

## British Hills

Activity 1: Listen and fill in the missing words from the box below.

Staff: Good afternoon. How may I help you?

Guest: Yes, hi. I have a \_\_\_\_\_ under the name Jackson.

S: Just a moment... yes, for \_\_\_\_\_ people for two nights?

G: Yes, that's right. My wife is parking the car.

S: No problem. Do you have any \_\_\_\_\_ please?

G: Is my \_\_\_\_\_ ok?

S: Of course. What time would you like \_\_\_\_\_ tomorrow? It is open 6.30 to 9.

G: Um, at 8 then please.

S: \_\_\_\_\_. Here is your key. Your room is on the \_\_\_\_\_ floor.

G: Thank you.

S: Can I help you with \_\_\_\_\_ else?

G: No, that's fine thanks.

S: You're welcome. Enjoy your \_\_\_\_\_.

stay	two	Certainly
2nd	anything	driver's license
identification	breakfast	reservation

Activity 2: Listen again, and answer the questions below.

What is the guests name?

\_\_\_\_\_

How long is she staying?

\_\_\_\_\_

What time is breakfast?

\_\_\_\_\_

Who is the guest staying with?

\_\_\_\_\_

What identification does she have?

\_\_\_\_\_