

## 10.3.1 FUNCTIONAL LANGUAGE

### KEEPING YOUR LISTENER ENGAGED

#### A Listen and complete the conversation.

A So, I have to tell you what happened to us the other night when we went to Paco's.

B Paco's? That new fancy place downtown?

A Yes, <sup>1</sup> \_\_\_\_\_. It was a disaster.

B Oh really? How come?

A Well, the restaurant was full, <sup>2</sup> \_\_\_\_\_? They couldn't find our reservation. I told them when I made the reservation, but that wasn't enough apparently. I should have confirmed the reservation by email. They couldn't find any record of it. <sup>3</sup> \_\_\_\_\_!

B What happened next?

A They said that they were too busy for walk-in customers and asked us to leave.

B Seriously? So, they didn't have your reservation, and they wanted you to leave?

A Exactly. I was so furious but then, <sup>4</sup> \_\_\_\_\_?

B What?

A Well, <sup>5</sup> \_\_\_\_\_? The manager heard what was going on and told us we could use a private dining room upstairs. <sup>6</sup> \_\_\_\_\_? He must've felt bad. Anyway, it was beautiful up there.

B So, you were all really happy in the end.

A Well, <sup>7</sup> \_\_\_\_\_. We went from incredibly angry to very happy in a matter of seconds!



### REAL-WORLD STRATEGY: SHOWING INTEREST IN A STORY

#### B Listen to the next part of the conversation. Complete the expressions.

B <sup>1</sup> \_\_\_\_\_!

A Why?

B Because the very same thing happened to us at Paco's!

A <sup>2</sup> \_\_\_\_\_. Seriously?

B Yes, just a few weeks ago.

A <sup>3</sup> \_\_\_\_\_ got the private dining room upstairs as well!

B We certainly did!

A And <sup>4</sup> \_\_\_\_\_ had the same problem with the reservation as we did?

B Exactly the same, everything!

A Do you think they do it on purpose to tease us?

B I don't know, but it's a big coincidence, isn't it?

A It sure is! But at least it turned out OK for both of us.

B More than OK. I think we should go back together and see what happens next time!