

Real life requests

2 ▶ **138** Listen to a conversation between a receptionist and two hotel guests. Write:

1 the number of nights

2 the room number

3 the restaurant opening hours

4 the Wi-Fi password

3 ▶ **138** Listen again. Match the requests (1–4) with the responses (a–d).

1 I have a reservation for two nights. ____

2 Can I have your name, please? And a credit card? ____

3 I'd like help with these bags. ____

4 Can you tell me the Wi-Fi password? ____

a That's no problem.

b Certainly.

c Of course.

d Here you are.

▶ REQUESTS

I have a reservation **for two nights**.

I'd like **help with these bags**.

Can I **have your name**, please?

Can you **call a taxi**, please?

Certainly.

Here you are.

Of course.

That's no problem.

4 Look at the expressions for requests. Work in pairs. Which question is a request for information?

5 Pronunciation *I'd like, We'd like*

a ▶ **139** Listen and repeat the sentences.

b Work in pairs. Practice these requests. Use *I'd like* or *We'd like*.

a different room
lunch in our room
the key for our room
a taxi to the airport