

- b Complete the classroom expressions with the words from the list.

books Excuse Go know late Look Open
repeat Sit Stand spell understand

- 1 I don't know _____.
- 2 Sorry? Can you _____ that, please?
- 3 _____ at the board, please.
- 4 _____ your books.
- 5 I don't _____.
- 6 How do you _____ it?
- 7 _____ to page 9.
- 8 Close your _____.
- 9 _____ up, please.
- 10 _____ down.
- 11 _____ me. What's grazie in English?
- 12 Sorry, I'm _____.

3 CHECKING INTO A HOTEL

Complete the conversation with the words from the list.

evening name reservation spell surname room



- A Good ¹evening _____.
- B Hello. I have a ²_____.
- A What's your ³_____, please?
- B Wendy Mahoney.
- A How do you ⁴_____ your ⁵_____?
- B M-A-H-O-N-E-Y.
- A Thank you, Ms Mahoney. You're in ⁶_____ 261.
- B Thanks.

4 BOOKING A TABLE

Match the questions in the conversation to answers a-e below.

- A Good morning. How can I help you?
B ¹ b _____
- A What time?
B ² _____
- A OK, that's fine. What's your name, please?
B ³ _____
- A OK. How many people?
B ⁴ _____
- A Thank you, Mr Anderson. So, a table for three on Tuesday at seven?
B ⁵ _____

- a Three.
- b A table for Tuesday evening, please.
- c Yes, that's great. Thanks.
- d Steve Anderson.
- e Seven o'clock.

5 USEFUL PHRASES

Complete the conversations with a phrase from the list.

A table for tomorrow, please Good morning
How can I help you How do you spell it
I have a reservation Sorry Thank you That's right

- 1 A Good morning. ¹How can I help you?
B My name's Liam Sweeney. ²_____ for a room for tonight.
A OK - Sweeney. ³_____?
B S-W-E-E-N-E-Y.
A That's S-W-E-E-N-E-Y?
B ⁴_____.
A OK, you're in room 49.
- 2 A ⁵_____, The Green Tree restaurant. How can I help you?
B ⁶_____ - for four people.
A OK. What time?
B 7.30.
A ⁷_____
B ⁸_____