***Taking phone calls***

**1)**

**S:** Good afternoon, New Palace Hotel. May Lee speaking. How can I help you?

**C:** Good afternoon. I’d like to make a room reservation for tomorrow night, please.

**S:** Yes, sir. Can I have your name, please?

**C:** Pillips, Carl Pillips.

**2)**

**S:** Good morning, Sofitel Nice. Matthieu speaking. Can I help you?

**C:** I’d like to speak to Mrs Bader in room 329, please.

**S:** One moment, and I’ll connect you.

**C:** Thank you.

**3)**

**S:** Rio Parthenon. Isobel speaking. Can I help you?

**C:** Could I reserve a parking space for tomorrow, please?

**S:** Just one moment. Who’s calling, please?

**C:** Mr Paolo Falgado.

**S:** Thank you, Mr Falgado. You’re through now.

**4)**

**S:** The London Hilton. James speaking. How can I help you?

**C:** I’d like to book a double room for tonight, please.

**S:** Yes, sir. Can I have your name, please?

**C:** Mr Luke Horovits.