

# AUDIOSCRIPTS TO HOTELS AND CATERING TEXTBOOK

## Part 1.

### Unit 1

**Interviewer (W):** Mr. Huxley, what's your favorite thing about your job?

**Employee (M):** Every day is a new experience. I meet new people and work with a great team.

**Interviewer** Oh, so your co-workers help you do your job?

**Employee:** Yes. I work with the doorman and the front desk clerk every day.

**Interviewer:** I see. Tell me, what's your goal as a bellhop?

**Employee:** My goal is to make the guests happy.

**Interview:** I think you're a great choice for employee of the month. Congratulations.

**Employee:** Thank you. I'm very happy about it.

### Unit 2

**Doorman (M):** Welcome to the Royal Point Hotel!

**Guest (W):** Thank you. I'm glad to be here.

**Doorman:** And we're glad to have you. Allow me to introduce myself. My name is Roland Hayes. I'm the doorman.

**Guest:** It's nice to meet you, Mr. Hayes.

**Doorman:** It's nice to meet you, too. May I take your bags?

**Guest:** Sure. My luggage is in my car trunk.

**Doorman:** Okay. I'm happy to unload your luggage. In the meantime, why don't you check in at the front desk?

**Guest:** All right. Thank you very much.

### Unit3

**Guest (W):** Excuse me, can you direct me to the pool?

**Elevator operator (M):** Of course! First, take the elevator to the ground floor.

**Guest:** That's what I thought! Then what?

**Elevator operator:** Go right as you leave the elevator.

**Guest:** Do I pass the front desk?

**Elevator operator:** Yes, you do. And keep going down the hall. Turn right again at the ice machine.

**Guest:** Oh, I think I took a wrong turn the last time.

**Elevator operator:** Just look for the fitness center. The swimming pool is not far from there.

### Unit 4

**Front desk clerk (W):** Good afternoon, Mr. Clark. How can I help you?

**Guest (G)** My wife and I want to go to a show tonight. But we don't want to take our kids.

**Front desk clerk:** Well, we offer free babysitting.

**Guest:** How does that work?

**Front desk clerk:** You just leave your children in the childcare office. It's on the second floor.

**Guest:** Is there anything for the kids to do there?

**Front desk clerk:** Yes. There's a playroom with a lot of toys.

**Guest:** Good! The babysitting service sounds perfect!

### Unit 5

**Hotel Guest (W):** Excuse me, do you work here?

**Parking Attendant (PA)** Yes, ma'am. I'm a parking attendant.

**Hotel Guest:** Perfect! I'd like to use the valet service.

**Parking Attendant:** I can help you with that. May I have your car keys?

**Hotel Guest** Sure, here you go. Do you need anything else?

**Parking Attendant:** No, but please make sure to remove any valuables from your car.

**Hotel Guest:** Of course. I have my purse and cell phone with me.

**Parking Attendant:** Okay, here's your valet ticket. You need that in order to pick up your car.

### Unit 6

**Booking Agent (BA)** Thank you for calling the Royal Point Hotel Reservations Department. My name is Sam. How may I help you?

**Guest (G):** Hello. I'd like to book a room.

**Booking Agent:** We offer two room types: the deluxe room and a luxury suite.

**Guest:** What's the difference between the deluxe room and a suite?

**Book Agent:** For one, the suite is very large. In addition to a bedroom, it has a kitchen, living room and dining room.

**Guest:** But is it more expensive?

**Booking Agent:** Yes, it is.

**Guest:** It sounds nice. But I think a deluxe room is enough for me.

### Unit 7

**Hotel Employee (W):** Welcome to the Royal Point Hotel. How may I help you today?

**Guest (G)** Hi. I want to check in.

**Hotel Employee:** Do you have a reservation?

**Guest:** Yes, I do.

**Hotel Employee:** Okay. What name is the reservation under?

**Guest:** Edward Green.

**Hotel Employee:** All right, Mr. Green. Your reservation is for a single non-smoking room. And you're staying for two nights. Is that correct?

