

## Listening Customer messages

Listen to five voicemails. What does each caller want?

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

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                                   |