

1 Put the words in italics in the correct order to complete the questions.

- a RESERVATIONS: The Lake Hotel, Brian speaking ... Hello? I'm sorry, I didn't catch that.
you / up / little / a / speak / please / Can ?
 WOMAN: I'd like to make a room reservation, please.
- b RESERVATIONS: *you / Did / P / Papa / say / for ?*
 WOMAN: No, T for Tango. L-E-T-O-U-R-N-E-U-R.
- c RESERVATIONS: *repeat / please / Could / you / that ?*
 WOMAN: Yes, for two weeks from February the 12th.
- d RESERVATIONS: *name / I'm / I / didn't / sorry / your / catch*
 WOMAN: Amélie Letourneur.
- e RESERVATIONS: *name / it / What / please / is ?*
 WOMAN: Letourneur. Mrs Amélie Letourneur.
- f RESERVATIONS: *that / spell / could / me / you / for ?*
 WOMAN: Yes. L-E-T...
- g RESERVATIONS: *it / for / When / is ?*
 WOMAN: For two weeks from February the 12th.

2 Now put the dialogue in the correct order.

- a I b c d e f g

3 Complete the sentences with the correct words from the box.

budget	country code	discount	include	mini-break
rack rate	room rate	sister hotel	standard	

- The *room rate* changes throughout the year.
- There is a special rate at our in Madrid.
- Mr and Mrs Sanchez are here on a weekend
- Remember to include the when you call abroad.
- The standard is more expensive because you book direct with the hotel.
- We didn't give the customer a
- There are no rooms left.
- Room rates don't a cooked breakfast.
- Guests should choose a hotel that matches their

4 Match phrases 1–9 with a–i to complete the dialogue.

- | | |
|---|---|
| 1 <input checked="" type="checkbox"/> MAN: How much does a | a too much. |
| 2 <input type="checkbox"/> RESERVATIONS: 240 euros. That's for a | b discount you can give me? |
| 3 <input type="checkbox"/> MAN: Isn't there some sort of | c 170 euros a night. |
| 4 <input type="checkbox"/> RESERVATIONS: I can offer you a special | d budget? |
| 5 <input type="checkbox"/> MAN: I'm afraid that's still | e take it. |
| 6 <input type="checkbox"/> RESERVATIONS: What's your | f special weekday offer of 180 euros. |
| 7 <input type="checkbox"/> MAN: I need to find a room for less than | g rate of 200 euros if you stay for three nights. |
| 8 <input type="checkbox"/> RESERVATIONS: Well, I can do you a | h single room, with continental breakfast. |
| 9 <input type="checkbox"/> MAN: OK. I'll | i single room cost? |