

CHECK-IN (2)

R: Good morning! How can I help you?

G: Good morning! I'd like to check-in, please.

R: Of, course! May I have your name, please?

G: Maria.

R: Maria, Welcome to our hotel! We are very glad to see you here.

G: Thank you.

R: So, do you have a reservation?

G: I do.

R: May I have your passport, please?

G: Sure.

R: Thank you very much. (Смотрит в паспорт) Maria, let's check some information.

G: Yes, let's check.

R: You've reserved one suite from the 27th to 29th of November, for one guest, with breakfast included. Is it correct?

G: It is.

R: May I have a copy of your passport, please?

G: Sure, if you need it, please.

R: Thank you. (делает копию) So, how was your trip to our hotel?

G: It was good, but I feel a little bit tired.

R: I understand. I'll try to check you in as quickly as possible.

G: Thank you.

R: So, by the way we have the best SPA center in Moscow, where you can rest and relax. If you wish I can book some for you.

G: That's very nice of you, but may be next, time not now.

R: Of course. You can take your passport. (отдает паспорт)

And here is registration form. Could you please, read the rules of our hotel and put your signature here.

G: Ok. (Читает и подписывает)

R: Thank you.

G: I've done.

R: Thank you very much. Maria, how would you like to guarantee your payment?

G: With a credit card.

R: Could you please give me your credit card?

G: Yes, sure.

R: Thank you. (Сверяет данные на кредитной карте)

You can take your credit card back.

G: OK.

R: Maria, I'd like to tell you about your room. You will stay in a very cosy room, with amazing view overlooking the park and lake.

G: Good.

R: And let me tell you some information about our hotel. Breakfast is included in your accommodation. It starts from 7am. till 11 am. in our wonderful restaurant on the first floor.

Also you can visit sauna, gym, swimming pool, SPA center. Moreover you can spend a nice evening in our Coffee BAR and try different desserts, different kind of tea and coffee.

G: OK

R: And registration desk is available 24 hours. Check out time is at 12 pm. If you have any questions don't hesitate to contact us any time.

G: I see.

R: Here is your key. Your room number is on the guest card. It is located on the 5th floor. The elevators are ... behind you (on your right, on your left).

G: May I have it?

R: Of course, you can. And also we have high –speed Internet connection in our hotel, the password is your room number.

G: I see.

R: Maria, will you need any help with your luggage?

G: Oh, no, thanks, it's not heavy. It's OK.

R: And may I help you with anything else?

G: Well, everything seems to be done. No.

R: So Maria, thank you very much for choosing our hotel.

G: Thank you.

R: I wish you to have a pleasant stay with us! Thank you, Good-bye!

G: Good-bye!