

1

I've got it, sir.

2

Keep the change.

3

My name's Johns.
I've got a
reservation.

4

Here's the
confirmation
of my reservation.

5

All right, sir.

6

You've got a
double room.

7

Do you want a twin or
a double room?

8

Fill out the
registration form.

1

Your continental
breakfast's included.

2

English
breakfast and buffet
are extra.

3

Can I ask for
another key for
my wife?

4

Can I ask somebody
to take my luggage
to my room?

5

Come in.

6

The TV doesn't work.

7

The bulb
has burnt out.

8

The bed's broken.

1

The toilet's broken.

2

The sink tap
doesn't work.

3

The toilet paper
has run out.

4

Change the bed linen,
please.

5

There's no soap
in my room.
Can I ask for some?

6

Can I change this
room to a bigger one?

7

I've lost the mini
bar key.

8

Can I ask for an
adapter for a
continental plug?

1

The socket's broken.

2

Can I have a sunbed?

3

Where's the
gentlemen's
changing room?

4

I'd like a
Scotch whisky.

5

Put it on my room.
Here's the guest
card.

6

The machine's
in the entrance hall.

7

Can you change
5 pounds for the
machine, please?

8

Can I order
breakfast in
my room?

1

Tick the time
you need your
breakfast.

2

Is it extra?

3

How much is the
delivery charge?

4

Can I ask for a
morning call?

5

Do you have fried
or scrambled eggs?

6

Two rashers of
bacon and
mushrooms.

7

When can I clean
your room?

8

Can you come back
later, please?

1

I don't need the
room cleaning.

2

Is water free
of charge?

3

All drinks from
the mini bar are
extra.

4

Will you charge
it to my room
account?

5

I've lost my wallet
and passport.

6

I'm going to
the centre.

7

Can you please
show me our
hotel on the map?

8

I also wanted to
book some
theatre tickets.

1

No, I would say
the opposite.

2

My wife's
not coming.

3

I'm leaving tomorrow.
Can I book a taxi,
please?

4

How long
will it take to get
to the airport?

5

At 14.00 then.
When is check out
time?

6

Can leave my
luggage at the
concierge before
your taxi comes?

7

Can you call for
a doctor?

8

What's the problem?

1

What's the problem?

2

I think I have a fracture or a strong contusion.

3

It's a dislocation.

4

What's the charge?

5

I've got a high temperature.

6

I've got sunstroke.

7

I've got food poisoning.

8

I've got high blood pressure.

1

I've got low
blood pressure.

2

I've got problems
with my eyes.

3

I've caught a cold.

4

I've got pains
in my stomach.

5

I've got an abscess.

6

I've got a tumour.

7

I've got diarrhoea.

8

I've got a rash.

1

I've got problems
with my heart.

2

I've got a toothache.

3

I've got a
sore throat.

4

I've got an earache.

5

I've burnt myself.

6

I've got bad sunburn.

7

I've got a fever.

8

I've got a
runny nose.