

**1) Match the answers to the questions.**

- 1 Can you repeat your address, please?
- 2 How can I help you?
- 3 Would you like some chicken on your salad?
- 4 Where are you calling from?
- 5 Have you got any salads?

No thanks, I'm a vegetarian.

13 Copacabana Road.

I'd like to place a takeaway order, please.

Yes, of course. We've got the Tomato Salad and our Chef's Salad.

I'm calling from Ipanema

**2) Put the conversation in Exercise 1 in order (write the numbers).  
Then listen and check your answers.**

**3) Listen to the phone conversation again and complete the sentences.**

- 1 Tomas works at.....
- 2 Maria is calling from.....
- 3 Maria orders a.....
- 4 The order includes..... chips or bread.
- 5 Maria is..... to flour.
- 6 Tomas asks Maria to .....her address.

**4) Choose the polite form of each request.**

- |                                 |                                   |
|---------------------------------|-----------------------------------|
| 1                               | 4                                 |
| a) What?                        | a) Do you have any steak?         |
| b) Can you repeat that, please? | b) Where's the steak?             |
| 2                               | 5                                 |
| a) I want to place an order.    | a) Can I have the vegetable soup? |
| b) I'd like to place an order.  | b) Give me the vegetable soup.    |
| 3                               | 6                                 |
| a) What do you want?            | a) I want apple juice instead.    |
| b) What would you like?         | b) I'd prefer apple juice.        |

**5) Complete the conversation below with the phrases in the box. Then listen and check.**

**Sarah:** Let's stop and get something to eat while we look for Marco's house.

**Nick:** Good idea!

**Man:** Hello there. (1).....you?

**Nick:** Let me see. (2)..... an egg and salad sandwich.

**Sarah:** (3) ..... the same but with no lettuce, please?

**Man:** Of course. (4)..... some cold drinks?

**Nick:** (5)..... any cola?

**Man:** No, sorry. I've got cartons of juice or bottles of water.

**Sarah:** (6)..... have tea, actually.

**Nick:** One bottle of water and one cup of tea, (7).....

**Man:** OK, that's €7.70.

**Sarah:** Thank you. Oh, and can you tell us where Marigold Avenue is?

**Man:** (8)..... ? Mangrove Avenue?

(9)..... that again, please?

**Sarah:** Marigold Avenue - M-A-R-1-G-O-L-D.

**Man:** Ah, yes. It's just around the corner.

**Nick and Sarah:** (10)..... !

- 6) Listen and complete the phrases. Then practise repeating the phrases.

1	a	bottle	of	milk
2	a		of	
3	a		of	
4	a		of	
5	a		of	