

b Complete the classroom expressions with the words from the list.

books Excuse Go know late Look Open repeat Sit Stand spell understand

- 1 I don't *know* _____.
- 2 Sorry? Can you _____ that, please?
- 3 _____ at the board, please.
- 4 _____ your books.
- 5 I don't _____.
- 6 How do you _____ it?
- 7 _____ to page 9.
- 8 Close your _____.
- 9 _____ up, please.
- 10 _____ down.
- 11 _____ me. What's *grazie* in English?
- 12 Sorry, I'm _____.

3 CHECKING INTO A HOTEL

Complete the conversation with the words from the list.

evening name reservation spell surname room



- A Good ¹*evening* _____.
- B Hello. I have a ² _____.
- A What's your ³ _____, please?
- B Wendy Mahoney.
- A How do you ⁴ _____ your ⁵ _____?
- B M-A-H-O-N-E-Y.
- A Thank you, Ms Mahoney. You're in ⁶ _____ 261.
- B Thanks.

4 BOOKING A TABLE

Match the questions in the conversation to answers a–e below.

- A Good morning. How can I help you?
 B ¹ *b*
 A What time?
 B ² _____
 A OK, that's fine. What's your name, please?
 B ³ _____
 A OK. How many people?
 B ⁴ _____
 A Thank you, Mr Anderson. So, a table for three on Tuesday at seven?
 B ⁵ _____

- a Three.
- b A table for Tuesday evening, please.
- c Yes, that's great. Thanks.
- d Steve Anderson.
- e Seven o'clock.

5 USEFUL PHRASES

Complete the conversations with a phrase from the list.

A table for tomorrow, please Good morning
 How can I help you How do you spell it
 I have a reservation Sorry Thank you That's right

- 1 A Good morning. ¹*How can I help you?*
 B My name's Liam Sweeney. ² _____
 for a room for tonight.
 A OK – Sweeney. ³ _____?
 B S-W-E-E-N-E-Y.
 A That's S-W-E-E-N-E-Y?
 B ⁴ _____.
 A OK, you're in room 49.

- 2 A ⁵ _____, The Green Tree restaurant. How can I help you?
 B ⁶ _____ – for four people.
 A OK. What time?
 B 7.30.
 A ⁷ _____?
 B 7.30.
 A ⁸ _____.

Go online to practise the Practical English phrases

Go online to check your progress