

Watch or listen again. Complete the **You hear** phrases.

You hear	You say
Hello, reception.	Hello. This is room 613.
How can I ¹ _____ you?	There's a problem with the air conditioning. It isn't working, and it's very hot in my room.
I'm sorry, sir. I'll ² _____ somebody up to look at it right now.	Thank you.
Good ³ _____, reception.	Hello. I'm sorry to bother you again. This is room 613.
How can I help you?	I have a problem with the wi-fi. I can't get a signal.
I'm sorry, sir. I'll ⁴ _____ you through to IT.	Thanks.

- a  1.33 That evening Jenny goes to the hotel to meet Rob and they go out for a drink. Watch or listen and mark the sentences **T** (true) or **F** (false).

- 1 Rob says he doesn't like the hotel.
- 2 Jenny is going to show him round the city tomorrow.
- 3 Barbara is Jenny's boss.
- 4 Rob is hungry.
- 5 It's four in the morning for Rob.
- 6 They're going to meet at eleven.
- 7 Jenny thinks that Rob is going to get lost.

- c Look at the **Social English** phrases. Can you remember any of the missing words?

 Social English

- 1 Rob It's _____ to be here.
- 2 Jenny Do you have a _____ view?
- 3 Jenny You _____ be really tired.
- 4 Rob I guess you're _____.
- 5 Rob By the _____...
- 6 Jenny It's great to see you, _____.