

While listening – Listen and complete the conversation.

Room
586

M: Front desk. How may I help you?
F: Hi. This is Room (1)..... calling.
M: Hello, Mrs. Williams. Is everything OK?
F: Oh, fine. Thanks. Listen. We just finished breakfast. Could someone come and take the (2)..... away?
M: Of course, ma'am.
F: Also, I was wondering if someone could bring (3).....
Oh, and we could use a (4)....., too.
M: No problem, ma'am. I'll take care of that right away.
Anything else I can help you with?
F: Oh, I almost forgot! I have a load of (5)..... Could someone pick that up?
M: No problem.

While listening – Listen and complete the conversation.

Room
587

M1: Front desk. How may I help you?
M2: This is Room 587.
M1: Yes, Mr. Rogers. What can I do for you?
M2: Well, this place is a mess. I need someone to (1)..... the room right away.
M1: I'm sorry, sir. I'll take care of that for you.
M2: And my wife needs (2)..... if those – What are they called- (3).....?
M1: Yes, sir. We can send some up for you.
M2: Wait, hold on. Here she is.
F: Hello? Front desk?
M1: Yes, Mrs. Rogers.
F: Last night nobody (4)..... the beds. I'd like turn down (5)..... every night, please.
M1: I'm so sorry, ma'am. If you want turn down service, we'll certainly make sure you get it.
F: Thank you.