

Staff: Aloha hotel, front desk. How can I help you?

Ken: Hi, I'm calling from room 617.

Actually, my flight has been delayed until
late night tomorrow.

Do you offer late check-out?

Staff: I'm sorry to hear that. Actually, as you know,
this is a high season so I am afraid it is not possible.
But we are willing to keep your luggage until your departure.
Maybe you will enjoy going around the city for some shopping.

Ken: I see. No choice then. I will check out as scheduled.

Staff: Thank you for your understanding. Please let me know
if you would need any recommendations of places to go.

Ken: Can I just get a city map, if you have any good one?

Staff: Sure, here you are. This one is the latest.
I'd recommend you to go visit the museum.
It has a good reputation.

Ken: Thank you!

1. Have you had any unexpected schedule change recently?
2. How did you deal with it?

Vocabulary & Expressions

- My plans changed.
- There is a slight change of plan.
- There's been a change of plans.
- I'm sorry to bother you, but...
- I have a favor to ask you.
- I was wondering if ...
- I wish I could...
- We regret that ...
- I would love to, however ...
- It can't be helped.
- In that case, ...
- Can I have a brochure?
- That's so kind of you.
- I really appreciate it.

