

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

- a) What?
- b) Can you repeat that, please?

4

- a) Do you have any steak?
- b) Where's the steak?

2

- a) I want to place an order.
- b) I'd like to place an order.

5

- a) Can I have the vegetable soup?
- b) Give me the vegetable soup.

3

- a) What do you want?
- b) What would you like?

6

- a) I want apple juice instead.
- 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 _____