



Hillary

Hi! I want to buy the newest smartphone of your company.



Fred

Hello! I'd like to make a reservation from London to Istanbul on 9th January.



Janet

Hi! My fridge is broken, and I want to have it repaired.



George

Hello! I want to stay at your hotel for a night on 10th June.



Sandra

Hi! I went to your shop yesterday. Your staff didn't help me, and they weren't kind to customers.



Roy

Hello! I want to get information about your products.

WHO CALLS - - - - ?

1. to ask for a service

2. to learn about something

3. to do shopping

4. to book a flight ticket

5. to make a complaint

6. to book a room

