

**STUDENT:** Good morning

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

**STUDENT:** Ehm.. could you could you like could ...reserve a room is two night.

**TEACHER:** Would you like to. reserve a room for two nights?

**STUDENT:** Yes.

**TEACHER:** Okay yes let me check... yes, we have availability! would you prefer a single or a double room?

**STUDENT:** double room, please.

**TEACHER:** okay yes, a double room okay would you prefer like a room on a higher floor or on the ground floor.

**STUDENT:** Indifferent.

**TEACHER:** Okay so...on the second floor, is that okay with you?

**STUDENT:** repeat please.

**TEACHER:** on the second floor is okay?

**STUDENT:** Is ok

**TEACHER:** So, room 201. Could I please have your ID card and your name?

**STUDENT:** Ok, [\*\*\*NAME\*\*\*] my name.

**TEACHER:** Ok, here we are. So, ok, two nights here at Hotel Artemis.

**STUDENT:** Ok.

**TEACHER:** Here we are. So, you are ready.

Is there anything else I can help you with?

**STUDENT:** Yes, can I... can I....Facilities....?

**TEACHER:** Would you like to know what facilities do we have?

**STUDENT:** Yes.

**TEACHER:** Ok. We have different services, like for example, our dinner is included with your reservation.

**STUDENT:** Ok.

**TEACHER:** And We have a fitness room and spa, a swimming pool, a luggage store, a rooftop bar and airport shuttle and taxi booking, if you ask in advance. We also organize day trips outside London.

**STUDENT:** Repeat, please?

**TEACHER:** Yes, what would you like me to repeat? All the services?

**STUDENT:** No, no, the last

**TEACHER:** Ah, yes, that we also organize day trips outside London, like for example the Oxford tour or the Harry Potter's tour.

**STUDENT:** Okay. And how much Harry Potter's tour?

**TEACHER:** Give me one second. Harry Potter's tour lasts 2.5 hours and the price is 32 pounds, per person.

**STUDENT:** Is possible a reservation two....For two people?

**TEACHER:** Of course, of course. And when would you like to leave? Today? Tomorrow?

**STUDENT:** Tomorrow.

**TEACHER:** What time do you prefer? In the morning....

**STUDENT:** In the morning, 9 o'clock.

**TEACHER:** 9 o'clock, let me check, because the first trip is about, around 10. Is that okay with you?

**STUDENT:** Ok, ok

**TEACHER:** Let me check if there's availability. Yes, there is. You have a reservation tomorrow at 10 for two people.

**STUDENT:** Okay. Pay now? Pay later?

**TEACHER:** You can pay tomorrow, because there is a guide. You can pay the guide tomorrow, directly.

**STUDENT:** Is possible to pay by card?

**TEACHER:** It is. Yes, it is.

**STUDENT:** Thank you. And today is a possible visit nearby the hotel?

**TEACHER:** Yes, there are some attractions nearby the hotel, like for example the St. Paul's Cathedral, Millennium Bridge, London Eye or Thames River, which are very famous, and you can get there very easily. Do you want me to tell you how to? how get there?

**STUDENT:** Is possible cruise on the Thames River.

**TEACHER:** I don't know. We don't have this service, but I can check on the internet where you can do it.

**STUDENT:** Ah ok

**TEACHER:** For example, let me check. You can do it, yes, you can go there. I can tell you how to get there and then there is a service of cruise on the river.

**STUDENT:** Ok.

**STUDENT:** Can you tell me time the check-out and the dinner?

**TEACHER:** Check-out is at 11 in the morning and late check-out is available if you want ... to postpone your check-out.

And dinner is served from 7 to 10 p.m. In our main restaurant that is, over there.

**STUDENT:** Okay. Dinner is a buffet?

**TEACHER:** It is. It is.

**STUDENT:** Or, or....

**TEACHER:** With menu you mean? No, without menu. It's just a buffet. You can help yourself.

**STUDENT:** Ah, ok, thank you.

**TEACHER:** And it's included, eh.

**STUDENT:** Okay. Thank you. Okay.

**TEACHER:** Is there anything else I can help you with?

**STUDENT:** No, it's okay.

**TEACHER:** Would you like to know... Like for example if you want, our... Our swimming pool is free 24 hours a day, so you can go there. There is no extra money to pay, but if you need the towel or the slippers, then you have to pay 10 extra pounds.

**STUDENT:** Okay.

**TEACHER:** Okay?

**STUDENT:** And can you tell me password Wi-Fi?

**TEACHER:** Yes. Here it is. Here is your brochure with all our services, and on the back, there is the QR code with the Wi-Fi. Can you see it?

**STUDENT:** Yes.

**STUDENT:** Okay. And the possible reservation, taxi booking, is possible taxi booking for checkout?

**TEACHER:** Okay. Do you mean to go to the airport?

**STUDENT:** Yes, airport.

**TEACHER:** What time is your flight to go back? Where are you from?

**STUDENT:** Italy, Rome.

**TEACHER:** Oh, so your flight back to Rome, you mean.

**STUDENT:** Yes.

**TEACHER:** What time is your flight?

**STUDENT:** 14.

**TEACHER:** At 2?

**STUDENT:** Yes

**TEACHER:** Ok, so if you want, we can organize a transfer at 12 am.

**STUDENT:** Mhhm, Yes.

**TEACHER:** Ok, so at 12 you can arrive at the airport at 1 and you have 1 hour, what do you think? Do you think is it better earlier?

**STUDENT:** Better earlier

**TEACHER:** So, at 11? 11 in the morning?

**STUDENT:** Yes

**TEACHER:** Ok, 11 in the morning Here we are, so everything is settled, you have your room, you have your booking for tomorrow at the Harry Potter tour for 2 people at 11

**STUDENT:** Ok

**TEACHER:** And then you have your transfer on the following day at 11 again.

**STUDENT:** Ok

**TEACHER:** Is that ok?

**STUDENT:** Ok

**TEACHER:** Ok, so I hope you'll enjoy your stay here, at the hotel

**STUDENT:** Okay

**TEACHER:** and thank you very much

**STUDENT:** thank you, thank you very much bye-bye

**TEACHER:** see you next time... I mean, see you around as you'll sleep here tonight!  
bye-bye