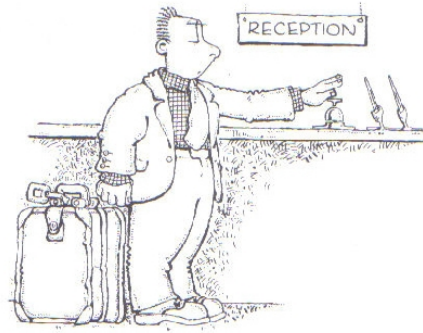


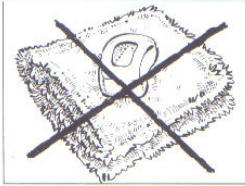
**A**

**1** You've just arrived at the Astoria Hotel. **B** is the receptionist. **B** starts.

- a Ask: *How much/room? pay/credit card? TV in the room?*
- b Book a room for five nights.
- c Ask: *What time/breakfast? Where/dining room? Where/swimming pool?*



**2** Now you're in your room but there's a problem. Choose one problem and phone reception. **B** starts.



**B**



**1** You're a receptionist at the Astoria Hotel. **A** has just arrived.

**You start:** *Good evening, can I help you?*

- a Answer **A**'s questions. Use the Astoria Hotel information.
- b If **A** wants a room:
  - Write down **A**'s name and nationality.
  - Ask to see his / her passport.
  - Give **A** a room number.
- c Answer any more questions.

**2** **A** is now in his / her room but phones you with a problem. Listen and try to help. **You start:** *Hello, reception. Can I help you?*

## ASTORIA HOTEL

**Prices**

Single room with bathroom	\$60
Double room with bathroom	\$90
Single room without bathroom	\$40
Double room without bathroom	\$70

We accept Visa and American Express credit cards. All rooms have a colour TV and a mini-bar

**Meals**

Breakfast	7.30–10.30 a.m.	<b>4</b>
Lunch	1.30–3.00 p.m.	<b>3</b>
Dinner	8.00–9.30 p.m.	<b>2</b>

- 4** Pool, gym and sun terrace
- 3** Bedrooms
- 2** Bedrooms
- 1** Dining room
- G** Reception
- B** Car park