**Guest:** Yes, that's right.

### Unit 8

**Head Waiter (M):** Hi, Rebecca. I'm Jim, the head waiter. Thanks for coming.

**Applicant (W):** My pleasure. The Post Meridian seems like a great place to work.

**Head Waiter:** it really is. So, you work at another restaurant right now?

**Applicant:** Yes. I'm a server at the Riley Cafe. But I need more shifts.

**Head Waiter:** Well, experience as a server is good. What are your responsibilities there?

**Applicant:** I take orders, deliver food and set out napkins and utensils.

**Head Waiter:** I see. Sometimes we need our waitstaff to help the hosts, too.

**Applicant:** Thafs fine. I also have experience as a hostess.

### Unit 9

**Hostess (F):** Thank you for calling the Post Meridian Restaurant. This is Natalie. How can I help you?

**Patron (M):** Hi. I'd like to reserve a table for tonight.

**Hostess:** Of course. May I have your name, sir?

**Patron:** It's Mark Billings.

**Hostess:** Okay, Mr. Billings. I don't have any openings until 8 o'clock. Is that okay?

**Patron:** Yes, that works.

**Hostess:** Great. How many people are in your party?

**Patron:** Three - thafs two adults and one toddler. Do you provide high chairs?

**Hostess:** Yes, sir, we can arrange that.

### Unit 10

**Hostess (W):** Good morning, and welcome to the Post Meridian Restaurant.

**Customer (M):** Good morning. I have a breakfast voucher. Here you go.

**Hostess:** Thank you, Mr. Doherty.

**Customer:** I see there's a buffet. Is that where I get my food?

**Hostess:** Actually, you have the a la carte option.

**Customer:** What does that mean?

**Hostess:** It means you choose exactly what you want from the menu.

**Customer:** Great! May I look at the menu?

**Hostess:** Certainly. A server will be here to take your order shortly.

### Unit 11

**Bartender (B)** Good evening. What can I get you to drink?

**Customer (W):** I'm not sure if I feel like a beer or wine. Can I see the wine list?

**Bartender:** Sure. We have red wine and white wine by the glass.

**Customer:** I think I'll have a glass of the house red.

**Bartender:** Good choice. Can I see some ID?

**Customer:** Sure, here you go.

**Bartender:** Thank you. Enjoy your wine.

**Customer:** Cheers.

### Unit 12

**Sous Chef (W):** How long until we open the restaurant?

**Line Cook (M):** It's a quarter to six, so we have 15 minutes before opening.

**Sous Chef:** Is all the prep work done?

**Line Cook:** Yes, ma'am.

**Sous Chef:** What station are you working tonight?

**Line Cook:** I'm in charge of the fish station.

**Sous Chef:** Excellent. Our special for tonight is salmon.

**Line Cook:** So I'll probably need some help. Is there a swing cook available tonight?

**Sous Cook:** Yes. And he's great with fish.

### Unit 13

**Line cook (W):** Hi, Kevin. I need your help.

**Dishwasher (M):** What's up, Kathy?

**Line cook:** I need a spatula, but I think we're out of clean ones.

**Dishwasher:** Yes, there's a pile of them at the sink. Do you need me to wash a few for you?

**Line cook:** Yes, please. And can you wash the grater for me, as well?

**Dishwasher:** Sure, I'll do that right away.

**Line cook:** Thanks a lot! Please leave the clean utensils at my station.

**Dishwasher:** No problem.

### Unit 14

**Sales Representative (W):** Com Kitchen Industries. This is Gillian Watkins.

**Executive Chef (M):** Hello, Ms. Watkins. This is John Gibson from the Post Meridian Restaurant.

**Sales Representative:** Good afternoon, Mr. Gibson. How can I help you?

**Executive Chef:** I received a letter from your company yesterday.

**Sales Representative:** Are you interested in placing an order for any of those products?

**Executive Chef:** Yes, I'd like to order the Mix-a-Lot Mixer.

**Sales Representative:** Excellent choice. I just need a credit card number to place the order.

**Executive Chef:** Oh, I don't have my card. I'll find it and call again.

### Unit 15

**Sous chef (W):** Jack, can you please prep the salads on tonight's menu?

**Prep cook (M):** Sure. What ingredients do I need?

**Sous chef:** Lettuce, tomatoes and cucumbers. It's all on the prep list.

**Prep cook:** OK. Do you want me to peel the cucumbers?

**Sous chef:** Yes. But first, wash all of the ingredients.

**Prep cook:** Will do. Am I supposed to slice or julienne the tomatoes?

**Sous chef:** According to the prep list, you need to slice them.

**Prep cook:** That's what I thought. I'll do that right away.

## **Part 2.**

### **Unit 1.**

**Booking Agent (M):** Good afternoon. You've reached the Royal Point Hotel. How may I help you?

**Customer (W):** Hi - I'd like to make a reservation for the month of July.

**Booking Agent:** All right. How many guests will be staying in the room?

**Customer:** I'll be traveling with my husband and three children.

**Booking Agent:** Excellent. How many beds will you need?

**Customer:** Well, at least two.

**Booking Agent:** Okay. There are double rooms with a garden view available. Or if you want more space, you can take a deluxe suite.

**Customer:** The suite sounds good, but I'll stick with the double room. Also, I want to use a coupon for a discount.

**Booking Agent:** Very well. We'll charge you the rack rate right now.

**Customer:** When will I get the discount?

**Booking Agent:** You'll receive the discount when you check in. Just remember to give your coupon to the clerk at the desk.

