

## VOCABULARY

## ADVERTS

1 Complete the adverts with the words in the box.

refundable negotiable for in  
sign enrolment trial

## CIRCUIT TRAINING

LIMITED <sup>1</sup> \_\_\_\_\_  
– ONLY TWO PLACES LEFT!

<sup>2</sup> \_\_\_\_\_ up now.

Fill <sup>3</sup> \_\_\_\_\_ your  
personal  
details on  
this form and  
pay the deposit  
today!

(Deposit is non-  
<sup>4</sup> \_\_\_\_\_)

TRY THIS  
AMAZING APP

New Life-organiser app is now  
available for Android users.

There is a free <sup>5</sup> \_\_\_\_\_  
for the first month.

GUYS  
& GALS

Tickets available for matinée  
performance – due to limited  
availability of seats, seating  
is not <sup>6</sup> \_\_\_\_\_ and  
two-<sup>7</sup> \_\_\_\_\_-one deal  
does not apply to this show.

## FUNCTION

## POLITE ENQUIRIES

2 Correct two mistakes in each sentence.

- 1 I'm like to enquire for a reservation I made.
- 2 I was wandering is that would be possible.
- 3 Would there be any chances of get the same price for the following weekend?
- 4 I am really grateful you could make an exception.
- 5 Would your mind saying me why it's so complicated to change?
- 6 Do you me mind asking what is your name?
- 7 Will you mind transfer me to your supervisor.

3 1.3 Listen to the intonation of the enquiries. Write polite (P) or impolite (I).

- 1 a) P b) \_\_\_\_\_ 5 a) \_\_\_\_\_ b) \_\_\_\_\_
- 2 a) \_\_\_\_\_ b) \_\_\_\_\_ 6 a) \_\_\_\_\_ b) \_\_\_\_\_
- 3 a) \_\_\_\_\_ b) \_\_\_\_\_ 7 a) \_\_\_\_\_ b) \_\_\_\_\_
- 4 a) \_\_\_\_\_ b) \_\_\_\_\_

## LEARN TO

## MANAGE ENQUIRIES

4 A Put the words in the correct order to make sentences.

- a) transferring / you / mind / would / me / .  
\_\_\_\_\_
- b) that / just / difficult, / it's / be / sorry / to / ...  
\_\_\_\_\_
- c) a / me / with / minute / bear / .  
\_\_\_\_\_
- d) question, / keeping / got / you / I've / one / if / I'm / more / not / .  
\_\_\_\_\_
- e) you / keep / to / sorry / .  
\_\_\_\_\_
- f) hold / minute? / just / you / a / I'll / can / on / see / .  
\_\_\_\_\_

B 1.4 Listen to the conversation and read the audio script on page 74. Tick the sentences above which are used. Which sentence is not used?