1 Reading

B. Listen and read. Where are the dialogues taking place? Match.

Dialogue 1	○	**on a plane**
Dialogue 2	○	**at a tourist information desk**
Dialogue 3	○	**at a check-in desk**
Dialogue 4	○	**at a car hire desk**

- 1 -

A: Good afternoon. Could I see your passport, please?
B: Certainly. Could I take this hand luggage with me? I haven't got anything else.
A: Sure, no problem.
B: Umm, can I ask you something else? Is there a delay?
A: No, the flight is running on time.
B: Good.
A: Here's your boarding pass. Check the TV monitors for your gate number. Enjoy your flight.
B: Thank you very much.

- 2 -

C: Hello, I made a reservation for a medium-size car.
D: Name, please?
C: Larry Kramer.
D: I'm sorry, but there's been a mix-up. There aren't any medium-size vehicles available here at the airport. However...
C: What? I made a reservation.
D: You can hire a larger vehicle at the same price.
C: OK, then. And I'd like insurance, too.
D: Of course. Can I see your driving licence?
C: Here you go.

LIVEWORKSHEETS

- 3 -

E: Good morning, sir. How may I help you?
F: Hello, I'd like some information, please. Where is the exhibition centre?
E: Let me show you on this map. Here it is, on the other side of town.
F: Could you tell me how to get there from the airport?
E: Well, there's no bus service, but you can take the underground to Green Park station and walk from there. Or you can take a taxi.
F: OK. May I keep this map?
E: Yes, of course.

- 4 -

G: Excuse me, will you please help me put my bag in the overhead compartment?
H: Of course. There you go. Anything else?
G: Yes, I have an aisle seat, but there's nobody by the window. Can I sit there?
H: I don't think there are any more passengers, so yes. Go ahead.
G: Thank you.
H: Would you like me to put your coat up there, too?
G: No, thanks. What time are we leaving?
H: We're taking off very soon.

C. Read again and answer the questions. Write A-H. You will not need to use all the letters.

1. Who asks for permission to do something? _____

2. Who asks to see some official documents? _____

3. Who offers to help another person? _____

4. Who requests some information? _____

LIVEWORKSHEETS