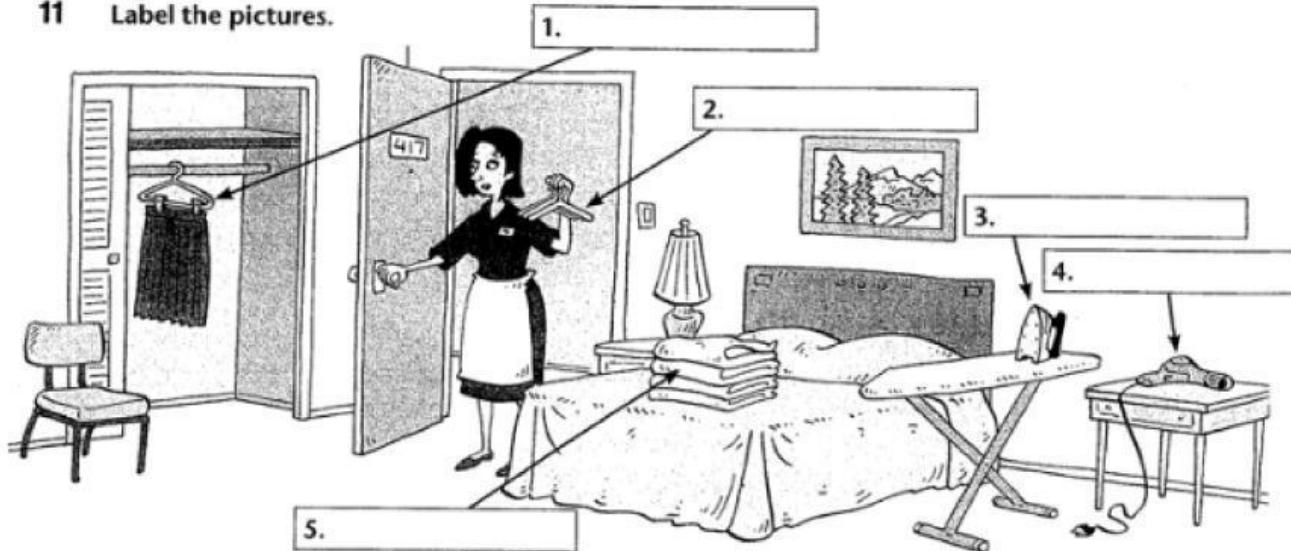


## LESSON 3

### 11 Label the pictures.



### 12 Look at the pictures. Then complete the conversations.

1. A: Guest services. May I help you?

B: Yes, please. Could you bring up some 1.  
I need clean ones.

A: Certainly.

B: And I could use a 2., too. My hair is wet,  
and I don't see one in the bathroom.

A: Sure. We'll bring those up right away. Anything else?

B: Oh, yes. I have a lot of dirty clothes. Could someone  
please 3.?

A: Yes, of course.

B: I think that's all. Thanks!



2. A: Front Desk. May I help you?

B: Yes, I'd like to go for a swim. Is the 4. still open?  
A: No, I'm sorry, it closed at 9:00.

B: Oh. Well, maybe a workout. How about the 5.?  
A: No, it also just closed.

B: Oh, no. Well, I guess I'll have to do some work then.  
Is the 6. still open?

A: No, I'm sorry, it closed at 6:30. But you do have high-speed  
Internet access in your room.

B: Oh, OK. Thanks.

