- **Receptionist**: Hi. How can I _____ you?
- **Tenant**: Hello. My toilet is _____.
- **Receptionist**: Oh, _____ about that. Can I have your _____ and _____?
- **Tenant**: _____ name is Sameena Rahman, and my address is 4 Penny Street, Blackburn, BB1 2SL.
- **Receptionist**: Someone can come and _____ it on Wednesday morning. Is that ok?
- **Tenant**: Yes. Um, what _____?
- **Receptionist**: Between 8 _____ 1 o'clock.
- **Tenant**: That's great. _____.
- **Receptionist**: No _____. Bye.
- **Tenant**: Bye.