

UNIT 4
ON THE PHONE

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Match the people with the purposes and write the names.



Hi! I want to buy the newest smartphone of your company.



Hello! I'd like to make a reservation from London to Istanbul on 9th January.



Hi! My fridge is broken, and I want to have it repaired.



Hello! I want to stay at your hotel for a night on 10th June.



Hi! I went to your shop yesterday. Your staff didn't help me, and they weren't kind to customers.



Hello! I want to get information about your products.



WHO CALLS - - - - ?

1. to ask for a service

2. to learn about something

3. to do shopping

4. to book a flight ticket

5. to make a complaint

6. to book a room

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