



MAKING A RESERVATION



Good morning.
Welcome to The
Alila Hotel.



Good morning. I'd like to make a
reservation for the third weekend
in July. Do you have any
vacancies?




Yes, we have several
rooms available for
that particular
weekend. And what is
the exact date of your
arrival?




The 24th.



How long will you be
staying?



I'll be staying for
five nights.




How many people is
the reservation
for?



For two

To be continued...


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And would you like a room with twin beds or a double bed?




A double bed, please.



Great. And would you prefer to have a room with a view of the sea?




If that type of room is available, I would love to have a sea view. What's the rate for the room?




Your room is eighty-five euro per night. Now what name will the reservation be listed under?



Ciara Brown.




Could you spell your last name for me, please?




Sure. B as in Bravo, R as in Romeo, O as in Oscar, W as in Whiskey and N as in November.

To be continued...


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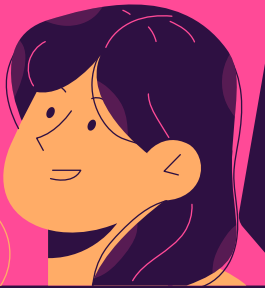
And is there a phone number and an e-mail address where you can be contacted?




Yes, my cell phone number is 30-888-36485 and my e-mail is cbrown@gmail.com.




Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?




Visa. The number is 4325-9876-5432-1541.



Alright, Mrs Brown, your reservation has been made for the 24th of July for a room with a double bed and view of the sea. Check-in is at 12 o'clock. If you have any other questions, please do not hesitate to call us.



Great, thank you so much.



My pleasure. We'll see you in July, Mrs. Brown. Have a nice day!



Goodbye!

The end