



**Receptionist:**

Hi, can I help you?

**Melissa:**

Yes, I made a reservation a couple of weeks ago.

Receptionist

**Receptionist:**

What name did you make it under, please?

**Melissa:**

Simmonds, Melissa Simmonds.

**Receptionist:**

Ah, yes, a single \_\_\_\_\_ for two nights.

**Melissa:**

Actually, it was a double room for three nights.



Single room  
(with a single bed)

**Receptionist:**

Oh, I'm sorry about that. I'll just change the \_\_\_\_\_ .  
Right, so that's a double room for three nights.

**Melissa:**

Yes, I'll be checking \_\_\_\_\_ on Monday morning.

**Receptionist:**

Could I have your credit card and \_\_\_\_\_, please?

**Melissa:**

Yes, here you are.

**Receptionist:**

Thanks. You're in room 625, which is on the sixth floor.  
Here's your key card, and the \_\_\_\_\_ is just over  
there.



Key card

**Melissa:**

Great. What time is the restaurant open for \_\_\_\_\_,  
please?

Key

**Receptionist:**

Between 7am and 10am.

**Melissa:**

OK, and is there a swimming pool here?

**Receptionist:**

Yes, just down those stairs over there on the right. We've  
got some pool \_\_\_\_\_ if you need one.

**Melissa:**

Perfect.

**Receptionist:**

And let me know if there's anything else you need. Enjoy  
your stay.

**Melissa:**

Thanks.