

Phoning reception



You are a guest at Fogg's Hotel in New York.
You have just got into your room and you need to phone Reception in three occasions.
Phone Reception, say your name and room number and ask or complain politely about these things:

- You want a coke and a salad delivered to your room
- The TV is not working
- There are no towels in the bathroom

The conversation might be something like this.

Receptionist: — Reception. May I help you?

Mrs López: — Yes. I certainly hope so. This is (say your name and room number). Could I have a coke and a salad, please .

Receptionist: — Certainly. Would you like anything else, sir/madam?

Mrs López: — No, thanks.

Receptionist: — Reception. May I help you?

Mrs López: — Yes, the TV in my room doesn't work. Could you repair it, please?

Receptionist: — I'm very sorry, sir/madam. We'll do it immediately. What's your room number?

Mrs López: — (say your room number) and I'm afraid there's one more thing. There aren't any towels in my room. Could you bring me one, please?

Receptionist: — Certainly, madam/sir. I'll send someone up straightaway. Anything else?

Mrs López: — No, thank you very much.

Receptionist: — Let me give you your confirmation number. It's: 5509. I'll repeat that: 5509. Thank you for choosing Fogg's Hotel and have a nice day. Goodbye.

Mrs López: — Goodbye.