

1) Match the answers to the questions.

- 1 Can you repeat your address, please?
- 2 How can I help you?
- 3 Would you like some chicken on your salad?
- 4 Where are you calling from?
- 5 Have you got any salads?

No thanks, I'm a vegetarian.

13 Copacabana Road.

I'd like to place a takeaway order, please.

Yes, of course. We've got the Tomato Salad and our Chef's Salad.

I'm calling from Ipanema

**2) Put the conversation in Exercise 1 in order (write the numbers).
Then listen and check your answers.**

3) Listen to the phone conversation again and complete the sentences.

- 1 Tomas works at.....
- 2 Maria is calling from.....
- 3 Maria orders a.....
- 4 The order includes..... chips or bread.
- 5 Maria is..... to flour.
- 6 Tomas asks Maria toher address.

4) Choose the polite form of each request.

- | | |
|---------------------------------|-----------------------------------|
| 1 | 4 |
| a) What? | a) Do you have any steak? |
| b) Can you repeat that, please? | b) Where's the steak? |
| 2 | 5 |
| a) I want to place an order. | a) Can I have the vegetable soup? |
| b) I'd like to place an order. | b) Give me the vegetable soup. |
| 3 | 6 |
| a) What do you want? | a) I want apple juice instead. |
| b) What would you like? | b) I'd prefer apple juice. |

5) Complete the conversation below with the phrases in the box. Then listen and check.

Sarah: Let's stop and get something to eat while we look for Marco's house.

Nick: Good idea!

Man: Hello there. (1).....you?

Nick: Let me see. (2)..... an egg and salad sandwich.

Sarah: (3) the same but with no lettuce, please?

Man: Of course. (4)..... some cold drinks?

Nick: (5)..... any cola?

Man: No, sorry. I've got cartons of juice or bottles of water.

Sarah: (6)..... have tea, actually.

Nick: One bottle of water and one cup of tea, (7).....

Man: OK, that's €7.70.

Sarah: Thank you. Oh, and can you tell us where Marigold Avenue is?

Man: (8)..... ? Mangrove Avenue?

(9)..... that again, please?

Sarah: Marigold Avenue - M-A-R-1-G-O-L-D.

Man: Ah, yes. It's just around the corner.

Nick and Sarah: (10)..... !

- 6) Listen and complete the phrases. Then practise repeating the phrases.

1	a	bottle	of	milk
2	a		of	
3	a		of	
4	a		of	
5	a		of	