

# Lesson 1: Taking a Reservation over the Phone

3 September, 2022

Leo: Hi, I'm Leo.

Mona: Hi, I'm Mona White.

Jack: Hi, I'm Jack Webber.

Leo: Plaza Hotel, good morning. Leo speaking.

Mona: Ah yes, I'd like to book two rooms for myself

and my father. Could you tell me the cost of a single room per night?

Leo: Certainly. A single room is 120 dollars American, per night.  
Mona: Fine.

Leo: And when would you like the rooms?

Mona: From 25th to the 28th of September.

Leo: Arriving the 25th of September and leaving on the 28th

Three nights?

Mona: That's right.

Leo: Just a minute please.

Yes, we have rooms available then.

You require two single rooms?

Mona: Yes, thank you.

Leo: Can I have your name please?

Mona: My name is Mona White.

Leo: And your father's name, Ms White.

Mona: Jack Webber.

Leo: Could you spell the surname please?

Mona: Sure. W-E-double B-E-R.

Leo: Double P for Papa?

Mona: No, double B for Bravo.