

Pre-Intermediate 2
Unit 4 Dialog
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A Phone Call at a Hotel

A guest is calling the front desk of a hotel to ask for the things that she needs.

guest = a person who is staying in a hotel

guest ≠ host

call = phone, telephone

to ask for ... = **in order to** ask for ...

to = in order to = so as to

Desk Clerk: Front desk, May I help you?

Guest: Hello. This is Room 211. Could I please have a hair dryer?

front desk = a desk near the entrance to a hotel, office building, etc. where people go when they arrive and where they can get information, etc.

desk clerk = the receptionist of the hotel

➤ *A desk clerk works at the front desk of a hotel.*



hair dryer = a tool for drying your hair

Desk Clerk: Of course. We'll send one right up.

Guest: Oh, Good. Thanks. And could I have some extra towels, too?

We'll send one right up. = We will send a hair drier to your room very fast.

extra = additional, more

towel = a piece of cloth for drying one's hair or body

bathrobe = a big towel like a coat that you can wear

➤ *The guest is wearing a bathrobe now.*

Desk Clerk: Sure. We'll send some up with the hair dryer.

Guest: Great. Oh! And could I have some bottled water?

bottled water = water in a bottle; a bottle of water

bottle (noun) = a container for liquids

➤ *She needs a bottle of water.*

bottle (verb) = to pour a drink into a bottle

➤ *In this factory, we bottle mineral water.*

bottled (adjective) = in a bottle

➤ *She needs some bottled water.*

Desk Clerk: I'm sorry ma'am. We don't have any. But you can get some at the shops in the lobby.

Guest: OK. Thank you.

ma'am = madam

lobby = the big area on the ground floor of a hotel

Full Text:

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Desk Clerk: Sure. We'll send some up with the hair dryer.

Guest: Great. Oh! And could I have some bottled water?

Desk Clerk: I'm sorry ma'am. We don't have any. But you can get some at the shops in the lobby.

Guest: OK. Thank you.

Sample Summary:

A guest in Room 211 calls the front desk and asks for a hair dryer and extra towels. The clerk agrees to send them to her room. When the guest also asks for bottled water, the clerk informs her that they don't have any but she can buy some in the lobby shops.

Source:

[Pre-Intermediate 2 \(anglophone.ir\)](#)