

**STUDENT:** Good evening.

**TEACHER:** Good evening and welcome to Hotel Artemis. How can I help you today?

**STUDENT:** Thank you. Yes, I have a reservation, for a double room under name  
[\*\*\*NAME\*\*\*]

**TEACHER:** Oh, okay. So, sorry, how many nights did you say?

**STUDENT:** I stay three nights.

**TEACHER:** Okay, thank you very much.  
Can I have your ID card or passport for a second?

**STUDENT:** Yes, take the passport.

**TEACHER:** Yes, thank you very much. Okay, so, okay, yes, here is your reservation,  
[\*\*\*NAME\*\*\*] very good.

And yes, here is your passport and your keys. Your room is 201 on the second floor.

**STUDENT:** Okay, thank you.

**TEACHER:** You're welcome.

**STUDENT:** Where is the lift?

**TEACHER:** The lift is over there, you can go there, yes there is a lift and if you want, we  
can help you with the luggage, how many suitcases do you have?

**STUDENT:** No thank you, I have just one little luggage.

**TEACHER:** Perfect, so yes, that's the lift, you can take there and go to floor number two.

**STUDENT:** Okay, thank you.

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

**STUDENT:** Yes, how far is the London Eye from here?

**TEACHER:** Okay, the London Eye is just ten minutes by, yes, ten minutes by subway and  
there is a subway five minutes from here.

**STUDENT:** Okay.

**TEACHER:** So, if you want, I can tell you where.... you have just to go outside the hotel,  
you go right, and you go straight for five minute and then the underground stop is on the  
right.

**STUDENT:** Ok, so ehm.. are there any good restaurant in this area?

**TEACHER:** Oh, you mean nearby? yes, yes if you want, but actually... with your  
reservation you have our dinner here at the hotel included.

**STUDENT:** Ah, okay Thank you! And what time you serve the meat?

**TEACHER:** The dinner is served at 7, from 7 to 10 p.m. in our main restaurant which is there!

**STUDENT:** Okay.

**TEACHER:** And yes, I don't think you need to reserve a table for tonight but, I suggest you coming maybe 10 minutes earlier if you want to eat at 7 ...if you don't, at 8 or half-past 8 there's always a spare table.

**STUDENT:** And is the breakfast included?

**TEACHER:** Actually no, the breakfast is not included, and it is 10 euros per person or 10 pounds, better, as we are in London, 10 pounds and you can pay the breakfast at the checkout or if you want you can do it now.

**STUDENT:** Could you reserved it for tomorrow?

**TEACHER:** For breakfast you mean?

**STUDENT:** Yes.

**TEACHER:** A table for two?

**STUDENT:** Yes.

**TEACHER:** Okay, so it's reserved under the name [\*\*\*NAME\*\*\*] what time would you like to go?

**STUDENT:** 8 o'clock.

**TEACHER:** 8 o'clock, perfect, so you have your table reserved tomorrow at 8 o'clock for breakfast.

**STUDENT:** Okay, and I need to wake up, time for tomorrow.

**TEACHER:** Do you need a wake-up call?

**STUDENT:** Call, yes.

**TEACHER:** Yes, what time do you need?

**STUDENT:** Seven o'clock.

**TEACHER:** okay. perfect do you need any help with anything? do you have any anything to do? do you need help?

**STUDENT:** No, I just...ehm...I would like to play yoga

**TEACHER:** Ah, okay

**STUDENT:** Yes, is there a fitness centre?

**TEACHER:** Yes...yes, there is a fitness area. Here is our brochure if you want.

**STUDENT:** Ah ok, ok

**TEACHER:** There is a fitness room and a spa, if you want you can book something like, for example, relaxing massage or deep tissue massage, sauna access or facial treatment, if you want!

Yes, I think in the fitness room there is a free area where you can go, And you don't have to pay, you just go there with your mat and you have your yoga session.

**STUDENT:** And where is the fitness centre?

**TEACHER:** Ok, so, behind the lift there is a hall and behind the hall, on the right there is an area which is the fitness area and inside there is always a free room where our guests can go and relax.

**STUDENT:** Ok, ehm...I just ask...

**TEACHER:** No, worries, I'm here to help.

**STUDENT:** Ok...ehm... would we please to do a little check-out later?

**TEACHER:** Do you mean the late check-out?

**STUDENT:** Yes.

**TEACHER:** Ok what time do you prefer?

**STUDENT:** Ehm...what is the normal...

**TEACHER:** Usually, the check-out is at 11 a.m.

**STUDENT:** Ok.

**TEACHER:** Late checkout is available if you want so...yes, what time is your flight back home?

**STUDENT:** My flight...ehm...the time is..... 15.

**TEACHER:** So, at 3 in the afternoon.

**STUDENT:** 3 in the afternoon, sorry.

**STUDENT:** It's ok! It's at 3 in the afternoon I think you should be there around half past one. So, what about what about the checkout at around 11. So, you can have your sandwich and then you can go.

