

# Phone conversation: Booking a Hotel

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**Hotel Clerk:** Hello. Sunnyside Inn. May I help you?

**Man:** Yes, I'd like to reserve a room for two on the 21st of March.

**Hotel Clerk:** Okay. Let me check our computer here for a moment. The 21st of May, right?

**Man:** No. March, not May.

**Hotel Clerk:** Oh, sorry. Let me see here. Hmmm.

**Man:** Are you all booked that night?

**Hotel Clerk:** Well, we have one **suite** available, complete with a **kitchenette** and a sauna bath. And the view of the city is great, too.

**Man:** How much is that?

**Hotel Clerk:** It's only \$200 dollars, plus a 10% room tax.

**Man:** Oh, that's a little too expensive for me. Do you have a cheaper room available either on the 20th or the 22nd?

**Hotel Clerk:** Well, would you like a smoking or a non-smoking room?

**Man:** Non-smoking, please.

**Hotel Clerk:** Okay, we do have a few rooms available on the 20th; we're full on the 22nd, unless you want a smoking room.

**Man:** Well, how much is the non-smoking room on the 20th?

**Hotel Clerk:** \$80 dollars, plus the 10% room tax.

**Man:** Okay, that'll be fine.

**Hotel Clerk:** All right. Could I have your name, please?

**Man:** Yes. Bob Maexner.

**Hotel Clerk:** How do you spell your last name, Mr. Maexner?

**Man:** M-A-E-X-N-E-R.

**Hotel Clerk:** Okay, Mr. Maexner, we look forward to seeing you on March 20th.

**Man:** Okay. Goodbye.

# Phone conversation: Ordering a Pizza

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**Employee:** Hello. Can I take your order?

**Customer:** Yes. I'd like a large **pepperoni** pizza with mushrooms and green peppers.

**Employee:** Would you like anything else?

**Customer:** Well, wait. Uh, can I make that a half-and-half pizza?

**Employee:** Sure. What would you like on each half?

**Customer:** Uh, what toppings do you have?

**Employee:** Well, we have Italian sausage, ham, mushrooms, onions, pineapple, black olives, green peppers, bacon, tomatoes, shrimp, clams, and squid.

**Customer:** Shrimp, clams, and squid!? What kind of pizza is that?

**Employee:** Uh, the manager spent some time overseas [*Oh.*], and thinks his new seafood pizza will **be a hit** with customers, but to be honest, the "Swimmer's Special," as he calls it, is an **acquired taste**.

**Customer:** Uh, I'll pass on the "Sink or Swim" special, but I'll have pepperoni and mushrooms on one half and green peppers and Italian sausage on the other. Oh, and could I get extra cheese on that pizza?

**Employee:** Alright. Would you **care for** any bread sticks or **beverage** with your order? [*Well . . . I don't know.*] Actually, we have a Friday night special going on right now [*Oh!*], and if you order any large pizza and drink, we'll **throw in** a free order of bread sticks, plus a three dollar **coupon** for use with your next pizza order.

**Customer:** Huh, sure, why not. And what drink comes with the pizza?

**Employee:** Either apple or orange juice.

**Customer:** I'll take orange juice.

**Employee:** Okay. Your total comes to fifteen nineteen, which includes tax. [*Okay.*] And could I have your name?

**Customer:** Uh, yeah, Jay Han.

**Employee:** Huh? Did you say "Jay Hand"?

**Customer:** No, it's "Han." Actually, it's a Korean name, but many people have difficulty **making it out**. Hey, maybe I SHOULD change my name to "Hand."

**Employee:** Ah, names are important; don't change it. [*Okay.*] Oh, and your address and telephone number?

**Customer:** It's 1340 South 16 East, and the phone number is 340-1870 (three-four-zero-eighteen, seventy).

**Employee:** Okay. Let me repeat your order. A large half-and-half pizza. [*Okay.*] One half with pepperoni [*Yeah.*] and mushrooms and the other with Italian sausage and green peppers. [*Yeah.*] Orange juice and your free order of bread sticks. Jan "Han," not "Hand," [*Yeah, that's right.*] at 1340 South 16 East, 340-1817. Is that correct?

**Customer:** Everything except for the phone number. It's 1870, not 1817.

**Employee:** Alright. Thanks for your order. It should arrive at your doorstep in 30 minutes or less, or you'll receive a free small pizza with your next order.

**Customer:** Great. Thanks.

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## Key Vocabulary

**pepperoni** (*noun*): a pork and beef sausage, sliced thinly for pizza  
- My students ordered a pepperoni pizza for lunch.

**be a hit** (*verb*): be popular  
- Ordering pizza for the party was a hit.

**care for** (*verb*): have a preference or liking for something  
- Would you care for anything else today?

**acquired taste** (*expression*): a taste that takes time to get used to  
- Some people say that learning to like sushi is an acquired taste.

**beverage** (*noun*): drink  
- What kinds of beverages do you want to serve at the party?

**throw in** (*verb*): add  
- That pizza shop always throws in a free drink with every order.

**coupon** (*noun*): a certificate used to receive money off on purchases  
- Let's use the pizza coupon that came in the mail.

**make something out** (*idiom*): understand or figure out  
- I couldn't make out what the customer ordered because of the poor telephone connection.

