

**STUDENT:** Good evening.

**TEACHER:** Good evening! Good evening and welcome to our hotel Artemis, how can I help you?

**STUDENT:** Shall I ask you if you, if is available a room for two nights for two people please?

**TEACHER:** Okay, let me check one second.

Yes, there is for two people. Where do you prefer? On the ground floor, second floor? There isn't a suite, there is just a terrace with a bar at the top, a rooftop, but we don't have a suite, so...yeah, I'm sorry.

**STUDENT:** It's okay with the ground floor room, please.

**TEACHER:** Okay, so for two people could I please ask your name and surname and also your ID card if it's possible.

**STUDENT:** Okay, here we are the ID card. My name is [\*\*\*NAME\*\*\*]

**TEACHER:** Thank you very much, Mr. [\*\*\*NAME\*\*\*] Here is your ID card, thank you very much. Is there anything else I can help you with?

**STUDENT:** Yes, please. Shall I ask you, no, shall I ask you about facilities and services of this hotel, please.

**TEACHER:** As I said you before, we have a rooftop terrace where you can enjoy a drink at the sunset. In fact, I suggest you booking before going there. While we have a gym and a spa. If you want, I can also tell you what are the services at the spa.

**STUDENT:** Yes, please.

**TEACHER:** So, we have a relaxing massage which lasts 45 minutes, a deep tissue massage and a sauna access, if you want. AH! Also a facial treatment.

**STUDENT:** A facial treatment, okay.

**TEACHER:** Would you like to have a facial treatment?

**STUDENT:** No, thanks. I would like to book a... the terrace aperitif.

**TEACHER:** Okay. Yes, I mean...you can book it, yes, of course, but usually you can go there and check it before, but it's fine to book it. What time would you like to go?

**STUDENT:** 7 p.m. for tomorrow, please.

**TEACHER:** Okay, so reservation is needed. Okay, so you'll have a table at 7 at the terrace tomorrow.

**STUDENT:** Thank you very much.

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

**STUDENT:** Yes, please.

**TEACHER:** Any other service, for example? We also have a pool, if you want.

**STUDENT:** At what time the pool is open?

**TEACHER:** Actually, it's 24 a day, so you can go whenever you want. Of course, at night, please be quiet.

**STUDENT:** Okay.

**TEACHER:** But I know...

**STUDENT:** Shall we book the reservation for the pool? or is free.

**TEACHER:** It's free, it's free, Maybe if you want a towel and slippers, then you can take it there and it's 10 pounds extra charge.

**STUDENT:** Okay, per person.

**TEACHER:** Yes.

**STUDENT:** Okay, no thank you, I would like to, to know is....would you mind telling me if there are nearby attractions?

**TEACHER:** of course there are. If you want there are.. I mean a there is a an underground stop five minutes walking from here and... but, and you can reach almost every attraction.

But, if you want London Eye is a five minutes' walk from here and also the Thames River. While to Millennium Bridge and St. Paul's Cathedral you can reach the underground and then go to the city centre.

**STUDENT:** Okay.

**TEACHER:** Do you want? ... If you want I can also arrange shuttle service or a taxi service.

**STUDENT:** Okay. No, thank you. In which direction should I go to reach London Eye?

**TEACHER:** Okay, once you go out from the hotel, you turn right, you go ahead for at least, I guess, 500 meters, then you turn left at the traffic lights and there is the underground stop.

**STUDENT:** Okay.

**TEACHER:** You can buy a ticket there, if you want, we can buy it from here online, and you take the yellow line and you reach London Eye.

**STUDENT:** Okay, what's the name of the metro underground stop near, nearby?

**TEACHER:** Let me check. Yes, yes, it's Southampton.

**STUDENT:** Ok, Thank you.

**TEACHER:** You're welcome.

**STUDENT:** Last question, please. At what time is the check-out of the hotel?

**TEACHER:** Check-out is at 11 am, while if you want there is also... a late to check late check out if you want to request it, I don't know... what time is your flight back home?

**STUDENT:** Is 10 o'clock from the airport, so...

**TEACHER:** From London to Rome?

**STUDENT:** Okay so, I think and only to know, is there a price for the late checkout?

**TEACHER:** No, there isn't and yes there isn't also an extra price for breakfast so if you want maybe before leaving you can have breakfast as we serve breakfast from 7 to 10 p.m...ehm.. a.m. sorry.

**STUDENT:** Okay thank you what's the time of the of the dinner.

**TEACHER:** Dinner's, dinner is served at half past six till half past ten.

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

**TEACHER:** You're welcome is that okay? is there anything else I can help you with?

**STUDENT:** No thanks, you, you were very polite and nice.

**TEACHER:** Thank you very much,

**STUDENT:** Very helpful. Thank you very much.

**TEACHER:** Thank you very much.

**TEACHER:** And if you want, I don't know if you want to book anything, but we also offer guided tours.

**STUDENT:** Ok.

**TEACHER:** We have Oxford tour, here is the brochure, with on the back there is also the Wi-Fi password. And the Oxford tour and the Harry Potter's tour, if you want. But for how long are you going to stay, you said? Two nights?

**STUDENT:** For two nights, yes.

**TEACHER:** So yes, tomorrow, don't forget, you have a reservation on the rooftop terrace.

**STUDENT:** I'd like to do the Oxford tour. Would you mind telling me what.... hours and prices.

**TEACHER:** Okay, for the... give me a second... Okay, for the Oxford trip, it's a full day trip.

**STUDENT:** Okay.

**TEACHER:** So, you will leave from here at eight o'clock in the morning and maybe coming back at four in the afternoon so you will be on time for the terrace booking. And the price is 45 pounds per person.

**STUDENT:** Okay...okay no thanks the the full, the full the day is too much too much

**TEACHER:** Okay no problem thank you thank you very much so enjoy your stay here. These are your keys

**STUDENT:** Thank you.

**TEACHER:** There is always receptionist available here for you and thank you very much.

**STUDENT:** Thank you very much.

**TEACHER:** Have a nice day and have a nice stay with us bye!

**STUDENT:** Bye bye.