

1 06 Listen to someone giving instructions. In what situation would you expect to hear them?

1 07 Listen to the instructions. What should you do in situations 1–6?



Phoning your mobile-phone provider

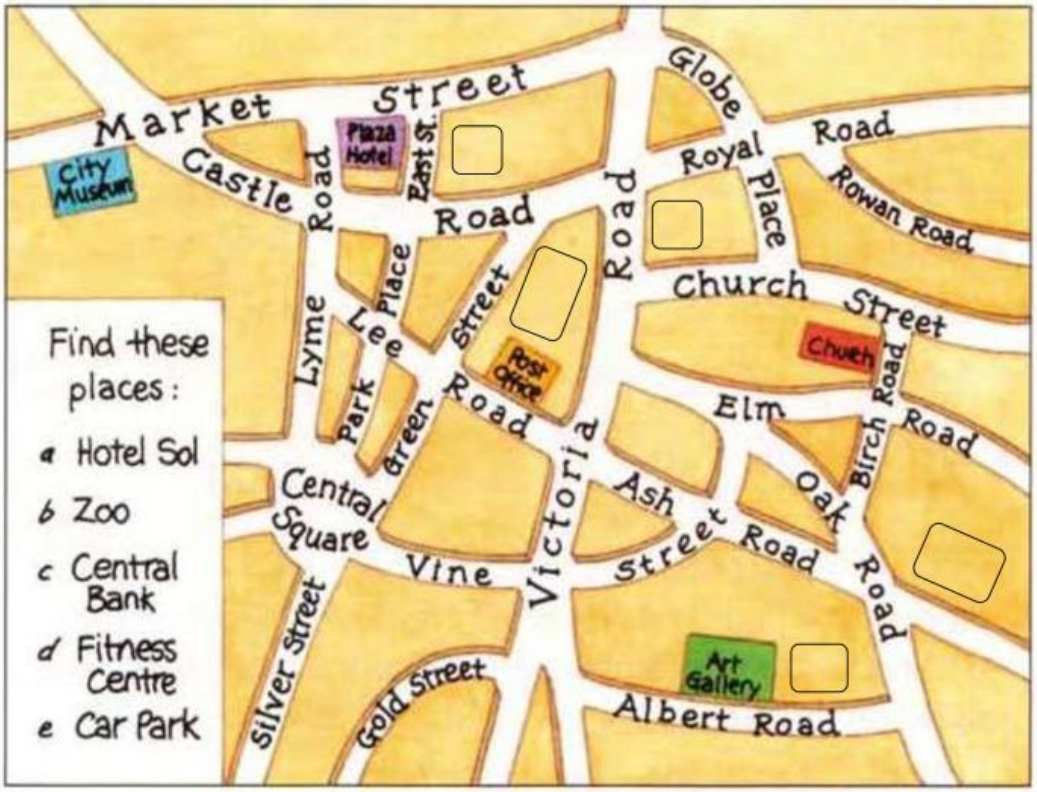
1 you want to top up the credit on your phone
2 you want to change your tariff

Phoning a dentist

3 you want to make an appointment for a check up
4 you want to prove your identity or address

Phoning a bank

5 you need to give your security code
6 you want to check your balance



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Listening *Could we have our bill, please?*

Listen again and answer the questions.

