

**Elementary English for Tourism and Hospitality**
**Lesson 2 – Taking a reservation over the phone**
**STUDY NOTES**
**Characters**

Leo: Receptionist  
Mona: Guest

**The story**

Leo is taking a reservation for Mona White and her father Jack Webber. They want to book two rooms for three nights at the Plaza Hotel. Mona pays for her booking by credit card.

**Language Points**
**1. Double and triple numbers**

In spelling and numbers, when a letter or number is repeated, we use the word “double”. When it appears three times, we use the word “triple”.

Read the following numbers out loud.

|      |                       |
|------|-----------------------|
| 8869 | Double eight six nine |
| 0003 | Triple zero three     |
| 5526 | Double five two six   |
| 2227 | Triple two seven      |
| 3301 | Double three zero one |

**2. Asking for clarification**

You can check you have the right information by:

**repeating what was said using a rising inflection at the end of the question:**

A: The 30<sup>th</sup> of June.

B: The 30<sup>th</sup> of June? ↗

A: That's right.

A: 9245 8710 7743 5646

B: 9245 8710 7743 5646? ↗

A: Yes

**or by asking a question:**

Would you mind saying that again please? ↗

I'm sorry, I didn't hear you. ↘

Can you say that again please? ↗

Could you repeat that please? ↗

Pardon? ↗

### EXERCISES

#### 1. Key vocabulary

Look up the meaning and pronunciation of these words in your dictionary.

|             |        |         |
|-------------|--------|---------|
| credit card | double | repeat  |
| both        | expiry | welcome |

#### 2. Vocabulary practice

Write the correct word from the box above in each of the sentences. When you have checked your answers, say them out loud.

- \_\_\_\_\_ to the Plaza Hotel Ms White.
- Could you please tell me the \_\_\_\_\_ date on your credit card Ms White?
- Would you like \_\_\_\_\_ rooms on the same card Ms White?
- Mr Webber, could you \_\_\_\_\_ that please?
- Doctor Webber, did you say \_\_\_\_\_ 7?
- Are you paying by \_\_\_\_\_ Professor Webber?

#### 3. Language practice - Asking for Clarification

Read the following short dialogues out loud.

- A: 8869 6719 9908 6683  
 B: **Could you repeat that please?**  
 A: 8869 6719 9908 6683
- A: 0003 0078 2278 3308  
 B: **Would you mind saying that again please?**  
 C: 0003 0078 2278 3308
- A: 5526 4671 9802 8892  
 B: **I'm sorry, I didn't hear you. Was that double eight five two?**  
 A: No, 8892

#### 4. The Chant

Practise saying this chant out loud.

Could you repeat,  
 Could you repeat,  
 Could you repeat that please?  
 Oh-2 double 6?  
 Or Oh-2 double 3?

Answers: 2. 1) welcome 2) expiry 3) both 4) repeat 5) double 6) credit card