**STUDENT:** okay.

**TEACHER:** if you want, we have a shuttle or a taxi, service?

**STUDENT:** Okay, a taxi.

**TEACHER:** So, we reserve a taxi for two people at let's say 12?

**STUDENT:** Yes.

**TEACHER:** Because it usually takes one hour to arrive at the airport, so if you leave here at 12 you can be there at 1, and then you have two hours for checking controls, to eat something, to relax.

**STUDENT:** Easy.

**TEACHER:** Two hours before, like my grandfather used to.

**STUDENT: (LAUGHS)** Okay.

**TEACHER:** Is there anything else you would like to know about? For how many nights? You stay for three nights, right?

**STUDENT:** Three nights

**TEACHER:** If you want we have also tours.

**STUDENT:** Okay.

**TEACHER:** If you want, we have an Oxford tour or a Harry Potter's tour.

**STUDENT:** A Harry Potter's tour is very, very beautiful.

**TEACHER:** Are you here with your partner or sons, son?

**STUDENT:** Son, son.

**TEACHER:** So, you're here with one, So maybe they can, they maybe might enjoy the Harry Potter's tour.  
Do you like Harry Potter?

**STUDENT:** Yes, I love Harry Potter.

**TEACHER:** Would you like to have more information about it?

**STUDENT:** Yes.

**TEACHER:** Okay, actually is mainly a bus tour where you can see all the main attractions from the movie, but you can, or you will also drop off at Harry Potter's Hogwarts, "let's say", the stage.  
And the tour lasts three hours and the price is 30 pounds each person.

**STUDENT:** Okay, it's okay.

**TEACHER:** Do you want me to reserve it?

**STUDENT:** Yes. (LAUGHS)

**TEACHER:** Okay, so it's reserved.

**STUDENT:** My holidays...

**TEACHER:** It's gone! very expensive.

**STUDENT:** It's very.

**TEACHER:** So, what time would you like? We have two tours, one in the morning, one in the afternoon, which one would you prefer?

**STUDENT:** I prefer in the afternoon.

**TEACHER:** Tomorrow or the day after?

**STUDENT:** Tomorrow if it's possible.

**TEACHER:** What time? We have two times available; one is at two in the afternoon and the other one at five in in the afternoon.

**STUDENT:** Five in the afternoon.

**TEACHER:** Yes! So, it's booked. The meeting point is at the lounge area and you will have a guide and you can directly pay the guide. Don't forget to give this!. This is a paper, you can give this to the guide.

**STUDENT:** Could I pay with the credit card?

**TEACHER:** Of course, you can pay by credit card.

**STUDENT:** By credit card!

**TEACHER:** Of course, you can. And sure, so do you want me to, do you want to pay also any breakfast or?

**STUDENT:** No, just all the package.

**TEACHER:** So, you just have to pay for the night, for the night, not breakfast because dinner is included. And the tour you can directly pay it to the guide. So yes, you can pay... you can pay now.... and it's just for two nights. Okay, it's 150 euros.

**STUDENT:** Woow!

**TEACHER:** or 160 pounds.

**STUDENT:** London is very expensive; this is my credit card.

**TEACHER:** I know, I know. We are in a great position and it's always one of the best hotels in town.

**STUDENT:** It's true.

**TEACHER:** Sorry, it needs your pin code.

**STUDENT:** Okay.

**TEACHER:** Very good. Thank you very much.

**TEACHER:** So, yes, everything is fine. Yes.....you know everything. So, the checkout is at 11, we set the postponed. Nearby attractions, you know everything. The hotel services, you know everything.  
It's fine.

**STUDENT:** Okay, and thank you very much.

**TEACHER:** Thank you very much for your reservation at Hotel Artemis, and enjoy your stay here, and enjoy your tour tomorrow, your Harry Potter tour tomorrow, and that's it. Thank you very much. See you around, as you will be here for three days, right?

**STUDENT:** Yes, yes.

**TEACHER:** Okay, so here are your keys, here is everything, your reservation. Thank you very much.

**STUDENT:** Thank you, thank you. Bye-bye.

**TEACHER:** Hope to see you soon. Bye.