

## Lesson 2: Hotel Upgrade

☑ متن مکالمه :

A: Good afternoon. What can I do for you?

B: I'd like to check in please. I have a reservation under the name Anthony Roberts.

A: All right R.O.B.E.R.T.S . . . Oh Mr. Roberts we've been expecting you . . . and here is your key card to the presidential suite.

B: But there must be some mistake; my reservation was for a standard room.

A: Are you sure? Let me double check.

B: Yeah. . . Here, this is my confirmation number.

A: You're right Mr. Roberts, there seems to be a mix up, unfortunately we're over booked at the moment.

A: Not to worry. We're pleased to offer you a complimentary upgrade.

B: Presidential suite baby!

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☑ لغات و اصطلاحات جدید :

check in

ثبت نام در هتل ( و هواپیما)

under the name ...

به نام...

reservation

رزرو کردن

confirmation

تاییدیه

mix-up

درهم و برهم ، گیج شدن

complimentary

رایگان

overbooked

پر ، بیش از اندازه رزرو شدن

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