

**TRANSCRIPT OF RESERVATION
29 DECEMBER 2003 – 13H25 (GMT)**

1 ring

Employee: *(Greeting in local language giving a time of day greeting and name of hotel).*

Caller: *Hello, can you put me through to reservations please?*

Employee: *Sure, I put you through. Hold on a second please.*

16 rings

Employee: *(Greeting in local language announcing department and giving a time of day greeting).*

Caller: *Hello, is that reservations?*

Employee: *Yes may I help you?*

Caller: *Yes, is it possible to make a reservation please?*

Employee: *Yes for which date?*

Caller: *Okay, arrival the 9th of January.*

Employee: *9th of January, for how many nights?*

Caller: *Two nights please.*

Employee: *The weekend?*

Caller: *Yes.*

Employee: *Okay, no problem, what type of room would you like to book, a double room a suite, a junior suite?*

Caller: *No, just a double room is fine.*

Employee: *A double room, okay, and under which name sir?*

Caller: *(Gave last name).*

Employee: *Can you spell it for me?*

Caller: *Yes (Spelt name).*

Employee: *And the first name?*

Caller: *(Gave first name).*

Employee: *Arriving n the 9th of January for two nights.*

Caller: *Yes.*

Employee: *A double room for single occupancy or double occupancy?*

Caller: *Double occupancy.*

Employee: *Double occupancy, we have a special promotional rate, it's €195.00 including breakfast plus 7 % tax.*

Caller: *Including the breakfast was that?*

Employee: *Yes.*

Caller: *Okay, that should be okay then.*

Employee: *Okay, can I have your telephone number?*

Caller: *(Gave telephone number).*

Employee: *Okay, and I would need a credit card number to guarantee the booking.*

Caller: *(Gave credit card number).*

Employee: *And the expiration date?*

Caller: *(Gave expiry date).*

Employee: *Okay, I will repeat the credit card number (repeated credit card number in full).*

Caller: *Yes.*

Employee: *Okay, would you like a smoking or a non-smoking room?*

Caller: *We are non-smoking.*

Employee: *Non-smoking, okay would you like a reservation confirmation?*

Caller: *Yes, you could do, that would help.*

Employee: *By email or by fax?*

Caller: *Fax is easier.*

Employee: *Fax, can I have the fax number?*

Caller: *(Gave fax number).*

Employee: *Okay, you can check in at 12h00 on the arrival date and check out is also 12h00.*

Caller: *Well, we have a very early flight on the day of departure so...*

Employee: *Okay, and what time are you arriving?*

Caller: *Not sure yet.*

Employee: *Well, we have rooms available so as soon as you check in the room will be available and cancellation policy is 24 hours before arrival*

date.

Caller: *Thank you.*

Employee: *We have restaurants in the hotel would you like information or would you like to wait?*

Caller: *I'll wait till I get there because we will be probably be going out anyway.*

Employee: *Okay, I will send you a confirmation by fax.*

Caller: *Good.*

Employee: *Okay (used name).*

Caller: *Thank you.*

Employee: *Okay, you are welcome, bye-bye.*

Caller: *Good-bye.*