

Telephone conversation: reservation & confirmation

Caller

Receiver



Call the Grand Hotel

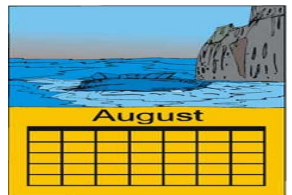
Grand Hotel Receptionist
Answer the phone & offer help.



Say your name & ask to
change your reservation

Reply & ask about new dates

Answer the questions



Call Sunset Holidays

Sunset Holidays
Answer and offer help



Say you want to confirm your
reservation

Ask about name & dates

Answer the questions

Confirm dates