

Calling to Get a Reservation

A: I'd like to reserve a hotel room.

B: That should be no problem. May I have your full name, please?

A: My name is John Sandals.

B: Hello, Mr. Sandals. My name is Michelle. What days do you need that reservation, sir?

A: I'm planning to visit New York from Friday, April 14 until Monday, April 17.

B: Our room rates recently went up. Is that okay with you, Mr. Sandals?

A: How much per night are we talking about?

B: Each night will be \$308.

A: That price is perfectly acceptable.

B: Wonderful! Do you prefer a smoking or nonsmoking room?

A: Nonsmoking, please.

B: Next question: Is a queen-size bed okay?

A: That sounds fine.

B: Okay, Mr. Sandals. Your reservation is in our computer. All we need now is a phone number.

A: Certainly. My phone number is 626-555-1739.

B: Thank you, Mr. Sandals. We look forward to seeing you in New York!

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A: Hi there, I want to reserve a hotel room.

B: No problem at all. Could I have your full name, please?

A: Sure, John Sandals.

B: Hi, Mr. Sandals. I'm Michelle, at your service. When do you need the room?

A: My plans are to be there April 14th to the 17th.

B: We have new room rates, sir. Will that be acceptable to you?

A: It depends on the price, of course. What is it?

B: It's \$308 a night.

A: I have no problem with that.

B: Great! Would you prefer smoking or nonsmoking?

A: Definitely nonsmoking. I can't handle that smell.

B: Nonsmoking. Now, is a queen-size bed okay?

A: No problem.

B: Great, Mr. Sandals. Your reservation is confirmed. Now all I need is your phone number.

A: Of course! It's area code 626-555-1739.

B: Thank you so much, Mr. Sandals. We look forward to seeing you!

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A: I need to reserve a room.

B: Not a problem. May I have your name, please?

A: Of course. I'm John Sandals.

B: Hi, sir. My name is Michelle. Could you tell me when you need the room?

A: Right now. I plan to be there in April from the 14th to the 17th.

B: Perhaps you didn't know that we have new room rates. Do you find that acceptable, sir?

A: Maybe. How much is a room?

B: The price per night is \$308.

A: That sounds fine to me.

B: Fantastic! Would you like a smoking or nonsmoking room?

A: I hate cigarettes! Nonsmoking.

B: That'll be nonsmoking. Now, do you approve of a single queen-size bed?

A: That'll be no problem.

B: I'm happy to hear that, sir. Your reservation is all set except for your phone number.

A: Sure! My number is 626-555-1739.

B: 626-555-1739. Thank you for doing business with us, Mr. Sandals.

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A: I need a hotel room.

B: That's no problem at all. May I have your name, please?

A: Certainly. My name is John Sandals.

B: It's a pleasure, Mr. Sandals. My name is Michelle. What days will you need a room?

A: Friday afternoon, April 14 through Monday morning, April 17.

B: One minor problem, sir. Our prices are now slightly higher. Is that acceptable, sir?

A: Please tell me the price, so I can make a decision.

B: It'll be \$308 nightly.

A: That's a reasonable price.

B: Good! Now, sir, do you have a preference for smoking or nonsmoking?

A: I quit smoking, so nonsmoking.

B: I hear you, sir. Nonsmoking. Now, about the bed, is a queen-size okay?

A: A queen sounds great.

B: Okay, sir, let me reserve those dates, there. Now, if you'll just tell me your phone number.

A: That would be 626-555-1739.

B: That's 626-555-1739. Thank you so much for choosing our hotel, sir!

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A: I need a room for a few days.

B: That won't be a problem. Could you please tell me your name?

A: John Sandals. That's S A N D A L S.

B: Sir, I'm Michelle, and I run the front desk. Please tell me the days you'll be here.

A: I'll be there in April: Friday through Monday, the 14th through the 17th.

B: We recently changed many things here, sir, including our prices. Do you mind, sir?

A: Possibly. What's the actual price?

B: The price will be \$308 a night.

A: \$308! That's not bad.

B: Very good. Now, Mr. Sandals, about the room, smoking or nonsmoking?

A: Nonsmoking, definitely!

B: Most of our clients prefer nonsmoking. Now, does a queen sound okay?

A: Yes, that'll be just fine.

B: One more second, sir. Your reservation is now verified, so all I need is your phone number.

A: It's 626-555-1739.

B: Let me repeat that: 626-555-1739. Okay, sir, we look forward to seeing you in April!

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A: Can I reserve a hotel room?

B: I assure you, that's not a problem. What is your full name, please?

A: My name's John Sandals.

B: It's a pleasure to assist you. Please tell me when you'll be needing the room, sir.

A: If my plans don't change, I'll need a room April 14 till April 17.

B: Sir, our room prices are slightly higher than you may have thought. Will that be okay?

A: Tell me how much it will be, and I can tell you if it's okay.

B: Only \$308 per night, before taxes, of course.

A: \$308 a night? That's a fair price.

B: Now, as for the room, sir, do you prefer smoking or nonsmoking?

A: Nonsmoking, please.

B: Nonsmoking. Now, sir, does a single queen-size bed meet your approval?

A: I have absolutely no problem with that.

B: Queen, nonsmoking. Okay, sir, your room is reserved. Now if you'll just give me your phone number.

A: Not a problem. The number is 626-555-1739.

B: Thank you for making a reservation with us. We look forward to seeing you in April!