### **Unit 2**

**Front desk clerk (M):** Good morning, Ms. Jones. Did you have a good night?

**Guest (W):** Oh, yes! It was great. The room service here is excellent.

**Front desk clerk:** You know, as a loyalty program member, you can get room service for free.

**Guest:** Really? Does it cost me anything to join?

**Front desk clerk:** No, the program is our way of thanking you for staying at our hotel.

**Guest:** Can you tell me more about it?

**Front desk clerk:** Well, you start as a silver level member. So you get certain rewards, like the turndown service. When you get more points, you can be a higher level member.

**Guest:** How do I earn points?

**Front desk clerk:** It's pretty easy. Every time you check into one of our hotels, you earn points. We even have partner airlines. When you fly with Royal Jet, you get points, too.

**Guest:** That sounds really good; I travel a lot on business.

**Front desk clerk:** Would you like to sign up? I can give you a membership card right now.

**Guest:** Yes, I think that'd be great!

### **Unit3**

**Agent (W):** Thank you for calling the Royal Point Hotel Reservations Department. This is Ann Logan speaking.

**Customer (M):** Hello, Ms. Logan. This is Mark Wilson.

**Agent:** Good morning, Mr. Wilson. How can I assist you?

**Customer:** I received the reservation confirmation this morning. Thank you.

**Agent:** Wonderful! Was all of the information correct?

**Customer-** Actually, I did find one problem.

**Agent:** What was it?

**Customer:** The check-out date is not right.

**Agent:** I can fix the reservation for you right now. What date are you departing?

**Customer:** On March 26th.

**Agent:** Okay, Mr. Wilson. I've made that change to the departure date.

**Customer:** Will you send me a new confirmation?

**Agent:** Yes, sir. I'll email it to you right now.

#### Unit 4

**Team leader (W):** Good afternoon, Kevin. How are you?

**Housekeeper (M):** I'm doing well, thanks.

**Team leader-** Are you almost done for the day?

**Housekeeper:** Yes. I just finished the last stay-over on my list.

**Team leader:** Great. Were you very busy today?

**Housekeeper:** Yes, I had seven check-outs.

**Team leader.** Wow! That's more than usual, isn't it?

**Housekeeper:** Yes ... but we're always busy on the weekends. Before I forget, I want to mention something.

**Team leader-** Sure - what is it?

**Housekeeper.** The guests in 245 have had a DND up all morning. What should I do?

**Team leader:** Since your shift is about over, don't worry about it. The guests may request cleaning service later. But I'll take care of it.

**Housekeeper:** Okay. I guess that I'm done then. I'll see you tomorrow.

#### Unit 5

**Concierge (M):** Good evening, ma'am. How may I be of assistance?

**Guest (W):** Would you be able to get two tickets to the theater tonight?

**Concierge:** I can certainly try. What type of show are you interested in?

**Guest:** A musical would be perfect. I've always wanted to see Song of My Heart.

**Concierge:** I can get tickets to tonight's show of Song of My Heart. But I may only be able to get balcony seats.

**Guest:** I'd really prefer something closer.

**Concierge:** I'm afraid it's too late to get tickets in the other sections.

**Guest--** What if I pay extra?

**Concierge:** Well, I can speak to my contact at the theater and see if there's anything else available.

**Guest:** I would really appreciate that.

**Concierge:** I'll call your room within the next hour with information about the show. What's your room number?

**Guest:** I'm in 204.

**Concierge:** Thank you, ma'am. I hope that I can assist you.

#### Unit 6

**Front desk clerk (M):** Good evening, ma'am. How may I help you?

**Guest (W):** Hello. I need to find a way to go to the airport tomorrow morning.

**Front desk clerk:** Well, there are a number of options available.

**Guest:** I understand that there's a bus that goes to the airport from here.

**Front desk clerk:** That's right. The bus stop is on Kent Street.

**Guest:** How often does it depart?

**Front desk clerk:** If I remember correctly, it runs every half hour from 8 a.m. to 8 p.m.

**Guest:** That's no good. My plane leaves at 7.

**Front desk clerk:** You might be interested in our airport shuttle service. It leaves whenever you want. And takes you straight to the check-in counter at the airport.

**Guest:** How much does it cost?

**Front desk clerk:** It's free. Though tips are always welcomed.

**Guest:** I'd like to schedule the service for tomorrow morning at 5 a.m.

**Front desk clerk:** Certainly. The driver will be waiting for you!

## Unit 7

**Guest (M):** What's going on? What's that noise?

**Hotel employee (W):** That's the fire alarm, sir. There's a small fire in the hotel.

**Guest:** Fire? Oh my goodness! Where is it?

**Hotel employee:** It's in a guest room on the third floor.

**Guest:** The third floor! That's near my room. All of my things will burn!

**Hotel employee:** Sir, it's very important that you stay calm.

**Guest:** But what about my belongings?

**Hotel employee:** There's a sprinkler system. It will protect your items if the fire reaches your room.

**Guest:** What am I supposed to do now?

**Hotel employee:** For now, we have to evacuate the building.

**Guest:** I don't understand. I thought you said it was just a small fire.

**Hotel employee:** That's correct. But we're evacuating the building as a precaution.

**Guest:** I see. I guess I need to find the nearest exit then.

**Hotel employee:** That's right. Just take the stairs down to the ground level. You'll see the exit at the bottom of the stairs.

