

- Dialogue 1*
- 1 I'm _____ to _____ that.
 - 2 What _____ to be the _____ ?
 - 3 First of all, _____ for the poor service ...

- Dialogue 2*
- 4 We've got a lot of people in the same position _____, but don't worry.
 - 5 _____ we'll _____.
 - 6 So, _____.

- Dialogue 3*
- 7 It _____ that our shop assistant made a _____.
 - 8 I'll be happy to _____ your money.
 - 9 That's no _____. I'll _____ to help you.