENT:** Hi sir, how are you?

**TEACHER:** Good morning welcome to our hotel, how can I help you?

**STUDENT:** I'm looking for a room for two nights.

**TEACHER:** mm-hmm okay yes, we... let me check would you prefer single a double room?

**STUDENT:** We are in two, I prefer a double room, please.

**TEACHER:** Okay perfect so could I please have your name and your passport pleas?

**STUDENT:** Yes, [\*\*\*NAME\*\*\*] and this is my passport.

**TEACHER:** Okay, thank you very much here's your passport.

Okay so you have a room booked for two nights for two people.

Is there anything else I can help you with?

**STUDENT:** May ask you about the facilities of the....

**TEACHER:** Of the hotel you mean?

**STUDENT:** Yeah.

**TEACHER:** Okay so give me one second, please?

Okay, yes, we have a spa we have a swimming pool we have a massage centre, and we have a rooftop terrace with ehmm, with a bar with a lounge bar and...

Yes, that's more or less what we have, we have a locker where we can leave your stuff we have a lot of things what were you interested in?

**STUDENT:** I would like to...to ask you a locker for the our luggage.

**TEACHER:** okay yes so, your room number is 202 and you can use the same key for your, both for your room and your locker, okay? the lockers are over there look! on the left.

**STUDENT:** I also ask you for, for the, niarbe attraction.

**TEACHER:** Do you mean nearby attraction?

**STUDENT:** Yes.

**TEACHER:** Give me one second.

Okay for nearby attractions. We do have I mean... here you can reach the underground which is five minutes on foot from here. However, the closest attractions are the St. Paul's Cathedral, Millennium Bridge London Eye and Thames River. Would you like to visit one of them?

**STUDENT:** Yeah. How to get there the Millennium Bridge?

**TEACHER:** Okay to get to the Millennium Bridge You just have to go out from the hotel and then turn right after five minutes you will find the, the underground and you just

need to take the yellow line, and you will be at the Millennium Bridge in five minutes, I guess.

**STUDENT:** Perfect. Perfect. What the time is the check... check-out and the dinner?

**TEACHER:** Okay, so the check-out is at 11 and breakfast also is served at 7, from 7 to 10. What was the other question, sorry?

**STUDENT:** The dinner.

**TEACHER:** Dinner is served from 7 to 10 at night and... would you like to reserve a table for tonight, for example?

**STUDENT:** For tomorrow.

**TEACHER:** Okay, for tomorrow. Yes, cool.

Okay, so you have a table reserved tomorrow. What time more or less?

**STUDENT:** I think more or less around 8.

**TEACHER:** Okay.

**STUDENT:** 8 p.m.

**TEACHER:** Cool. Okay, so you have a table booked at 8 p.m. for tomorrow night.

**STUDENT:** Yeah, and so perfect!

**TEACHER:** Thank you.

**STUDENT:** I'm very thankful.

**TEACHER:** Yeah, thank you very much. Is there anything else you would like to... For example, would you like to ask for more, for example, would you like to book any services? Like, for example, our fitness room or spa, swimming pool, any airport shuttle to get back to the airport?

**STUDENT:** I got a request for breakfast.

**TEACHER:** Yes.

**STUDENT:** If is possible to drink orange juice?

**TEACHER:** Yes, there will be orange juice on the table. It's a buffet, so you can help yourself with orange Juice. Is there any other request? Like, any dietary restriction, or something like that?

**STUDENT:** I use to eat just fruits.

**TEACHER:** Okay, so there will be a lot of fruits.

**STUDENT:** Yeah, perfect.

**TEACHER:** Yes, it's an international breakfast, so you will have fruit, of course. Okay.

**STUDENT:** So, perfect. sorry we'll misson?

**TEACHER:** Sorry?

**STUDENT:** we'll ehm...So, thank you for the for the, for the, for the.... non mi viene la parola.

**TEACHER:** For... my help?

**STUDENT:** Yeah

**TEACHER:** thank you for my help?

**STUDENT:** Thank you for your help, Yeah

**TEACHER:** You're welcome.  
um oh I almost forgot here's the brochure look!

**STUDENT:** Yeah.

**TEACHER:** This is for you and there are also tours if you want to organize anything.

**STUDENT:** I am I already done the Harry potter tour

**TEACHER:** Did you like it?

**STUDENT:** Yeah, yeah.

**TEACHER:** Cool!

**STUDENT:** maybe I will, I will do the oxford tour

**TEACHER:** Cool, would you like to book it? or shall we talk about it maybe.. tomorrow? if you

**STUDENT:** Maybe tomorrow yeah

**TEACHER:** Okay so, yeah, just to let you know there are two services: one in the morning and one in the afternoon.

So, if you want to book it, I suggest you doing it at least one day before, so for tomorrow afternoon, at least today afternoon, okay, and yes, so there are two trips, it lasts ehm... okay, it is 45 pounds each person, and it lasts five hours.

**STUDENT:** Okay, can, may I ask you for the booking now?

**TEACHER:** Okay, yes, for the Oxford tour?

**STUDENT:** Yeah.

**TEACHER:** Would you prefer in the morning or the afternoon?

**STUDENT:** In the morning.

**TEACHER:** Okay, the first bus leaves at eight o'clock in the morning, so you will be back here for lunch.

**STUDENT:** Yeah, perfect, perfect.

**TEACHER:** Okay, so two people for tomorrow morning, and the price is 45 pounds, would you like to pay it now or at the checkout?

**STUDENT:** Now, for two.

**TEACHER:** Okay, so 90 pounds, please.

**STUDENT:** So, this is my 90 pounds in cash.

**TEACHER:** Okay, cash, thank you.

**STUDENT:** Okay.

**STUDENT:** So Perfect, so perfect, thank you. We will see you soon.

**TEACHER:** Okay, yes, we will see you around, as you will be here for two days. Here are your keys, as I've said, you can use it for your locker, and your room is on the second floor.

**STUDENT:** Perfect.

**TEACHER:** Okay. Thank you.

**TEACHER:** Good, hope to see you soon then, and don't forget your tour tomorrow.

**STUDENT:** Yeah, thank you.

**TEACHER:** You're welcome.

**STUDENT:** See you soon.

**TEACHER:** Bye.

**STUDENT:** Bye-Bye.