A2

CHECKING INTO A HOTEL

Listen to a woman checking into a hotel, and for questions 1 to 7, choose the correct answer.

1. What's Lisa's surname?
   a. Berardelli
   b. Bernardeli
   c. Bianardelli

2. What room has Lisa booked?
   a. double
   b. twin
   c. single

3. What was the problem with the reservation?
   a. Lisa booked a different room
   b. The computer didn't show a reservation
   c. The receptionist made a mistake

4. Where can Lisa have dinner today?
   a. In the dining area
   b. In the restaurant
   c. In her room

5. What time will Lisa check out tomorrow?
   a. 12 pm
   b. 11 am
   c. Before 11 am

6. What does Lisa ask the receptionist?
   a. She asks her to wake her up tomorrow.
   b. he asks her for a phone charger.
   c. She asks her to let her charge her phone.

7. What time does Lisa want to get up tomorrow?
   a. 7:00 am
   b. 7:30 am
   c. 8:00 am

https://youtu.be/VZI6xr_7ZlY

© *Test-English*

TRANSCRIPTION

RECEPTIONIST: Good evening. Welcome to Saint John's Manor Hotel. How can I help you?

WOMAN: Hi, I have a reservation under the name Lisa Berardelli.

RECEPTIONIST: Let me check. Lisa Berardelli. How do you spell that?

WOMAN: B-E-R-A-R-D-E-DOUBLE L-I.

RECEPTIONIST: Thank you, Ms. Berardelli. I see a reservation for a twin room for two nights.

WOMAN: Actually, I booked a single room for one night.

RECEPTIONIST: I'm terribly sorry. I was looking at a different reservation. Let me find the correct one. Ah, here it is—a single room for one night.

WOMAN: No problem.

RECEPTIONIST: May I please see some ID?

WOMAN: Sure, here's my passport.

RECEPTIONIST: Thank you. Breakfast is included and is served from 7 am to 10 am in the dining area.

WOMAN: Great, thanks. Can I have dinner at the restaurant this evening?

RECEPTIONIST: I'm afraid we don't have any tables available this evening, but you can order room service. Just dial 0 to talk to the reception desk.

WOMAN: OK, thank you.

RECEPTIONIST: Here is your key card and the Wi-Fi password. Check-out time is 11 am.

WOMAN: Is it possible to do a late check-out?

RECEPTIONIST: Unfortunately, that's not possible, but you can leave your luggage at reception and check out at 12.

WOMAN: That works. Thank you.

RECEPTIONIST: Is there anything else you need?

WOMAN: Yes, actually. My phone is running out of battery, and I forgot my charger. Can I request a wake-up call?

RECEPTIONIST: Of course, no problem. What time would you like the call?

WOMAN: At 7:00 am, please. Um, actually, make it 7:30.

RECEPTIONIST: Of course.

WOMAN: Thanks.

RECEPTIONIST: You're welcome. If you need anything else, just let us know. Have a pleasant stay.

WOMAN: Thank you, goodnight.

© *Test-English*

ANSWER KEY

1. a.
2. c.
3. c.
4. c.
5. a.
6. a.
7. b.

© *Test-English*