

VOCABULARY

ADVERTS

1 Complete the adverts with the words in the box.

refundable negotiable for in
sign enrolment trial

CIRCUIT TRAINING

LIMITED ¹ _____
– ONLY TWO PLACES LEFT!

² _____ up now.

Fill ³ _____ your
personal
details on
this form and
pay the deposit
today!

(Deposit is non-
⁴ _____)

TRY THIS
AMAZING APP

New Life-organiser app is now
available for Android users.

There is a free ⁵ _____
for the first month.

GUYS
& GALS

Tickets available for matinée
performance – due to limited
availability of seats, seating
is not ⁶ _____ and
two-⁷ _____-one deal
does not apply to this show.

FUNCTION

POLITE ENQUIRIES

2 Correct two mistakes in each sentence.

- 1 I'm like to enquire for a reservation I made.
- 2 I was wandering is that would be possible.
- 3 Would there be any chances of get the same price for the following weekend?
- 4 I am really grateful you could make an exception.
- 5 Would your mind saying me why it's so complicated to change?
- 6 Do you me mind asking what is your name?
- 7 Will you mind transfer me to your supervisor.

3 1.3 Listen to the intonation of the enquiries. Write polite (P) or impolite (I).

- 1 a) P b) _____ 5 a) _____ b) _____
- 2 a) _____ b) _____ 6 a) _____ b) _____
- 3 a) _____ b) _____ 7 a) _____ b) _____
- 4 a) _____ b) _____

LEARN TO

MANAGE ENQUIRIES

4 A Put the words in the correct order to make sentences.

- a) transferring / you / mind / would / me / .

- b) that / just / difficult, / it's / be / sorry / to / ...

- c) a / me / with / minute / bear / .

- d) question, / keeping / got / you / I've / one / if / I'm / more / not / .

- e) you / keep / to / sorry / .

- f) hold / minute? / just / you / a / I'll / can / on / see / .

B 1.4 Listen to the conversation and read the audio script on page 74. Tick the sentences above which are used. Which sentence is not used?