

AUDIOSCRIPT

CONVERSATION 1

M: Room service. How may I help you?

F: Hi. I want to order something for dinner in my room.

M: What would you like to (1) _____?

F: I'll have the grilled chicken.

M: Anything to drink?

F: No, thanks. Oh, and could someone call me at 7:00 tomorrow morning?

M: You can call the front desk for that, ma'am. I'm (2) _____ they can help you.

CONVERSATION 2 [F = British English]

F: How may I help you?

M: Hi. I've got a bunch of (3) _____ up here. I wonder if someone could come by and pick them up?

F: I'll take care of that right away, sir. Is there anything else?

M: Oh, right. There aren't enough (4) _____ in the closet.

F: No problem, sir. I'll send someone up with some more.

CONVERSATION 3

M: Can I help you?

F: Hi. I just got back from a meeting and my room is a mess. No one made the bed, and there are (5) _____ all over the floor in the bathroom.

M: I'm so sorry, ma'am. I'll send someone up right away.

F: Thanks. And frankly, my husband and I could use more towels. Would that be a problem?

M: Of course not, ma'am.

CONVERSATION 4 [M = Spanish]

F: Front desk. How may I help you?

M: Hi. I just wanted to let you know that I'm leaving my shoes outside my door. Could someone (6) _____ and get them?

F: Absolutely, sir.

M: Also, my wife and I are a little hungry. We haven't had dinner yet. Can we still get something?

F: No problem, sir. I'll (7) _____ you with someone who can take your order right away.