

Global View - Booking A Hotel Room (C0344)

A: Madison Suites, how may I help you?

B: Yes, I'm calling from Mexico. I will be in town next week and would like to know if you have availability.

B: OK ma'am, can you tell me the date you expect to check in?

A: Yes, July ninth. I will be there for seven nights.

B: We have a junior single suite or a superior double suite available for those dates.

A: What's the difference?

B: The junior suite is smaller and has one twin bed, while the superior suite has a double bed and mini-bar.

A: OK, I would like to reserve the superior suite. Is breakfast included?

B: Yes, a buffet breakfast is served every morning. I will need your name and your credit card details in order to complete the reservation.

A: Sure, my credit card number is...

Key Vocabulary

buffet	<i>N</i>	a meal laid out on a table or sideboard so that guests may serve themselves
reservation	<i>N</i>	an arrangement to secure accommodations at a restaurant or hotel
availability	<i>N</i>	the quality of being at hand when needed
check in	<i>V</i>	confirm details at front desk
superior	<i>A</i>	better than others
suite	<i>N</i>	a connected series of rooms to be used together
reserve	<i>V</i>	to keep back or save for future use

Supplementary Vocabulary

room service	<i>N</i>	Food and beverages served to a guest in his or her hotel room.
concierge	<i>N</i>	some one who handles luggage and mail, makes reservations, and arranges tours
maid	<i>N</i>	A woman servant employed in cleaning.
chauffeur	<i>N</i>	To serve as a driver for another person