



ROY GIAMPOLI <rgiampo1@motorola.com>

Transcript of your chat

1 message

Manfred <reserve@hotelpuntaislita.com>

Mon, Dec 5, 2011 at 3:55 PM

To: rgiampo1@motorola.com

The following is a record of your online chat.

General Info	
Chat start time	Dec 5, 2011 4:47:28 PM EST
Chat end time	Dec 5, 2011 4:55:13 PM EST
Duration (actual chatting time)	00:07:44
Operator	Ariana

Chat Transcript

info: Please wait for a site operator to respond.

info: You are now chatting with 'Ariana'

Ariana: Hello!

Ariana: Welcome to Hotel Punta Islita chat service, I belong to the reservations staff and it is my pleasure to assist you in any way I can.

Ariana: Who do I have the pleasure of speaking to?

Ariana: <http://www.hotelpuntaislita.com/>

you: Hi. My name is Roy and I just want to reconfirm my reservation

Ariana: May I have your last name please?

you: last name is Giampoli, arrival on 15-Jan, departure on 21-Jan

Ariana: your reservation is confirmed check in date January 15th, check out date January 21st 2012 in Villa Tamarindo.

you: great!. Is it possible to get a copy of the confirmation?

Ariana: yes may I have your email please?

you: rgiampo1@motorola.com

Ariana: perfect I will send you the confirmation to your email.

you: thank you very much. Have a great day

Ariana: any time

info: Your chat transcript will be sent to rgiampo1@motorola.com at the end of your chat.

Ariana: have a wonderful date

you: bye