



1. You will watch the video "Checking into a Hotel", listen carefully, and order the conversation.

Did you book the room directly through us or did you use a hotel reservation service or travel agent?	
Good morning. Welcome to the Transnational Hotel. What can I do for you?	
I booked it directly through you. I've already also paid a deposit on the first night.	
I have a reservation number if that helps.	
Good morning. My name is Tom Sanders, I have a reservation for a single room for three nights.	
Yes, sure. Can I see that, please? Thank you.	
Alright Mr. Sanders, let me pull up your reservation. I can't seem to find a record of your booking.	

Open questions

- 1.** What would you do if your booking was not available?

Explain: _____
_____.

- 2.** Based on the video, how was the receptionist's service?

Explain: _____
_____.

- 3.** If you could travel abroad, what kind of hotel would you choose?

Explain: _____
_____.

- 4.** Why is customer service important?

Explain: _____
_____.