

You will hear a holiday rep welcoming a new group of guests to a hotel.

M: Good morning everyone. After a good night's sleep, I hope you have all recovered from your long (1)..... and are now ready to begin the holiday of a lifetime at the Oasis Hotel. My name is Steven and I am your Sunny Tours rep for the week. You can usually find me chatting to holidaymakers somewhere in the hotel or you can leave a (2)..... for me in my office next to the bar and I'll get back to you. I'm always in the office between 10 and 11 in the morning or 6 and 7 in the evening.

Now, I'd like to tell you about the mid-week excursion to the volcano. This is always a very popular excursion, so I'd advise you to (3)..... soon to avoid disappointment. The cost is (4)£..... per person and this includes the coach trip to the harbour, the boat to the volcano and a welcome drink when you board the boat. You need to take a packed (5)..... and the hotel can provide one for you at a very reasonable rate, if you ask them the night before.

The coach leaves at 9 o'clock sharp from outside the main (6)..... and will return at 5 pm, just in time for dinner. Children over the age of 12 are welcome. Unfortunately, the excursion is not suitable for younger children. The hotel has a creche and toddler club which opens at (7)..... am for four hours and then again in the early evening between six and eight. You may already have seen that the hotel has a fantastic, state-of-the-art (8)..... This is free to all hotel guests. A massage facility, hair styling, aerobics classes and (9)..... classes are on offer. The first costs £5 an hour and yoga is offered for (10)£..... an hour. On Sunday morning, the fitness instructors offer water aerobics at 10 am followed by circuit training back in the gym at 11.15.

Well, that's all for now. Are there any questions?

You will hear Angela talking to her uncle about the problems with her old school. What problem was there in each place in the school?

Example: 0 hall F

| Places | Problems | | |
|---------------------|--------------|--------------|--|
| 11 cafeteria | A crowded | E not useful | |
| 12 library | B noisy | F too far | |
| 13 classrooms | C not clean | G too small | |
| 14 lift | D not modern | H too warm | |
| 15 office | | | |