## Unit 8

**Front Desk Clerk (W):** Good morning, Mr. Samson. How may I help you?

**Guest (M):** Hello. I need to check out.

**Front Desk Clerk:** Okay. Did you already receive a copy of the bill?

**Guest:** Yes, and I have a question about one of the charges.

**Front Desk Clerk:** What's your question?

**Guest:** There's a dining service charge for five dollars. What's that for?

**Front Desk Clerk:** It's a room service fee. That's charged in addition to the cost of your food.

**Guest:** I see. In that case, I'm ready to pay.

**Front Desk Clerk:** How will you be paying?

**Guest:** Just put it on my Mastercharge card.

**Front Desk Clerk:** Okay. That's taken care of. Thank you for choosing the Royal Point Hotel!

**Guest:** Thank you. Oh, and here's my room key.

## Unit 9

**Hostess (W):** Good evening, sir. Welcome to the Post Meridian Restaurant. Do you have a reservation?

**Customer (M):** Yes. It's under "Jackson".

**Hostess:** Here it is: Mr. Jackson, party of four.

**Customer:** Actually, I'm expecting two more people. Is it possible to get a table for six?

**Hostess:** Yes, but I'm afraid there would be a short wait.

**Customer:** How long will the wait be?

**Hostess:** About ten minutes. Is that okay?

**Customer:** Yes, that's fine.

**Hostess:** And I just want to remind you that we can't seat your party until everyone is here.

**Customer:** That's okay. I'm sure my companions will be here on time.

**Hostess:** Perfect! Here's a pager. It'll buzz when your table is ready.

**Customer:** Thank you for your help.

## Unit 10

**Server (W):** Hi - my name's Brittany and I'll be your server today.

**Customer (M):** Hi. I have a question about the menu.

**Server:** What is it?

**Customer:** I see you have potato skins. How are those prepared?

**Server** The potato skins are baked, sir.

**Customer:** I see. And are they very spicy?

**Server:** No, but they are salty.

**Customer:** Oh, I don't like salty food. I'd rather have something sweet.

**Server:** Then you might like the fried chicken strips.

**Customer:** Are those sweet?

**Server:** Well, the chicken isn't sweet. But the dipping sauce that comes with it is.

**Customer:** That sounds fantastic. Thanks!

### Unit 11

**Server (W):** Good evening. My name is Shirley and I'll be your server tonight. Can I get you started with an appetizer?

**Customer (M):** Yes, I'd like to try the stuffed mushrooms.

**Server** Perfect! I'll be back with those in just a few moments.

**Customer:** Actually, I'm ready to order my entree as well.

**Server:** Okay. What will you have?

**Customer:** I'd like the steak, please.

**Server:** How would you like that cooked? Rare, medium rare or well done?

**Customer:** Medium is fine.

**Server:** Medium rare ... Okay. So you're starting with the stuffed mushrooms. And then you'll move on to a medium-rare steak.

