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F:Hello,welcome to prise star hotel.how may I do for you?

M:Hi,yes,I have a reservation.My secretary called and booked a room a couple of weeks ago,the reservation should be for a double bed,none smoking room.

F:And what name of reservation made

under? M:It should be under Steve Jhonson F:Mmm,let me see,it seems there is no Jhonson listed a room for tonight,is there any other

name that you reservation list under ? M:No,here is the

confirmation number,would that help?It is 898007,I had the room booked with visa cold card.

F:Ah,yes,here it is,you have a standard double room,non smoking on the 3rd floor,I just need to see some

anditification and the credit card you booked the room with if you don ' t mind.

M:Sure,here it is.would it be posible to check out and pay the bill in the morning,also,what time is brack served? F:There is

a continent for breakfast from 6:00am to 10:00am,is in the larby. Also you can pay your bill in the morning,but we require a 20% depart it

of front,but I can just keep a record of your credit on file.Ok,I ' ve got you on set up if you could just sign here,and in a show here,here

is your room key,anything else I can do for you? M:Yes,could you call me a taxi please? Dialogue 2 M:Excuse me,can you help me?I ' d like to change my room if possible,I couldn ' t sleep at all last

night,the pepole in the room next mine were making a lot of noise,also if all the possible,I ' d like the room doesn ' t look at the

street,between the noisy neighbor and high away outside,I didn ' t sleep but wake. F:I am so sorry to hear that sir,let me check and see what is available,what room,what room are you in now? M:I ' m on the 6th floor,room 698,I ' v have many problems with that room,just this morning, I called someone up to 5th to assure the bathroom,it didn ' t work,and it still doesn ' t work. F:Oh,dear, well,it looks likely we have a few room for available,can I put you into a room on 17th floor?it has a backhole and it doesn ' t face the high way. M:Ok,that would be very nice!What do I need to do for transfer? F:Let me check you out of your old room,you have to sign here,and acknowledge these changes and also the charges for your previous room. Then I can hold you up to room 1780. M:Mmm,I don ' t think the charges are right,can you explain them please? 100Test 下载频道开通 , 各类考试题目直接下载。 详细请访问 www.100test.com