**UNIT 5**

**Written apologies**

a)

– Good afternoon! My name’s Stephen Rose. Could I reserve a table for four on Sunday evening at 8 p.m., please?

– We regret that we cannot reserve you a table for four on Sunday evening.

b)

– Hello! My name’s Silvia Pilotto. I’d like to reserve a single room with a bathroom for Monday night.

– We regret that there aren’t any single rooms left on Monday night.

c)

– My name’s Simon Luis. I’d like to book a double room for this evening, please.

– I regret that we cannot reserve you a double room this evening. Unfortunately, we only have single rooms left.

d)

– Good morning! My name’s Paul Jones. I’d like to book a table for lunch on Wednesday. Do you have a table for four?

– I regret that the restaurant is closed all day on Wednesday.

e)

– Hello! My name’s Jane Wells. I’d like to reserve a twin room for this Saturday, please.

– We regret that we cannot confirm your reservation. Unfortunately, the hotel is fully booked on Saturday.