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https://www.100test.com/kao_ti2020/503/2021_2022__E5_95_86_E5_8A_A1_E8_8B_B1_E8_c85_503737.htm Dialogue 1

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