

## 4.4 Speaking and writing

### Speaking enquiries

- 1a 4.3 Listen to conversations 1–4 and match them to the situations.

a Telephone banking \_\_\_\_ c In a shoe shop 1  
b At the dentist's \_\_\_\_ d At a bus stop \_\_\_\_

- b 4.3 Listen again and complete the sentences and questions with one word or number in each space.

#### Conversation 1

Thanks for your help, I really \_\_\_\_\_ it. I'm size \_\_\_\_\_, by the way.

#### Conversation 2

Could you \_\_\_\_\_ me when the \_\_\_\_\_ leaves?

#### Conversation 3

I \_\_\_\_\_ if you could help me transfer £ \_\_\_\_\_ to my new account?

#### Conversation 4

Just one last \_\_\_\_\_. It cost me £ \_\_\_\_\_ last time. How much do you think it'll cost this time?

- 2a Complete the conversation between a receptionist (R) and guest (G) by writing two words in each gap.

R How <sup>1</sup> can I help you?

G I <sup>2</sup> \_\_\_\_\_ you could give me a wake-up call at 7?

R Certainly. Are you <sup>3</sup> \_\_\_\_\_ breakfast starts at 8 tomorrow because it's Sunday?

G No, thanks for telling me. OK. <sup>4</sup> \_\_\_\_\_ wake me at 7.30, then?

R Certainly. Can I help you <sup>5</sup> \_\_\_\_\_ else?

G Could <sup>6</sup> \_\_\_\_\_ me when the bus goes to the airport?

R Yes, of course. The airport bus leaves at 10 a.m., 12, 2 and 4.

G OK. Thanks for your help – <sup>7</sup> \_\_\_\_\_ it.

- b 4.4 Listen and check your answers.