

a 1.17 Jenny works in New York for the magazine *NewYork 24seven*. She has just arrived in London. Watch or listen to her talking to Andrew. How does he help her? What problem does she have at the end?

b Watch or listen again. Mark the sentences **T** (true) or **F** (false). Correct the **F** sentences.

1 Jenny is in the UK for business and pleasure.
2 Andrew was on holiday in New York.
3 Jenny's husband (Rob) is working in San Francisco.
4 Andrew gives Jenny back her laptop.
5 He introduces himself, and says his surname is Paton.
6 Jenny's flight to London was delayed.

Why do you think a man was watching Jenny and Andrew? What do you think he is going to do?

LIVEWORKSHEETS

You hear	You say
Can I help you?	Yeah, my suitcase hasn't arrived.
[1]_____ flight were you on?	Flight RT163 from JFK.
I'll take your [2]_____ and then I can issue you with a reference number. Can I have your name, please?	My name's Jenny Zielinski. That's Z-I-E-L-I-N-S-K-I.
And you're a [3]_____ to the UK.	That's right.
How [4]_____ are you staying for?	Ten days.
OK. How many [5]_____ are you missing?	Just one – a suitcase.
Can you [6]_____ it for me?	Well, it's kind of greyish blue...and hard plastic, I think.
And what [7]_____ is it?	Oh, it's medium size, like this. And it has wheels.

LIVEWORKSHEETS

You hear	You say
Anything else?	Yeah, there's a small lock and a label with my name and phone number on it.
And what was [8]_____ the suitcase?	Just about everything! Clothes, toiletries, all my personal belongings, really.
Can I have your [9]_____ in the UK?	Just a minute. It's The Grange, Marsh Lane, Long Crendon, Oxfordshire.
And a [10]_____ number?	Yes, it's 001 202 494 012.
And finally, can you [11]_____ this?	Of course. Do you have any idea where it is? I mean, do you think it's still in New York?
It's possible. We're very [12]_____ for the inconvenience. Here's your reference number. You can track the progress of your luggage [13]_____, or just give us a call. But we should be able to get it back to you within 24 hours.	That'd be great. Thank you.

Watch the rest of Jenny's day. Answer the questions:

1. What other problem does she have?
2. Is Rob having a good time in Alaska? Why, why not?
3. What is Jenny drinking?
4. Whose computer is she using? Why?
5. Who is Luke?
6. When is Jenny going to see him? Why?
7. What is Henry going to lend Jenny?
8. Who is Selina Lavelle? Why do you think Grant (the man who was following them) is watching Henry's house?



LIVEWORKSHEETS

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