

Receptionist Good evening, sir.

Gustavo Hi, my name is Gustavo Silva. I have a reservation.

Receptionist Thank you very much, Mr Silva. Could you spell your name, please?

Gustavo S-I-L-V-A.

Receptionist Thank you. Ah, yes. Mr Silva. Here's your room key.

Gustavo Is there a shop in this hotel?

Receptionist No, but there's a small grocery store in the next building.

Gustavo And is there any shampoo or conditioner in the room?

Receptionist Yes, sir.

Gustavo Thank you. Oh, and a wake up call, please.

Receptionist Of course. What time?

Gustavo At 7.00. But, what time's breakfast?

Receptionist From 6.00 to 7.30 a.m. in the dining room on the first floor.

Receptionist Good evening, sir/madam.

Gustavo Hi, my name is [your name]. I have a reservation.

Receptionist Thank you very much, Mr/Mrs [name]. Could you spell your name, please?

Gustavo [spell your name].

Receptionist Thank you. Ah, yes. Mr/Mrs [name]. Here's your room key.

Gustavo Is there a shop/sauna/gym/swimming pool/etc in this hotel?

Receptionist No, but there's a [alternative] in the next building/neighbourhood.

Gustavo And is there any shampoo or conditioner/coffee or tea/information about the town in the room?

Receptionist Yes, sir.

Gustavo Thank you. Oh, and a wake up call, please.

Receptionist Of course. What time?

Gustavo At [time]. But, what time's breakfast?

Receptionist From 6.00 to 7.30 a.m. in the dining room on the first floor.