Group 1.

Receptionist: Hello, The Best Exotic Marigold Hotel, Maria speaking. How may I help you?

Customer: Hi Maria, my name is Mrs. Smith I would like to book a room for 2 nights.

Receptionist: Ok Mrs. Smith, when will you arrive?

Customer: I will arrive on the 3rd of March. Please can I have a room on the ground floor? I am travelling with my husband who has broken his leg.

Receptionist: Yes, that’s fine. We will find a room on the ground floor. How do you spell your name please?

Customer: Jayne Smith. J A Y N E S M I T H

Receptionist: Thank you Mrs Smith. We offer a free walking tour of the city, would you like to go?

Customer: No thank you, as I said my husband has broken his leg and so walking is difficult for him.

Receptionist: Ah! Sorry, well see you on the 3rd of March Mrs Smith.

Customer: Thank you, good bye.

Group 2

Receptionist: Hello, Isabel speaking, how may I help you?

Customer: Hello, is that the Apple Tree hotel?

Receptionist: Yes it is.

Customer: Great, do you do apple picking trips?

Receptionist: Yes we do. They happen every day apart from the first Monday of the month.

Customer: Fantastic. Can I book myself and my daughter in for a night at the hotel on Thursday the 21st of February and then the tour on the 22nd?

Receptionist: Sure, what’s your name?

Customer: My name is Sunita Patel. That’s S U N I T A P A T E L.

Receptionist: Thank you Sunita, I look forward to meeting you on the 21st.

Customer: Okie dokie.

Group 3

Receptionist: Hello, The Hilton Paris, Jaques speaking, how may I help?

Customer: Good afternoon Jaques, I would like to book a room for my client, Juanes. This must be kept a secret though. We will need special security too.

Receptionist: That is fine, we are used to having celebrities here.

Customer: Very good. We won’t use his real name to book him in. Can we make the reservation under the Pink Panther please?

Receptionist: Yes, how do you spell Panther?

Customer: P A N T H E R

Receptionist: Ok, and when will you be arriving?

Customer: 14th of December 2014.

Receptionist: Great. We looking forward to having you here.

Customer: I’m sure you do. Good bye.

Group 4

Receptionist: Good afternoon, Mountain Lodge, how can I help?

Customer: Hi there, I’d like to book my family into your hotel for a week starting on the 30th of January. We would also like skiing lessons every day, with an instructor that speaks good English.

Receptionist: All our instructors speak very good English, so that’s fine. Can I take your name please?

Customer: My name is Humza Habib. H U M Z A H A B I B

Receptionist: Thank you very much Humza. See you on the 30th.

Customer: I look forward to it, my family have never been skiing before. We are very excited.

Receptionist: Well Mountain Lodge is the best place to start! Goodbye.