Dialogue 1

1 Has reception prepared the bill for room 234 yet?
2 How is Mrs De Canio paying?

Dialogue 2

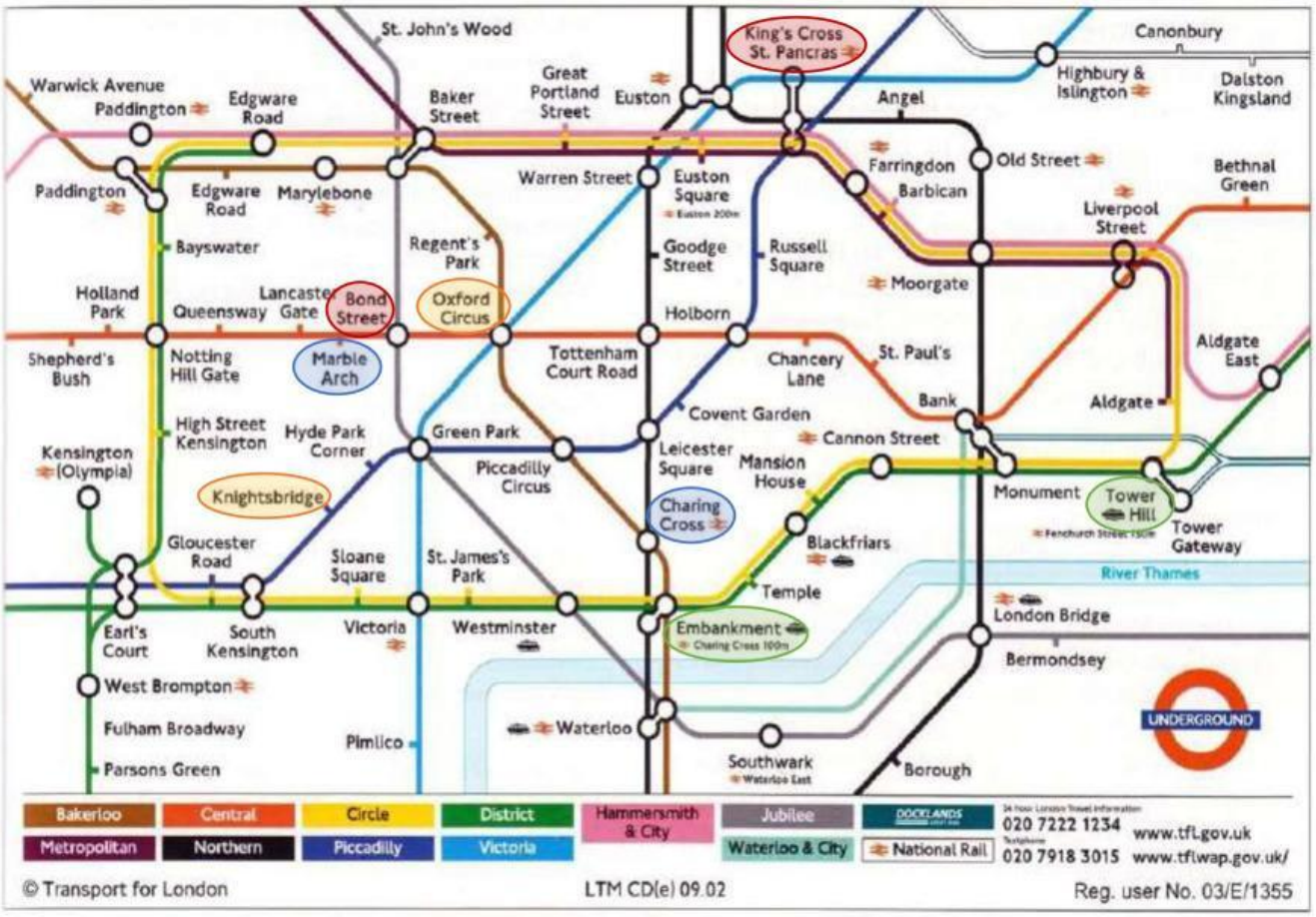
3 When is the restaurant customer leaving?
4 Are the drinks included in the restaurant bill?
5 Is service included in the restaurant bill?
6 How is the customer paying the bill?
7 Does the customer want a VAT receipt?

Listening *Did you enjoy your stay?*

Listen and tick (✓) the correct statements.

1 ☐ Personnel called Mrs White to complain.
☐ Personnel called Mrs White about a complaint.
2 ☐ The hotel didn't have disabled access.
☐ The hotel had good disabled access.
3 ☐ The first room wasn't on the ground floor.
☐ The first room was on the ground floor.
4 ☐ It was too small.
☐ It was too noisy.
5 ☐ The second room was quiet and near the garden.
☐ The second room was quiet and had a balcony.
6 ☐ The manager sent flowers and fruit.
☐ The manager sent flowers and champagne.

LIVEWORKSHEETS



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