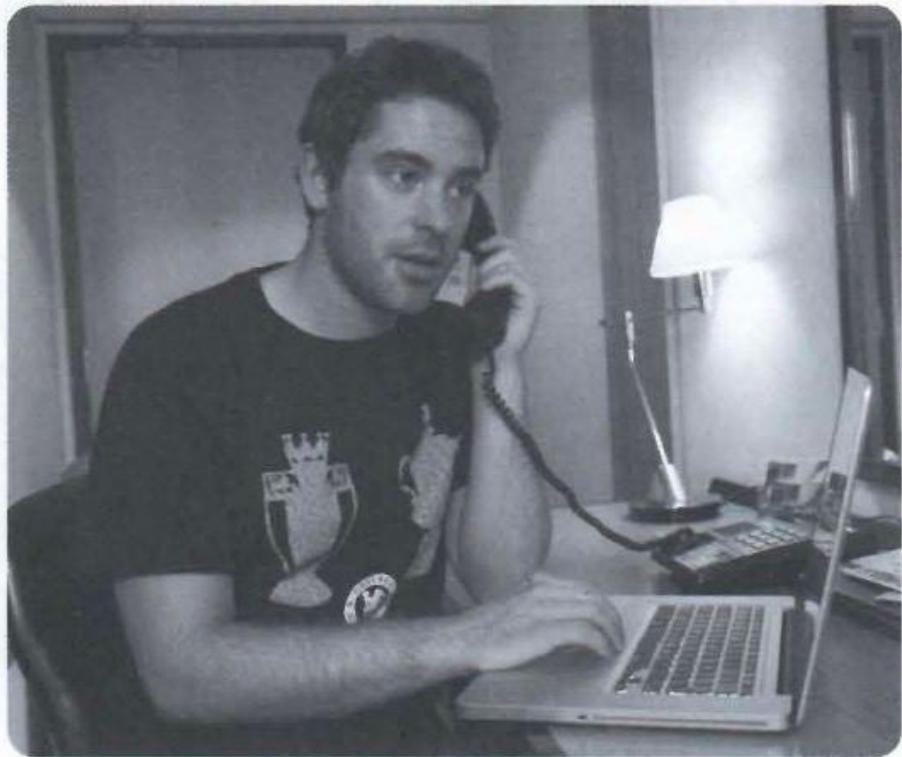


# 1 CALLING RECEPTION



a Complete the sentences with a word from the list.

bother have 's put send this

- 1 I have \_\_\_\_\_ a problem with the wi-fi.
- 2 I'll \_\_\_\_\_ you through to IT.
- 3 I'll \_\_\_\_\_ somebody up right now.
- 4 I'm sorry to \_\_\_\_\_ you.
- 5 Hello. \_\_\_\_\_ is room 315.
- 6 There \_\_\_\_\_ a problem with the shower.

b Complete the conversations with sentences 1–6 from a.

1 A Hello, reception.  
B Hello. <sup>1</sup>This is room 315.  
A How can I help you?  
B <sup>2</sup> \_\_\_\_\_  
There isn't any hot water.  
A I'm sorry, madam. <sup>3</sup> \_\_\_\_\_  
B Thank you.

2 A Hello, reception.  
B Hello, this is room 315 again. <sup>4</sup> \_\_\_\_\_, but there's one more thing.  
A How can I help you?  
B <sup>5</sup> \_\_\_\_\_  
I can't get a signal.  
A I'm sorry, madam. <sup>6</sup> \_\_\_\_\_  
B Thanks.