

Listening Customer messages

Listen to five voicemails. What does each caller want?

- To change a booking
- To reserve an ensuite twin room
- To book a table
- Information about special events
- To check her booking

Caller 1:

Caller 2:

Caller 3:

Caller 4:

Caller 5:

4 Put the parts of the email in the correct order.

- a We also confirm your table reservation for 4 on Saturday 21 June at 8.30 p.m.
- b Benito Peres
Reservations
- c Dear Mr Schmidt
- d We have reserved two parking spaces for you in our basement car park as requested.
- e We are pleased to confirm your reservation for 2 double rooms from 18 June to 22 June.
- f Thank you for your email.
- g To: Mr J Schmidt
- h With best wishes
- i We look forward to seeing you on 18 June.
- j Subject: Confirmation of booking

6 More words to use Match the abbreviations 1–10 with their meanings a–j.

| | | | |
|---------------------------------|------|---|--|
| 1 <input type="checkbox"/> g | asap | a | regarding |
| 2 <input type="checkbox"/> encs | | b | street |
| 3 <input type="checkbox"/> incl | | c | copy to |
| 4 <input type="checkbox"/> no | | d | per proxy (signed instead of somebody) |
| 5 <input type="checkbox"/> plc | | e | number |
| 6 <input type="checkbox"/> pp | | f | documents enclosed |
| 7 <input type="checkbox"/> re | | g | as soon as possible |
| 8 <input type="checkbox"/> rd | | h | public limited company |
| 9 <input type="checkbox"/> st | | i | included |
| 10 <input type="checkbox"/> cc | | j | road |