

Listen to a telephone conversation between a hotel receptionist and a person trying to make a booking. The line is bad but the receptionist has the telephone skills to deal with this problem.

**Optional activity:**

While you listen, decide whether the following sentences are true or false.

Sentence	True or false?
1. The customer has not tried to contact the hotel before	
2. The customer wants to stay for less than a week	
3. The customer manages to change the accommodation arrangements	
4. The hotel does not serve vegetarian food	
5. The customer has only two requests	
6. The receptionist remains polite during the entire conversation	

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**Receptionist:** Good afternoon, Orion Hotel, how may I help you?

**Customer:** I'm ringing to confirm a booking I made a week ago. I was expecting an email but I haven't received anything.

**Receptionist:** I'm sorry the line is rather bad, would you mind repeating that, please?

**Customer:** Yes, I made a reservation on your website under the name of Coutts. George Coutts.

**Receptionist:** Could you spell your surname for me, please?

**Customer:** Yes, that's C-O-U-T-T-S

**Receptionist:** And when was the reservation for?

**Customer:** July 23rd to the 29th

**Receptionist:** Sorry, did you say the 21st?

**Customer:** No, the 23rd

**Receptionist:** Let me just check if we have your details on the system. Ah yes, here we are.

**Customer:** I put down one double and one single room, but I wonder if I could change that...

**Receptionist:** I'm terribly sorry I didn't quite catch that. Would you mind speaking up a little?

**Customer:** Yes, I wanted to change the number of rooms. Is it possible to have two doubles instead of a single and a double?

**Receptionist:** Let's see...oh hold on a moment. I've got someone on the other line.

(Speaks to other customer) yes, yeah...would you mind if I rang you back. I'm just dealing with a reservation. Thanks

**Customer:** Sorry?

**Receptionist:** Yes, sorry about that Mr Coutts, I'm just getting your booking details up now. Yes, we do have another double available for those nights. Was there anything else?

**Customer:** Well, I wanted to know if you did vegetarian food for the evening meal. It wasn't clear from the website.

**Receptionist:** Yes, we do, but by prior arrangement. But now you've requested it, I'll put that down in the booking. How many people was that for?

**Customer:** Just myself

**Receptionist:** Very good. Anything else?

**Customer:** Well, we've got a very early return flight on the 30th, so we'll need an alarm call at about 5.30 I should think

**Receptionist:** No problem sir, I'll arrange that now. Was that all?

**Customer:** I think so.

**Receptionist:** So you'd like two double rooms for the nights of 23rd to the 29th July inclusive, vegetarian provision for one and an early morning call on your departure. Is that correct?

**Customer:** That's right

**Receptionist:** If we can help you with anything else, just give us a ring. We look forward to seeing you in July.

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**Answer key: 1. F; 2. T; 3. T; 4. F; 5. F; 6. T.**