LISTENING UNIT 5 - LESSON 3

Listen and fill in the blank:

CONVERSATION 1 [M = Spanish]

F: Front desk.
M: This is Mr. Ramos. There's a serious problem with my room.
F: I'm sorry to hear that. What is it?
M: It's the (1)_____. It won't stop (2)_____.
F: It won't STOP flushing?
M: Yes, that's right. And it's making a lot of (3)_____.
F: Any other problems, Mr. Ramos?
M: Actually, yes. The TV won't turn on.
F: Oh, my goodness. What room are you in?
N: Uh . . . (4)_____.

CONVERSATION 2 [M = Arabic]

M: Front desk. This is Ahmed.
F: Yes. This is Mrs. Johnson in (5)_____. I have an emergency.
M: What kind of emergency?
F: It's the (6)_____ in the bathroom. It's (7)_____ and there's water all over the floor. And that's not all. The (8)_____won't turn on.
M: I'm so sorry. Don't worry, Mrs. Johnson. I'll send a plumber and an electrician right away. I'm sure they're both fixable.

CONVERSATION 3 [M1 = British English]

M1: Front desk. How can I help you?
M2: This is Mr. Prentice in room (9)_____. I have a problem.
M1: Yes, Mr. Prentice. What seems to be the problem?
M2: It's the (10)_____. It's freezing in here.
M1: Have you tried shutting if (11)_____?
M2: Of course. That's why I'm calling you.
M1: I'm so sorry, Mr. Prentice. Is there anything else we can help you with today?
M2: Actually, yes. The (12)_____ is making a funny sound.
M1: We'll take care of everything. Don't worry.

CONVERSATION 4 [F2 = Korean]

F1: Front desk. Marlene speaking. How may I direct your call?
F2: This is Ms. Lee in room (13)_____.
F1: Excuse me. What room did you say you were in?
F2: (13)_____.

LIVEWORKSHEETS

F1: Certainly. How can I help you?
F2: There's a problem with my (14)_____.
F1: Not working?
F2: Yes, that's right. Everything's warm. And the fridge door won't (15)____.
F1: I'm sorry. I'll have someone look at it right away.

LIVEWORKSHEETS