

# 1 Reading

**B. Listen and read. Where are the dialogues taking place? Match.**

**Dialogue 1** ☐

**on a plane**

**Dialogue 2** ☐

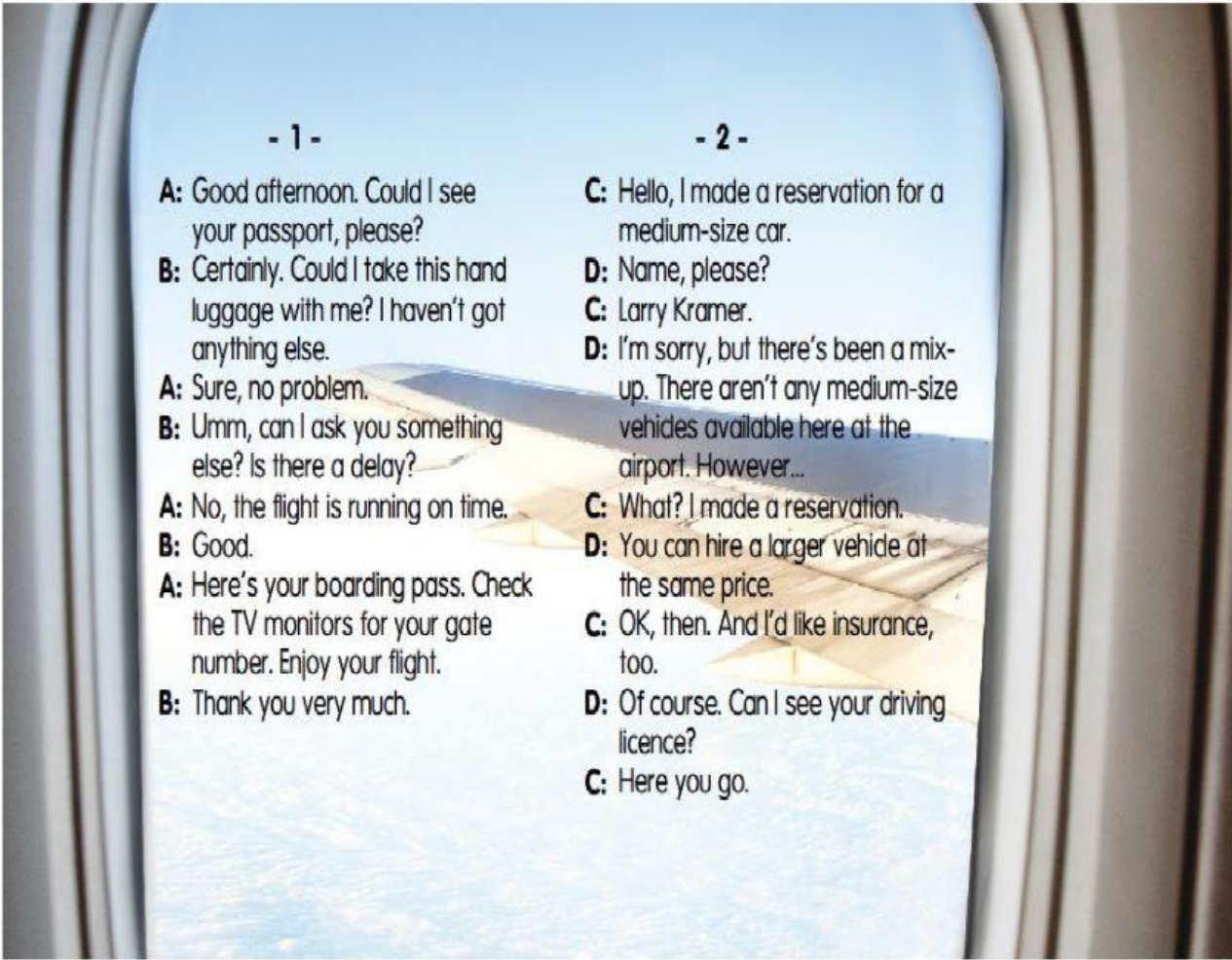
**at a tourist information desk**

**Dialogue 3** ☐

**at a check-in desk**

**Dialogue 4** ☐

**at a car hire desk**



**- 1 -**

**A:** Good afternoon. Could I see your passport, please?

**B:** Certainly. Could I take this hand luggage with me? I haven't got anything else.

**A:** Sure, no problem.

**B:** Umm, can I ask you something else? Is there a delay?

**A:** No, the flight is running on time.

**B:** Good.

**A:** Here's your boarding pass. Check the TV monitors for your gate number. Enjoy your flight.

**B:** Thank you very much.

**- 2 -**

**C:** Hello, I made a reservation for a medium-size car.

**D:** Name, please?

**C:** Larry Kramer.

**D:** I'm sorry, but there's been a mix-up. There aren't any medium-size vehicles available here at the airport. However...

**C:** What? I made a reservation.

**D:** You can hire a larger vehicle at the same price.

**C:** OK, then. And I'd like insurance, too.

**D:** Of course. Can I see your driving licence?

**C:** Here you go.

- 3 -

- E: Good morning, sir. How may I help you?  
F: Hello, I'd like some information, please. Where is the exhibition centre?  
E: Let me show you on this map. Here it is, on the other side of town.  
F: Could you tell me how to get there from the airport?  
E: Well, there's no bus service, but you can take the underground to Green Park station and walk from there. Or you can take a taxi.  
F: OK. May I keep this map?  
E: Yes, of course.

- 4 -

- G: Excuse me, will you please help me put my bag in the overhead compartment?  
H: Of course. There you go. Anything else?  
G: Yes, I have an aisle seat, but there's nobody by the window. Can I sit there?  
H: I don't think there are any more passengers, so yes. Go ahead.  
G: Thank you.  
H: Would you like me to put your coat up there, too?  
G: No, thanks. What time are we leaving?  
H: We're taking off very soon.

**Read again and answer the questions. Write A-H. You will not need to use all the letters.**

1. Who asks for permission to do something? \_\_\_\_\_
2. Who asks to see some official documents? \_\_\_\_\_
3. Who offers to help another person? \_\_\_\_\_
4. Who requests some information? \_\_\_\_\_