**Customer:** Actually, I think I'd like to have the shrimp cocktail instead of the stuffed mushrooms.

**Server:** Not a problem. Those will be ready in a few moments.

**Customer** Thanks very much.

### Unit 12

**Attendant (M):** Good evening, ma'am. I have your room service order. May I come in?

**Guest (W):** Yes, of course.

**Attendant:** Where would you like me to put the tray?

**Guest:** There's space on the table.

**Attendant:** Okay. Here's your cutlery and napkin. Is there anything else I can do for you?

**Guest:** No, everything is fine, thanks.

**Attendant:** Very well. Could you please sign the receipt?

**Guest:** Sure. Um ... I see there's an extra fee on here. What's that about?

**Attendant:** After midnight the hotel adds a late-night fee to all deliveries.

**Guest:** That makes sense. One more thing-what do I do with the tray after I finish eating?

**Attendant:** Just place it on the cart outside your door. Someone will remove it for you.

**Guest:** Great. Have a good night!

### Unit 13

**Job candidate (W):** Good morning. I'm here about the banquet server position.

**Employee (M):** Okay - you'll have to fill out an application.

**Job candidate:** No problem. I do have one question, though.

**Employee:** Sure - what is it?

**Job candidate:** Well, the website says experience is preferred. Does that mean experience as a banquet server?

**Employee:** No, not necessarily.

**Job candidate:** Oh, good. I've never worked in banquets.

**Employee:** Basically, we're looking for people who have worked in food service before.

**Job candidate:** Food service ... like as a server at a restaurant?

**Employee:** Exactly. Do you have any experience waiting tables?

**Job candidate:** Actually, yes.

**Employee:** That's helpful. Make sure to mention that on your job application.

**Job candidate:** Thanks, I will.

## Unit 14

**Worker (W):** Chef, there's a truck outside of the kitchen.

**Chef (M):** That must be the food shipment.

**Worker:** Do you want me to unload the boxes?

**Chef:** No, someone else will unload them. But you can help put the food away.

**Worker:** I'd be happy to help.

**Chef:** This is a shipment of dry goods - mostly pasta - and canned food.

**Worker:** All of that goes in the pantry, right?

**Chef:** That<sup>1</sup> s right. When you start, can you do me a favor?

**Worker:** Sure - what is it?

**Chef:** Make sure to move up the older items to the front of the shelf. And put the new items in the back.

**Worker:** No problem. I used the "first in, first out" system at my old job, too.

**Chef:** Good. That helps us use the food before it goes bad.

## Unit 15

**Vendor (W):** Thank you for calling Seaside Distribution. This is Beth.

**Executive Chef (M):** Hi, Beth. This is Jason Arnold from the Post Meridian Restaurant.

**Vendor:** Oh, hi Jason. How can I help you?

**Executive Chef:** I need to order some steak.

**Vendor:** No problem. How much do you need?

**Executive Chef:** Well, we're about 5 kilograms under par.

**Vendor:** 5 kilos of steak, then. And how are you set for shrimp?

**Executive Chef:** We have plenty of shrimp. Why do you ask?

**Vendor** We're offering a deal on shrimp right now. Order 10 kilograms or more and get it at half price.

**Executive Chef:** That's a good deal. I'll take 20 kilos of shrimp. I can use it in a steak and shrimp special at the restaurant.

**Vendor:** Okay. Now, what delivery date would work best for you? We can deliver the items to your restaurant on March 3rd or March 13th.

**Executive Chef:** March 3rd would be great. Thank you.

## Part 3.

### Unit 1.

**Coordinator (M):** Thank you for calling the Royal Point Hotel. This is Dave Stuart. How may I help you?

**Caller (W):** Good morning. I'm calling for information about your event facilities.

**Coordinator:** May I ask what type of event you're hosting?

**Caller:** Yes, I'm planning my wedding.

**Coordinator:** Congratulations! And what did you have in mind for your wedding?

**Caller:** I'd like to have our wedding ceremony outside.

**Coordinator:** I don't think we'll have a problem accommodating you. We do have an outdoor venue, which offers beautiful views of Hourglass Lake.

**Caller:** That sounds perfect! But, I do have one concern.

**Coordinator:** What is it?

**Caller:** Well, what if it rains on the day of our wedding? Everything would be ruined.

**Coordinator:** Actually, we create contingency plans for all outdoor events. So even if the weather's bad, the event can still continue.

**Caller:** What kind of contingency plans have been used in the past?

**Coordinator:** Well, we can provide tents outdoors. And those protect from light showers.

**Caller:** But... what if the weather is really terrible?



**Coordinator:** Then we can move the ceremony inside to the Vivaldi Ballroom. It has views of all the gardens and the lake.

**Caller:** That seems like a good alternative. Thank you for the information.

**Coordinator:** No problem. And please feel free to contact me if you have any more questions.

## Unit 2

**Hotel employee (M):** You have reached the Meetings and Events Department at the Royal Point Hotel. This is Mark. How may I assist you?

**Business Manager (W):** Hi - I'm organizing a conference for my company.

**Hotel Employee:** Can you tell me the dates of your conference?

**Business Manager** Actually, I'm not ready to book anything yet. I just want to learn more about your facilities.

**Hotel Employee:** OK, I'll be glad to answer any questions.

**Business Manager:** First of all, can you tell me how many people fit in your conference rooms?

**Hotel Employee:** Our largest rooms can accommodate 100 people.

**Business Manager:** That's perfect. And what kind of equipment is available?

**Hotel Employee:** All of the conference rooms come equipped with sound and video equipment.

**Business Manager:** Does that mean that there are microphones available?

**Hotel Employee:** That's right. And we also have equipment for video-conferencing.

**Business Manager** I don't think we'll need that. We will, however, need a projector. Can you supply one?

**Hotel Employee:** Yes, ma'am. Our staff will even set it up before the conference starts.

**Business Manager:** Excellent. What sort of technical assistance do you offer?

**Hotel Employee:** We have onsite technicians that can help you resolve any problems you may encounter.

**Business Manager:** Great. Thanks for the information. I'll be in contact soon.

## Unit3

**Front desk clerk (W):** You've reached the front desk at the Royal Point Hotel. This is Sarah speaking. How may I assist you?

