**Transcript**

FD : Good morning, welcome tothe Transnational Hotel. What can I do for you ?

C : Good morning, My name is T.Sanders and I have a reservation for one room for three nights.

FD : Alright, Mr Sanders, **Let me pull up your reservation** .... I can’t seem to find a record of your booking. **Did you book the room directly through us** or did you use a hotel reservation service or a travel agent ?

C : **I booked it directly through you**. I have already paid **a deposit** on the first night. I have a reservation number if that helps.

FD : Yes, sure. Can I see that, please ? Thank you.

C : Oh ! I see. Maybe **there was a glitch with the booking system**. Well, we don’t have any single rooms available with the exception of one adjoined room. But you would be next door to a family with children which might get **noisy** .But that’s not a problem. **I can upgrade you** to one of our business suites. They all come with jacuzzis.

C : Oh ! That sounds nice. But **how much is that going to cost** ?

FD : **That would of course be with no extra charge to you**.

C : Oh ! thank you

FD : It’s my pleasure.

C : Oh ! what about the **wireless internet** ?

FD : Oh ! It’s really easy. This is your access code and instructions on how to use it. If you have any problem, **feel free to call the front desk**. And this is the list of all the amenities like the gym or the indoor pool

C : Thank you very much.

FD : Oh ! You are welcome. .... Has the valet already taken you car or will you be needing a parking pass ?

C : OH§ i don’t have a car. I took a taxi from the airport.

FD : **Could I have some form of ID** and **could you just fill out this registration form** ?

C : Sure, here is my driving licence.

FD/ thank you.... oh ! You are from San Francisco.

C : Yes, I am, all the from the West coast !

FD : I hope you had a good trip.

C : Yes, I did, thank you. The flight was long but it was smooth and I slept almost the whole way.

FD : And **is this your first time in the big apple** ?

C : Yes, it is. I have a business conference to attend **but I am looking forward to getting some sight-seeing done** as well.

FD : Well**, I will be more than happy to give you some sight-seeing tips if you need any**.

C : Thank you

FD : All right, I have got all checked in to your room. This is your **room key** and your room number is 653, just take the **elevator** on the right up to the 6th floor. When you **get off** the elevator, turn right, your room is at the end of the corridor **on the left-hand-side**. Just leave your suitcase here and the bellboy will bring it up.

C : Great. Thank you.

FD : If you need anything, please **feel free to dial the front desk**. **Enjoy your stay**.