

Match the utterances from A with their functions from B . Be careful there is one extra function in B write your answers in C (2marks )

| A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | B                                                                                                        | C                                                           |
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| <p>Agent : Cathy pacific Airways <u>Can I help(1)</u></p> <p>Ani: Yes I need a flight from Tokyo to New York on Friday . Do you have any seats ?</p> <p>Agent :<u>Let me see(2)</u>.Yes I have one on the 5:30 flight .</p> <p>Ani : Five thirty ! What 's the check-in time ?</p> <p>Agent :One hour economy .Thirty minutes business class .Will you take that ?</p> <p>Ani : No . I won't get to the airport in time . When will the next flight leave ?</p> <p>Agent :There won't be another direct flight on Friday . There will be one on Saturday at the same time .Ani : Fine . I'll have that .</p> <p>Agent : Just let me check . Oh , <u>I'm sorry , that flight 's full (3)</u></p> <p>Ani : <u>Thank you I'll (4)</u> see with an other travel agency.</p> | <p>a- Thanking</p> <p>b- Offering help</p> <p>c- Greeting</p> <p>d- Suggestion</p> <p>e- opologizing</p> | <p>1+.....</p> <p>2+.....</p> <p>3+.....</p> <p>4+.....</p> |