

## UNIT 4 ON THE PHONE

**F**

Match the people with the purposes and write the names.



Hillary

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



Fred

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



Janet

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



George

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



Sandra

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



Roy

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 .....