**Guest (M):** Good evening. I need a wake-up call tomorrow morning.

**Front desk clerk:** I'll gladly arrange that for you. I just need a few details.

**Guest:** Okay.

**Front desk clerk:** Your name, please?

**Guest:** It's Simon Brown.

**Front desk clerk:** What room number are you in, Mr. Brown?

**Guest:** I'm in room 415.

**Front desk clerk:** Perfect. Now I just need to know when you'd like the wake-up call.

**Guest:** At five o'clock sharp, please.

**Front desk clerk:** Okay, so your room number is 4-5-0 and you want the wake-up call at 5am. Is that correct?

**Guest:** No, my room number is 4-1-5.

**Front desk clerk:** I apologize. I'll correct that right away.

**Guest:** Great - thanks!

**Front desk clerk:** I've scheduled your wake-up call. Is there anything else I can assist you with, Mr. Brown?

**Guest:** Nope, that's all. Thanks for your help!

## Unit 4

**Front Desk Clerk (W):** Good evening, sir. How may I assist you?

**Guest (M):** I requested a double room, but there's only one bed in my room.

**Front Desk Clerk:** Let me look up your reservation. May I have your name?

**Guest:** George Foster.

**Front Desk Clerk:** Okay, Mr. Foster... according to our records, the reservation was for a deluxe single room.

**Guest:** But my confirmation says "double".

**Front Desk Clerk:** Here's what happened - the website you used to book your room forwarded us incorrect information.

**Guest:** You're kidding!

**Front Desk Clerk:** I apologize for the inconvenience, Mr. Foster. But I will try my best to accommodate you.

**Guest:** Will I be charged the rates for a deluxe room?

**Front Desk Clerk:** Certainly not. The rate for a double room will apply.

**Guest:** Are there any double rooms available?

**Front Desk Clerk:** Unfortunately, no.

**Guest:** I'm traveling with my children. Where will they sleep?

**Front Desk Clerk:** I can offer you an upgrade to a suite. It has two beds in the bedroom. Would that work?

**Guest:** Yes. That would be great! Thanks for your help.

## Unit 5

**Front Desk Clerk (W):** You've reached the front desk. This is Lorraine speaking.

**Guest (M):** Hello, this is Mr. Park. I'm in room 586.

**Front Desk Clerk:** What can I assist you with, Mr. Park?

**Guest:** I'm having a bit of, urn, a problem.

**Front Desk Clerk:** Can you tell me what the problem is?

**Guest:** Well, the toilet in my room is overflowing.

**Front Desk Clerk:** I'm sorry to hear that. I'll alert housekeeping right away.

**Guest:** Great!

**Front Desk Clerk:** You said that you're in room 586, right?

**Guest:** That's right. Excuse me, but how long will the housekeepers be?

**Front Desk Clerk:** Approximately fifteen minutes.

**Guest:** What are we supposed to do until they arrive?

**Front Desk Clerk:** Actually, you don't have to do anything. But I will need to move you to another room.

**Guest:** OK. I think that's probably best.

**Front Desk Clerk:** I have another double room on the fourth floor.

**Guest:** That sounds fine. I'll go down to the front desk and pick up the key right now.

## Unit 6.

**Desk Clerk (M):** You've reached the front desk at the Royal Point Hotel. This is Donald.

**Guest (W):** Hi - this is Ms. Wilson in number 504.

**Desk clerk:** Good evening, Ms. Wilson. Is there anything I can help you with?

**Guest:** Well, I hope so. There's a real problem here.

**Desk clerk:** What exactly is the situation?

**Guest:** The problem is that my room is right next to the elevator and I can hear it running.

**Desk clerk:** I see. And you're having trouble getting to sleep?

**Guest:** That's right. At this rate, I'll never get any rest!

**Desk clerk:** I do apologize for that. Could I offer you a different room?

**Guest:** Do you have one that's far away from the elevator?

**Desk clerk:** Yes, ma'am. I have one available further away from the elevator on the fifth floor and another on the sixth with a mountain view.

**Guest:** Would I be charged extra if I move into the room with the mountain view?

**Desk clerk:** No, ma'am. The rate for your original room would apply.

**Guest:** Well, okay. I guess I'll take the room on the sixth floor.

**Desk clerk:** Great. I'll send the bellhop to help you move your luggage right away. He'll also have your new key.

**Guest:** Thank you very much for your help.

**Desk clerk:** You're welcome. I hope you enjoy the rest of your stay with us. And please do not hesitate to contact the front desk if you have any other problems.

## Unit 7

**Hotel Guest (W):** Excuse me.

**Security Guard (M):** How can I help you, ma'am?

**Hotel Guest:** Well, it may be nothing, but I thought I should report some suspicious activity.

**Security Guard:** What did you see?

**Hotel Guest:** I was in the parking garage and there was a group of teenage boys there.

**Security Guard:** What were they doing?

**Hotel Guest:** I'm not sure. They were standing next to a very expensive car.

**Security Guard:** Are you sure it wasn't their vehicle?

**Hotel Guest:** I don't think it was. They didn't get in. And one of the boys was bending down next to the driver's side door.

