AUDIO 2–6

2 Listen to five greetings in typical customer care situations and decide where they take place.

☐ a trade fair ☐ a bank ☐ a shop ☐ a company ☐ a hotel

Now listen again and complete the sentences. Which sentences can be used when you a) meet someone new b) meet someone you already know c) offer help and d) ask someone to do something? Write a, b, c or d.

1 Good morning, Ms Richards. _____? ☐
2 Well, if you need help, just _____. ☐
3 _____ just fill in this form, please, Mr Rodriguez? ☐
4 Hello. _____ I help you? ☐
5 Nice to _____, Mr Allen. ☐

AUDIO 7

3 Listen to this start and finish of a company visit and complete the sentences. How well does Peter know his two hosts, Frank and Annie? Has he met them before?

Frank Good morning, you _____[1] Peter Masters. I'm Frank Wepler. Welcome to IGS.
Peter Thank you. It's nice to finally meet you face to face.
Frank Yes, we've talked so much on the phone, I feel I know you already. Peter, I'd like to _____[2] you to Annie Thomas, our customer services manager. Annie, this is Peter Masters from TopForm, in Bristol.
Peter Nice to meet you, Ms Thomas.
Annie _____[3] to meet you, too.
Frank So, if you'd just come this way ...
Annie _____[4] your flight from Bristol?
Peter It was fine. It even arrived a bit early.
Annie And is this your first time in Brussels?
Peter No, it's my third. I've been here a couple of times as a tourist. I really like the city.
Frank So, here we are. _____[5] your coat?
Peter Oh, that's very kind of you.
Frank If _____[6] to take a seat ...
Peter Thank you.
Frank _____[7] care for coffee or tea?
Peter Tea would be nice, with two sugars.



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Peter So, here's my taxi. Well, _____[8] for a good meeting. It was great to meet both of you.
Frank The same for us. Thanks for _____[9]. It was a very productive meeting. So, we'll be in contact by email as usual.
Peter Yes, of course. Bye.
Annie Have a nice _____[10]! Bye.
Frank So long for now.

LIVEWORKSHEETS