



~Exchange Counter~

12. Location

Man: Excuse me, **where can I change my money?**

Woman: There (pointing) it's on the left side of the entrance door.

Man: Do you know how much is the value of Yen in Dollars?

Woman: I have no idea. Just go there and ask.





13. Exchange Money

Man A: **Could I get dollars with this Yen?**

Man B: Sure. I'll check the value of that money.

Man A: I'd also like to have some change; 10 pieces of \$10 bills,
20 pieces of \$1 bills.

Man B: Okay. Here you are.





14. Traveller's Check

Man A: **I'd like to change this traveller's check into cash.**

Man B: Let me see the check. Here's your money.

Man A: May I have a receipt, please?

Man B: Sure. Here it is.





~Transportation~

15. Porter

Man A: May I help you? Could I take your baggage?

Man B: Please. **Could you take my baggage to the taxi stand?**

Man A: Sure. Come, follow me.

Man B: Thank you. This is for you. (giving tips)



16. Information Counter

Tourist: Excuse me, where is the information counter?

Man: There, on the right side of the main door.

Tourist: Thank you.

(at the information counter)

Tourist: Excuse me; **can I have a city map?**

Officer: Here it is.

Tourist: Umm... **Where can I take a taxi?**

Officer: On the taxi stand outside this building.

Tourist: Thank you.



17. Taxi

Passenger: **Could you take me to Parkland Hotel?**

Driver: Sure. Please fasten your seatbelt.

Passenger: **How long does it take from this place to the hotel?**

Driver: For 20 minutes.

Passenger: I see.





18. Subway

Man A: Excuse me, **Could you tell me where the subway station is?**

Man B: Sure, it is on the second block from this hotel.

Just straight ahead and turn right on the second block.

Man A: Oh, it's second block, right?

Man B: Yes.

Man A: Thank you.





19. Bus

Man A: Excuse me, **does this bus go to ABC station?**

Man B: Yes.

Man A: When can I buy a ticket?

Man B: You can buy it from the bus driver.

Man A: Okay, thank you.





~Hotel~

20. Deposit of Valuables

Officer: Hello. Welcome to ABC Hotel.

Tourist: Hi, **I'd like to deposit my things here.**

Officer: Certainly. Please fill in the deposit for here.

Tourist: OK. Can I borrow a pen?

Officer: Yes, here it is.





21. Wake-up Call

Tourist: **I'd like to request a "wake-up call service".**

Staff: What time do you want it?

Tourist: 7 a.m. please.

Staff: Sure. I got it. Good night.





22. Room Service

Guest: **Could I request a room service?**

Staff: Yes, Sir. What kind of?

Guest: I want to have my breakfast to be served as early as 7 am.

Staff: Certainly, Sir. You can count on me on that.





23. Trouble

Guest: Hi. I **have some concerns.**

Staff: What's the problem Sir? Please don't hesitate to tell me.

Guest: **The hot eater isn't running.**

Staff: Oh, I'm sorry. I will call our technician to check it.

Guest: Thank you. Hope it will be fixed soon.





24. Check Out

Guest: Hi. I **want to check out today.**

Officer: (giving the bill) Here's your bill, kindly check it.

Guest: I'm afraid there's a mistake in the bill. I didn't ask for an extra bed.

Officer: Oh, Let me check it again.

Guest: Thank you.