**Security Guard:** Was he trying to break in?

**Hotel Guest:** It was hard to tell. But when they saw me, they stepped away from the car.

**Security Guard:** What happened then?

**Hotel Guest:** I left right away. The whole situation made me nervous.

**Security Guard:** You did the right thing. Thank you for reporting the incident.

**Hotel Guest:** You'll look into it?

**Security Guard:** I'll check it out right now.

## Unit 8

**Front Desk Clerk:** Hello, sir. How may I help you today?

**Guest (G):** Hi. Can I exchange some money here?

**Front Desk Clerk:** Yes, sir.

**Guest:** Excellent! I really didn't feel like going all the way down to the bank.

**Front Desk Clerk:** No, there's no need for that. What type of currency would you like to exchange?

**Guest:** I have dollars. And, of course, I want euros. What's the rate these days, anyway?

**Front Desk Clerk:** It's 0.73 euros to the dollar.

**Guest:** Wow! The dollar was worth a lot more the last time I visited Europe.

**Front Desk Clerk:** Those are the current exchange rates, though.

**Guest:** Oh, I understand. So, what kind of a commission do you take?

**Front Desk Clerk:** We have a ten percent commission.

**Guest:** That's fair enough.

**Front Desk Clerk:** Also, you should know that we don't buy back any currency. So you should only exchange as much money as you think you'll need.

**Guest:** That's good to know. Urn, okay. I want to exchange two hundred dollars.

**Front Desk Clerk:** Okay, sir. I'll just need you to fill out this form and then you'll be all set.

**Guest:** Sure. Thanks for your help.

## Unit 9

**Server (W):** Good evening and welcome to the Post Meridian Restaurant. Would you like to hear tonight's specials?

**Customer (M):** Sure!

**Server:** Okay. First, we have a beef short rib. That's braised and served with a side of fresh fruit.

**Customer:** Are there any other specials?

**Server:** Yes, we also have venison leg. The venison is spice-crusted and served with a pumpkin puree.

**Customer:** I've never had venison before. How is it?  
**Server:** Well, it tastes similar to some leaner cuts of beef. But the flavor is definitely distinct.  
**Customer:** Hmm ... those both sound fantastic. I don't know how I'll decide!  
**Server:** If you're a fan of classic dishes, the short rib won't disappoint you.  
**Customer:** It does sound delicious. But I'm feeling pretty adventurous.  
**Server:** Then may I suggest that you try the venison?  
**Customer:** Okay, I'll go with the venison.  
**Server:** Excellent choice. I think you'll be pleased. Will there be anything else, sir?  
**Customer:** Urn, well, can you tell me which wine would go well with the venison?  
**Server:** Yes, our sommelier created a wine pairing that's sure to impress. He suggested the Red Wheel Cabernet Sauvignon. It's a red wine from California.  
**Customer:** That sounds great. I'll take a glass of that, please.

## Unit 10

**Customer (W):** Excuse me.  
**Server (S):** Yes, ma'am. What can I do for you?  
**Customer:** It's about our food.  
**Server:** Is there a problem?  
**Customer:** I asked for my steak to be prepared medium-well and it's very underdone.  
**Server:** I'm so sorry ma'am.  
**Customer:** And my son has the opposite problem. His chicken is overcooked. In fact, it's actually burned on one side.  
**Server:** I'll take the dishes back to the kitchen right away. There might be a slight wait while we prepare fresh plates.  
**Customer:** How long do you think that will be? We have theater tickets.  
**Server:** Maybe fifteen minutes, but I'll make sure your food is a priority.  
**Customer:** Thank you.  
**Server:** I really am so sorry for the inconvenience. Perhaps while you're waiting you could look at the dessert menu. Any dessert you order will be on the house.  
**Customer:** Okay. That sounds good. We don't have much time though.  
**Server:** I'll bring the dessert the second you finish your entree.  
**Customer:** I'd appreciate that.  
**Server:** No problem, ma'am.

## Unit 11

**Customer (W):** Waiter? Check please!  
**Waiter (M):** Here you go, ma'am.  
**Customer:** Thanks. I have a quick question.  
**Waiter:** Go ahead.  
**Customer:** I want to pay with my credit card. Can I put the tip on my card? Or do I need to pay that with cash?  
**Waiter:** There will be a line on the receipt where you can add a tip. Cash is fine, too.  
**Customer:** Do you take Mastercharge?  
**Waiter:** We accept all major credit cards.  
**Customer:** Great.  
**Waiter:** Will that be all?  
**Customer:** Well, I notice there's only one check for the four of us. My friends wanted a separate check.  
**Waiter:** I'm very sorry ma'am, but it's our policy to only provide separate checks if you ask at the beginning of the meal.  
**Customer:** So we all have to pay together?  
**Waiter:** I'm afraid so.  
**Customer:** I wish I had known! Anyway, I guess you can put it all on the Mastercharge card.

