**Making Reservations**

**Receptionist:** Good morning. Welcome to The Grand Woodward Hotel.  
**Client:** Hi, good morning. I'd like to make………………… a reservation for the third weekend in September. Do you have any vacancies………………..?  
**R:** Yes sir, we have several rooms available……………………. for that particular weekend. And what is the exact date of your arrival………………………..?  
**C:** The 24th.   
**R:** How long will you be staying………………………….?  
**C:** I'll be staying for two nights.  
**R:** How many people is the reservation for?  
**C:**There will be two of us.  
**R:** And would you like a room with twin………………… beds or a double bed?   
**C:** A double bed, please.  
**R:**Great. And would you prefer to have a room overlooking……………………..the ocean?  
**C:**If that type of room is available, I would love to have an ocean view. What's the rate………………………….. for the room?  
**R:**Your room is five hundred and ninety dollars per night. Now what name will the reservation be listed under?  
**C:**Charles Hannighan.  
**R:**Could you spell your last name for me, please?  
**C:**Sure. H-A-N-N-I-G-H-A-N  
**R:** And is there a phone number where you can be contacted?  
**C:** Yes, my cell phone number is 555-26386.  
**R:**Great. Now I'll need your credit card information to reserve……………………. the room for you. What type of card is it?  
**C:**Visa. The number is 987654321.  
**R:** And what is the name of the cardholder………………………?  
**C:** Charles H. Hannighan.   
**R:**Alright, Mr. Hannighan, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate……………………………… to call us.   
**C:** Great, thank you so much.  
**R:** My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day.

**Checking-In**

**Hotel:** Good afternoon. Welcome to the Grand Woodward Hotel. How may I help you?  
**Guest:** I have a reservation for today. It's under…………………. the name of Hannighan.  
**Hotel:** Can you please spell that for me, sir?  
**Guest:** Sure. H-A-N-N-I-G-H-A-N.  
**Hotel:** Yes, Mr. Hannighan, we've reserved a double room for you with a view of the ocean for two nights. Is that correct?  
**Guest:** Yes, it is.  
**Hotel:** Excellent. We already have your credit card information on file. If you'll just sign the reservation………………………….. along the bottom, please.  
**Guest:** Whoa! Five hundred and ninety dollars a night!   
**Hotel:** Yes, sir. We are a five star hotel after all.  
**Guest:** Well, fine. I'm here on business anyway, so at least I'm staying on the company's expense………………………... What's included in this cost anyway?  
**Hotel:** A full Continental breakfast………………….. every morning, free airport shuttle…………………………service, and use of the hotel's safe are all included.   
**Guest:** So what's not included in the price?  
**Hotel:** Well, you will find a mini-bar in your room. Use of it will be charged to your account……………………….. Also, the hotel provides room service, at an additional charge……………………. of course.  
**Guest:** Hmm. Ok, so what room am I in?  
**Hotel:** Room 487. Here is your key. To get to your room, take the elevator on the right up to the fourth floor. Turn left once you exit the elevator and your room will be on the left hand side. A bellboy……………………….. will bring your bags up shortly.  
**Guest:** Great. Thanks.  
**Hotel:** Should you have any questions or requests, please dial 'O' from your room. Also, there is internet available in the lobby 24 hours a day.  
**Guest:** Ok, and what time is check-out?  
**Hotel:** At midday, sir.  
**Guest:** Ok, thanks.  
**Hotel:** My pleasure, sir. Have a wonderful……………………… stay at the Grand Woodward Hotel.