

## Activity 14

### SCRIPT:

Hotel Clerk: Good afternoon. Welcome to the Seaview Hotel, how can I help you?

Guest: Hi. I have a reservation for tonight.

Hotel Clerk: And your name?

Guest: It's Jones. Michael Jones.

Hotel Clerk: Okay. Mr. Jones. That's a room for four, and . . .

Guest: Excuse me? You mean a room for four euros? I didn't know the special was so good.

Hotel Clerk: No, no, no. According to our records, a room for four guests was booked under your name.

Guest: No. No. Hold on. There must be some mistake.

Hotel Clerk: Okay. Let's check this again. Okay, Mr. Michael C. Jones for tonight . . .

Guest: Ah. There's the problem. My name is Michael Jones, not Michael C. Jones. You must have two guests under the name.

Hotel Clerk: Okay. Let me check this again. Oh. Okay. Here we are.

Guest: Yes?

Hotel Clerk: Michael Jones. A room for one for the 16th . . .

Guest: Wait, wait! It was for tonight. Not tomorrow night.

Hotel Clerk: Hum. Hum. I don't think we have any rooms for tonight. There's an exhibition going on in town, and uh, let's see. Sorry, no rooms.

Guest: Ah come on! You must have something.

Hotel Clerk: Well. We do have some rooms under renovation with just a mattress. None of the normal amenities like a TV or shower.

Guest: Oh come on. There must be something else.

Hotel Clerk: Well. Let, let me check my computer here. Ah!

Guest: What?

Hotel Clerk: There has been a cancellation for this evening. The honeymoon suite is now available.

Guest: Great. I'll take it.

Hotel Clerk: But I'll have to charge you two hundred dollars for the night.

Guest: I should get a discount for the inconvenience.

Hotel Clerk: Well. The best I can give you is a ten percent discount and a voucher for a free breakfast.

Guest: Hey. Isn't the breakfast free anyway?

Hotel Clerk: Well, only on the weekends.

Guest: I want to talk to the manager.

Hotel Clerk: Wait, wait, wait Mr. Jones. I think I can give you an additional 15 percent discount and I'll throw in a free room for the next time you visit us.

Guest: That'll be a long time.