

Listen and drag the words to complete the statements below:

didn't stubborn do Understood still treated paid trusted tomorrow

1. Hey! The stain is _____ here.
2. I _____ (do not) expect that.
3. We _____ (treat) it twice.
4. I _____ (trust) your service
5. I see Some stains are very _____.
6. That's not enough. I _____ (pay) for proper cleaning.
7. _____ (understand). I'll try a different solution.
8. I need this suit perfect. _____ is important.
9. We'll re-clean it immediately and _____ our best.

Listen to a customer complaint about a room hotel. Fill in the blanks.

better talk What me Did checked turned saw working

1. Hi! Excuse _____.
2. can I _____ to someone about my room..
3. Of course. _____ seems to be the problem?
4. The air conditioner isn't _____. And it's really hot inside
5. _____ (do) stop working today?
6. I just _____ (check) in an hour ago and I
it never _____ (turn) on.
7. Also I _____ (see) a cockroach in the bathroom.
8. we'll upgrade you to a _____ room right away.