

Section 3: Listening

(Listening script 6.5) audio 1-24

Listen to the telephone conversation twice and complete the message.

TELEPHONE MESSAGE

(26) Message for _____

(27) Reference No. _____

Message: Elena Moretti. The order confirmation says the delivery date is

(28) _____ but the agreed date was (29) _____.

(30) Circle the correct option, yes or no:

- Call back Yes / No

- Send order Yes / No

Section 4: Speaking (31–35)

You are a guest in a hotel. Your partner works in room service. Call room service and make requests for:

- something to eat
- an early morning call
- an extra set of towels

Prepare what you will say. Your partner or teacher will give you one mark for each of the following:

Did the guest...	Tick	Marks
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In Company Pre-intermediate

...give the room number?		1
...request something to eat?		1
...request an early morning call?		1
...request the towels?		1
...thank room service?		1
TOTAL MARKS =		