**Waiter:** Thank you. I apologize for the confusion. I'll be right back with your receipt.

## Unit 12

**Caller (W):** Okay, Paulo, I've got three steaks for table four.

**Line Cook (M):** How should I cook those?

**Caller:** Two medium well, please.

**Line Cook:** What about the third one?

**Caller:** Rare. And go easy on the salt.

**Line Cook:** Okay, I'm on it. It'll be ready in twelve minutes.

**Caller:** Wait a minute! Hold off on the steaks!

**Line Cook:** What's up?

**Caller:** We've got a rush order for table twelve.

**Line Cook:** What's the order?

**Caller:** One grilled salmon, cooked through, with wild rice and steamed vegetables.

**Line Cook:** Is there anything else?

**Caller:** Yes, we also need one pork special, with sauce on the side. Start with the pork.

**Line Cook:** No problem. That order will be up in ten minutes.

**Caller:** One last thing... table two sends their compliments to the chef.

**Line Cook:** Thanks. I'm glad they liked the food.

## Unit 13

**Official (M):** Ms. Roderick? Do you have a moment?

**Manager (W):** Of course, Mr. Stevens. Are you done with the health inspection?

**Official:** Yes. I've just finished looking everything over.

**Manager:** So, are we in the clear?

**Official:** Most everything seems fine. But there is one thing I have to bring to your attention.

**Manager:** Uh oh. What is it?

**Official:** It's your drainboards.

**Manager:** On the sinks? What exactly is the problem?

**Official:** Well, the local health department requires all sinks to have appropriately sized drainboards.

**Manager:** And our drainboards aren't the right size?

**Official:** I'm afraid not.

**Manager:** So what can we do to fix it?

**Official:** I know it's a hassle, but you'll have to install new drainboards.

**Manager:** I understand. How long do we have to install them?

**Official:** I'll be returning to the restaurant for another inspection in two months.

**Manager:** And as long as we install new drainboards, we won't get a citation?

**Official:** That's right.

## Unit 14

**Operator (M):** Hi, Kelly - I heard you're leaving us for a management position. Congratulations!

**Supervisor (W):** Thanks, Jeff. I'm really excited. You know, my old job is going to be open.

**Operator** I know. We're really going to miss you around here.

**Supervisor:** Thanks. About the supervisor job... I think you should apply for it.

**Operator:** Really? I just don't know if my qualifications are strong enough. And I haven't updated my resume in ages.

**Supervisor:** I'd be happy to help you with your resume. What do you need to change?

**Operator:** Well, the problem is that I don't have a lot of work experience. This is actually my first job.

**Supervisor:** That's okay. You've gained a lot of skills in this position, haven't you?

**Operator:** I sure have. I learned how to use the PBX equipment in just a few weeks. And I know all of the hotel's policies about taking and directing calls.

**Supervisor:** There you go. You should mention all of that in your resume. Basically, show how this job has prepared you to be a supervisor.

**Operator:** So I should highlight any leadership experience, right?

**Supervisor:** Oh, definitely. For example, be sure to mention that you've helped train new workers.

**Operator:** Okay. I'm still worried that my resume won't be strong enough.

**Supervisor:** Well, you can always list me as a reference.

**Operator:** Really? That would be so helpful!

**Supervisor:** Of course. I'll be glad to vouch for you and your skills. I really do think you would make an excellent supervisor.

## Unit 15

**Interviewer (W):** Hi, John. Thanks for coming in today. My name is Sarah Rogers and I'll be interviewing you.

**Candidate:** Hello. It's nice to meet you, Ms. Rogers.

**Interviewer:** Thanks. First off, I'd just like to ask why you're interested in working for Royal Point Hotel as Hotel Manager.

**Candidate:** Well, I'm currently working as an assistant hotel manager, but I'm looking to advance my career.

**Interviewer:** Okay. According to your resume, you've held that position for five years, right? **Candidate:** That's correct.

**Interviewer:** And what would you say has been your greatest accomplishment during those five years?

**Candidate:** Last year I created a very successful training system for new hotel employees.

**Interviewer:** Really? That's great.

**Candidate:** Yes, it's really helped our hotel run more smoothly.

**Interviewer:** So would you say you're a good leader then?

**Candidate:** Yes, but I'm always looking to improve.

**Interviewer:** Great.

**Candidate:** I've also attended many training sessions in hotel management.

**Interviewer:** It sounds like you're committed to improving. Now, I want to talk a little bit about your educational background.

**Candidate:** Of course.