

STUDENT: Good morning.

TEACHER: Good morning. Welcome to Hotel Artemis. How can I help you today?

STUDENT: Yes, I would a book a room from 20th July to twenty-five July.

TEACHER: Okay, so for the next month?

STUDENT: Yes, next month.

TEACHER: Okay, so yes, what kind of room would you like to book?

STUDENT: I'd like a single room.

TEACHER: Okay, so a single room for one person for five nights, from the 20th to the 25th. Is that okay?

STUDENT: Yes.

TEACHER: Could I please have your name please? And a document.

STUDENT: Yes, this is my ID card.

TEACHER: Thank you very much so you are Mr. [***NAME***] is that okay is that right

STUDENT: That's right

TEACHER: Okay

TEACHER: Okay so yes you have a single room booked from the 20th of July until the 25th here you are this is your ID card.

STUDENT: Okay, what about other services?

TEACHER: Okay, about all the services and facilities you mean?

STUDENT: Spa there is, is there a SPA with massage room?

TEACHER: Yes, we have all of this we have a spa sauna, massage service we have a gym if you want you can book it from now.

STUDENT: Okay, but Is there a possibility for dinner?

TEACHER: Also, dinner is included with your reservation, no breakfast.

STUDENT: No breakfast.

TEACHER: Just dinner.

STUDENT: Only dinner.

TEACHER: Yes.

STUDENT: Okay, yes and **if** I want, I want, I will want to request the dinner ehm, the breakfast?

TEACHER: Okay for breakfast is 20 pounds extra for each person which you may pay whenever you want, when you arrive or maybe when you leave when you check out, so yes just to inform you that it's 20 pounds extra if you want you can book it from now

STUDENT: Excellent. thank you but there there is is, there are there nerbe attraction from thew hotel.

TEACHER: Yes, from the hotel there are many attractions you can choose from, uh there is the London eye, there is the King Cross, there is the London Bridge and we also organize tours if you are interested in.

STUDENT: Okay, is there the van or bus?

TEACHER: We offer a shuttle service and yes, if you want there is also an underground closeby which is King Cross underground, it's just five minutes' walk from here or if you want, we have shuttles which, which leaves, which leave from here everyone every one or two hours.

STUDENT: There is a possibility there is a possibility to, to pay with the MasterCard?

TEACHER: Yes, of course you can pay by card. Would you like to pay it now or when you arrive next month?

STUDENT: When I arrive next month.

TEACHER: Sure, of course, of course. So yes, if you want, I can also tell you all the other tours we have. We for example have the Oxford Day trip. We explore historical colleges, libraries and riverbanks in one day. Or there is the Harry Potter bus tour for all the Harry Potter fans.

STUDENT: Okay, but is there the tourism guide?

TEACHER: Yes, we have a guided tour, but if you want a guide you have to pay extra money from the basics, and the Harry Potter tour is about 60 pounds. So it's 20 pounds extra for the guide, so it's 80 pounds. While the Oxford Day trip is 45 pounds as basis. But you can pay. You can pay also the guided tour which is 20 pounds, and it comes for a total of 65 pounds each person

STUDENT: Ok, another question.

TEACHER: Yes, go ahead.

STUDENT: Is there a swimming pool in Hotel?

TEACHER: Yes, we have we have a swimming pool and it's open 24 hours a day and you can go there whenever you want if just, if you need sleepers and towels then you are asked for an extra, but in general it's free.

STUDENT: Okay while the check out and the dinner times.

TEACHER: Mm-hmm okay what would you like to know?

STUDENT: Yes, what time the check out.

TEACHER: The checkout is at 11 a.m.

STUDENT: P.m. or a.m.?

TEACHER: A.m., of course! why what, other information, what did you ask for?

STUDENT: Dinner times.

TEACHER: Dinner time starts from 7 to 9.30 we can say 10.

STUDENT: Ok I'd like book the breakfast in the last day.

TEACHER: Ok.

STUDENT: When I go out

TEACHER: So, on the 25th,

STUDENT: 25th.

TEACHER: Not 25 pounds I mean on the 25th day yes, so in the morning from 7 to 10 you have your breakfast, and you have a reserved table, so I add 20 extra pounds on your bill, right?

STUDENT: Okay, yes. ok. thank you very much,

TEACHER: No Thank you, thank you. So, can't wait to see you, hope to see you soon and looking forward to meeting you next month.

STUDENT: You too.

TEACHER: Thank you very much. Yes, that's it.

Do you need any other information, anything else? I think you know everything.

STUDENT: Yes, but I don't remember with the travel from to airport to, from airport to hotel Artemis? There is the shuttle?

TEACHER: Yes, there is a shuttle service or taxi, whatever you want. Just let me know before you arrive. I mean, we have 30 days in advance. so, we can take our time. Just let me know the precise moment when you arrive and just email me if you need any shuttle, any taxi, I can arrange it for you.

STUDENT: Okay. The check-in, what time is the check-in?

TEACHER: Check in is from 11.30 in the morning till a late check-in which is around 7-8 in the evening, so p.m.

STUDENT: Ok, another question. I could have a room at the last floor?

TEACHER: Ah, you mean on the rooftop! Well, on the rooftop there is a bar, there is a lounge bar, but we don't have rooms or suites on the top of the hotel. We have just on the fourth floor, if you want, which is a good room with a city view. If you want, you can book that. It's no change of price. Would you like that?

STUDENT: Yes.

TEACHER: Cool.

STUDENT: Sounds like.

TEACHER: Good. Sounds great. Ok, so you have everything booked. I have your confirmation.

I will...just remember to send me the email a few days before you arrive so I can arrange a shuttle bus. Is that okay?

STUDENT: Yes, thank you very much... great day.

TEACHER: Have a great day too. Thank you. Bye.

STUDENT: Bye-Bye.