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I just finished a huge project at work and I needed some **down time**. I decided to take a short vacation. I liked the idea of a long weekend out of town. My friend Sara offered to let me **crash** at her place in San Francisco, but I decided to stay at a hotel instead. Sara has a couple of roommates and I thought it might be too crowded.

I called the **toll-free** reservation number for a **major hotel chain**. The reservation **agent** was very helpful, after I got through the long **phone tree**.

Agent: Dutton Hotels. How may I help you today?

Jeff: I wanted to **check rates and availability** for your San Francisco location.

Agent: Certainly, I can help you with that. Will that be the **downtown** or **waterfront** location?

Jeff: The waterfront location.

Agent: What date do you plan to **check in**?

Jeff: I'd like to check in on October 12th and **check out** the 15th.

Agent: Okay, let me see what we have. For how many?

Jeff: One. And, if possible, I'm looking for a **non-smoking** room.

Agent: Sure, we have a non-smoking **queen** with an **ocean view** for \$189 or a **standard room** with a **courtyard** view for \$139 a night.

Jeff: I'd like to book the standard room.

Agent: Okay, your last name?

Jeff: Rama.

Agent: And, your first name?

Jeff: It's Jeff.

Agent: Okay, I have you booked in a standard non-smoking queen, checking in on October 12th and departing the 15th. What **major credit card** would you like to use to **guarantee** the reservation?

Jeff: A Visa.

Agent: The number and expiration?

Jeff: It's 7388-2424-3535- 1818 and the expiration is 05/08.

Agent: Your **confirmation number** is PD672. Is there anything else I help you with?

Jeff: No, that's all. Thanks.

Agent: Have a nice day and thank you for calling Dutton Hotels.