Listen and match people to their business cards:

Speaker 1
Speaker 2
Speaker 3
Speaker 4

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LIVEWORKSHEETS

1 07▷ **Two visitors are in Reception. Listen and complete this visitor board.**

FRIDAY 12TH SEPTEMBER
Welcome today to:
Mr Alek [1]_____
Ms [2]_____ Wozniak
Visiting:
Mrs [3]_____ Da Rocha

2 07▷ **Match expressions 1–6 to responses a–f. Then listen and check.**

1 Hello. My name is Alek Gorski. ___
2 I'm Eva, Maria Da Rocha's assistant. ___
3 This is my assistant, Elzbieta Wozniak. ___
4 It's good to see you again. ___
5 How are you? ___
6 Do you know Elzbieta? ___

a Pleased to meet you, Eva.
b No. How do you do?
c How do you do, Mr Gorski?
d I'm fine.
e Nice to meet you.
f And you.

1 **Put these conversations in the right order.**

1 a ___ I'm fine. This is my colleague, Martin Altenberg.
b ___ Hello. Pleased to meet you, Gundula. How are you?
c ___ How do you do, Martin?
d ___ Hello. My name's Gundula Bauer.

2 a ___ No. How do you do? I'm Stefani.
b ___ Do you know Ariadne?
c ___ And you.
d ___ Pleased to meet you, Stefani.

3 a ___ Thanks. Nice meeting you and your colleague.
b ___ Bye.
c ___ Yes, have a good journey.
d ___ It's time to leave. See you soon.
e ___ Goodbye.

LIVEWORKSHEETS

2 Underline the best option in *italics*.

A [1]*This is Pietre. / How are you?* He's my assistant.

B [2]*How do you do? / Nice to meet you too.* Pleased to meet you.

A [3]*I'm fine. / And you.*

C [4]*Do you know Franziska? / How do you do?*

D Yes! [5]*I'm fine. / It's good to see you again.*

C Yes, you too. [6]*Nice meeting you. / How are you?*

D I'm fine. And you?

E Good morning. I have an appointment with Ms Cernoskova. [7]*This is / My name's* Ludmilla Osimk.

F [8]*How do you do? / It's good to see you again.* I'm Timo, Ludmilla's assistant.

E Oh, [9]*nice to meet you. / have a good journey.*

3 Complete this conversation with phrases from the list.

Nice meeting you	see you soon	How do you do?
Do you know	Bye	Nice to meet you
my name's	Have a good journey	

A Hello, [1] _____ Geraldine.

B Hi. [2] _____ I'm Vincenz.

A [3] _____ Alessandro, my colleague?

B No. How do you do?

C [4] _____ Nice to meet you.

...

C Our flight leaves soon. [5] _____, Vincenz.

B Yes, nice meeting you too. [6] _____

A Bye, and [7] _____

B [8] _____

LIVEWORKSHEETS

2 15▷ A customer phones a restaurant. Who asks for 1–6? Listen and write *C* (customer) or *R* (restaurant manager)?

1 a private room C
2 a name ___
3 the prices of set meals ___
4 a special price ___
5 to confirm by email ___
6 an email address ___

3 15▷ Listen again and complete these questions with verbs from the list.

~~book~~ *give* *confirm* *spell* *have (x2)* *repeat* *speak* *tell*

1 Can I book a private room ...?
2 Can you _____ me your name, please?
3 Can you _____ me the prices?
4 Can you _____ that, please?
5 Can I _____ a special price?
6 Can you _____ my booking by email?
7 Can I _____ your email address, please?
8 Can you _____ more slowly?
9 Can you _____ Hori?

4 16▷ Listen to part of the conversation again. What words does the restaurant manager say after '*Yes*'? How does he say '*No*'?

5 Work with a partner. Take turns to ask and answer the questions in **3**.

1 Put this conversation in the right order.

a ___ Hello. Can I book two meeting rooms at your hotel for March 10th please?
b ___ Good morning. Holiday Lodge. How can I help you?
c ___ Yes, of course. Can you give me your company name, please?
d ___ Sorry, can you say that again, please?
e ___ Yes, it's BHH Plastics. Can you give me the prices please?
f ___ Yes, one small meeting room costs ...
g ___ Yes. We have one small meeting room for €120 a day and the large conference room costs €200.

LIVEWORKSHEETS

2 **Put the words in *italics* in the right order to complete the conversation from 1.**

B Thanks. *Can / me / you / a / special / give / price* [1]_____ for two rooms?

A *I'm / don't / but / sorry / we* [2]_____ give special prices for one day, but I can speak to the manager about it.

B OK, thanks. Do you have Internet access in the meeting rooms?

A *Yes / do / we* [3]_____.

B Good. *Can / confirm / you* [4]_____ my booking by email, please?

A Sure. *Can / me / give / you* [5]_____ your email address?

B It's Rafael.lemand@bhh.com.

A *Can / that / spell / you* [6]_____?

B Yes, r-a-f-a-e-l, dot, l-e-m-a-n-d, at bhh dot com.

A Thank you.

3 **Choose the best answer from a or b.**

1 MMW. Can I help you?
   a Hello. Can I order two laptops, please?
   b Can you tell me your name, please?

2 Can you give me the prices, please?
   a Can you spell that?
   b Yes, of course.

3 Can you confirm by email, please?
   a Sure, can you give me your email address?
   b Can you speak more slowly?

4 My name's Wiktoria Poslavski.
   a Sure.
   b Can you spell that, please?

5 My phone number's 08392739.
   a I'm sorry, but we don't do that.
   b Can you speak more slowly, please?

LIVEWORKSHEETS

Key expressions

Requesting
Can I book / order ...?

Asking for information
Can you give me ...?
Can you tell me ...?
Can you confirm ...?

Responding
Yes, of course.
Sure.
Yes, we do.
I'm sorry, but we don't ...

Asking for repetition and spelling
Can you repeat that?
Can you say that again?
Can you speak more slowly?
Can you spell that?

6 **Work with a partner. Make this conversation more polite, then practise it.**

A I want to order some mobile phones.

B What's the product code?

A DFK 1678.

B Slow down!

A DFK 1678.

B OK.

A I want delivery next week.

B We don't have them in stock.

A Send them as soon as possible.

B I want confirmation by email.

A What's your email address?

B info@bcom.biz.

A Spell it.

B info@bcom.biz

A Goodbye.

LIVEWORKSHEETS