

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.

