

Watch or listen again. Complete the **You hear** phrases.

| You hear                                                                     | You say                                                                                      |
|------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|
| Hello, reception.                                                            | Hello. This is room 613.                                                                     |
| How can I <sup>1</sup> _____ you?                                            | There's a problem with the air conditioning. It isn't working, and it's very hot in my room. |
| I'm sorry, sir. I'll <sup>2</sup> _____ somebody up to look at it right now. | Thank you.                                                                                   |
| Good <sup>3</sup> _____, reception.                                          | Hello. I'm sorry to bother you again. This is room 613.                                      |
| How can I help you?                                                          | I have a problem with the wi-fi. I can't get a signal.                                       |
| I'm sorry, sir. I'll <sup>4</sup> _____ you through to IT.                   | Thanks.                                                                                      |

- a  1.33 That evening Jenny goes to the hotel to meet Rob and they go out for a drink. Watch or listen and mark the sentences **T** (true) or **F** (false).

- 1 Rob says he doesn't like the hotel.
- 2 Jenny is going to show him round the city tomorrow.
- 3 Barbara is Jenny's boss.
- 4 Rob is hungry.
- 5 It's four in the morning for Rob.
- 6 They're going to meet at eleven.
- 7 Jenny thinks that Rob is going to get lost.

- c Look at the **Social English** phrases. Can you remember any of the missing words?

 Social English

- 1 Rob It's \_\_\_\_\_ to be here.
- 2 Jenny Do you have a \_\_\_\_\_ view?
- 3 Jenny You \_\_\_\_\_ be really tired.
- 4 Rob I guess you're \_\_\_\_\_.
- 5 Rob By the \_\_\_\_\_...
- 6 Jenny It's great to see you, \_\_\_\_\_.