

**B Choose the correct response.**

- 1 A: I'm very upset about your customer service.  
B: a Let's see what's wrong.  
b I apologise sincerely about that.
- 2 A: I need some assistance.  
B: a I'm terribly sorry.  
b Let me see if I can help you.
- 3 A: Do you think you can fix my camera today?  
B: a I'll try my best.  
b Oh great. It's working now.
- 4 A: I have a complaint about this laptop.  
B: a Please accept my apology.  
b Thanks a lot.
- 5 A: Can you help me? My phone gets no signal.   
B: a It's my pleasure, madam.  
b I think I can help you.

**C Choose the correct response.**

- 1 A: Twelve people were injured in the earthquake.  
B: a How awful!  
b Never!
- 2 A: May I speak with Mr Jones, please?  
B: a Thanks. I'd appreciate it.  
b I'll put you through.
- 3 A: How about going jogging together?  
B: a You have a point.  
b That's not a bad idea.
- 4 A: I've just heard on the news that a tsunami has hit Japan.  
B: a What a nightmare!  
b No, not yet.
- 5 A: I'm not coming to yoga tonight.  
B: a How come?  
b Sounds interesting. 

Choose the correct response. 

- 1 A: Can you describe the man?   
B: a He was tall, and had a scar on his face. b He shouted and pushed her to the ground.
- 2 A: Someone broke into my car.   
B: a Oh no! That's terrible! b What happened?
- 3 A: What exactly did you see?   
B: a Two men ran out of the bank. b I noticed one had a tattoo on his arm.
- 4 A: I appreciate your help.   
B: a Sure. b You're welcome.
- 5 A: What happened next?   
B: a They saw me and ran away. b I saw a few boys throwing rocks.

  

- 6 A: My shoe got stuck in a hole in the pavement and I fell.   
B: a You're joking! How awful! b Something should be done!
- 7 A: When did you witness the incident?   
B: a As I was crossing Glendale Road. b On Tuesday night at about 11 pm.
- 8 A: Is there anything else you can tell me?   
B: a Not really. b I appreciate your help.
- 9 A: Can I take your address please?   
B: a Yes, thank you very much. b Sure. It's 111 Maple Drive.
- 10 A: I got stuck in a traffic jam this morning.   
B: a No, I don't think so. b What a nightmare!

**4** Choose the correct response. 

- 1 A: You'll never guess who I bumped into at the lake!   
B: **a** No, not yet. **b** I've no idea.
- 2 A: Did you hear about the hurricane?   
B: **a** You've got to be joking! **b** Yes. How awful!
- 3 A: The plane was hit by lightning.   
B: **a** That's unbelievable! **b** Wait till you hear about the storm.
- 4 A: Listen to this! Half a metre of snow fell overnight up north.   
B: **a** No, really? That's incredible! **b** At least no one got hurt.
- 5 A: All flights were cancelled because of the strong winds.   
B: **a** Have you heard the news yet? **b** You're not serious, are you?

**5** Choose the correct response. 

- 1 A: I need some assistance.   
B: **a** Let me see if I can help you. **b** I apologise sincerely for any trouble caused.
- 2 A: I bought this anti-virus software here last week,  
but it doesn't work on my laptop.   
B: **a** I'm terribly sorry about that. **b** I feel very disappointed with my new software.
- 3 A: I have a complaint about this printer.   
B: **a** It's my pleasure, sir. **b** What seems to be the problem?
- 4 A: Let's try restarting the computer.   
B: **a** Oh, great. It's working now. **b** I don't think so.

## Everyday English

Read the dialogue and fill in the missing phrases. 

Can you describe the man?

Can I take your address and telephone number, please?

What happened next?

What exactly did you see?

No, I don't think so.

A: OK, Mr Brennan. 1) 

B: I saw a man in a mask running away from the bank.

A: 2) 

B: He was tall and slim and he was wearing jeans and a black jacket. He was carrying a black bag.

A: 3) 

B: He ran down the street and around the corner.

A: OK. Is there anything else you can tell me about the incident?

B: 4) 

A: OK. 5) 

B: Of course. It's 7 Green Road and my phone number is 701514.

A: Thank you very much.

B: You're welcome. 

1 A: What's wrong?

B: a Should I call the police?  
b My car was stolen.

2 A: Have you thought of getting a guard dog?

B: a No problem.  
b That's a good idea.

3 A: Someone stole my wallet. What shall I do?

B: a If I were you, I'd notify the authorities.  
b Is anything missing?

4 A: We should install an alarm in our home.

B: a Yes, maybe you're right.  
b I'll talk to the police.

5 A: Someone burgled Anne's house.

B: a Is she taking self-defence lessons?  
b Whoever did it also took her car.



