

**Test 4***Section 2*

Man: Hello?

Woman: Hi. It's Laura Carlton here. We've just (1).....  
....., but I can't get the hot water and heating to work.

Man: Oh right! That's easy. Don't worry. In the upstairs cupboard, (2).....  
..... You'll see three main controls on the left at the bottom of  
the heater. The first one important one for the heating and hot water.  
(3)..... Make sure it's in the 'on' position. The switch  
itself doesn't light up, but the little square below will be black if the switch is 'off'. That's  
probably what's happened it's got (4)..... The middle  
one of these three controls - you'll see it's slightly larger than the first one – controls the  
radiators If you feel cold while you're there and need the radiators on, this needs to be  
turned to maximum. The (5)..... - the one on the right  
– is usually on about a number four setting which for the water in the taps is usually  
quite hot enough

Below the heating controls in the middle is a small round plastic button. If there isn't  
(6) ....., sometimes the heater goes out. If this  
happens you'll need to press this button to reset the heater. Hold it in for about five  
seconds and the heater should come on again. Then there's a little square indicator (7)  
..... that's a kind of alarm light. It'll flash if you need  
to reset the heater.

Woman: It sounds complicated...

Man: I'm sure you won't have any problems with it. There should be some more  
instructions on the side of the heater. Call me back if you can't make it work.

Woman: Okay. While you're on the phone, we haven't managed to find a few things we  
need, like extra pillows for the beds and some washing powder. Is there any here?

Man: Pillows. yes. If you look in the cupboard, the large white one upstairs - to the (8)  
..... - there should be four or five on the top shelf.

And if you want to do some washing, there's some powder for that

(9)..... There's a kind of shelf there above the sink. In fact, I'm sure there's some there, in (10)..... You need about half a cup full for each wash. And that reminds me, the spare key to the back door is hanging on a hook on the wall by the sitting room window. Please make sure to put it back when you've used it. The previous guests lost it in the garden and I had to get another one made! And if you have any trouble with the lamps, you'll find some spare bulbs in a large cardboard box. It's on top of (11)..... all kinds of useful things in it. Oh, and another thing I forgot to mention when we last spoke.

Woman: Yes?

Man: I've left you a local map, so you'll be able to find your way around easily. It shows the whole area. I put it in the top drawer of the chest under the TV in your bedroom. There's a whole file of local information in there too.

Woman: Thanks. What about visiting the town? Can you give us any advice?

Man: Yes. You'll need to take the car. It's too far to walk from the flat really. You have to (12) ..... in all the car parks now I'm afraid ... I like the one that's by the station best and you can walk to the town centre from there in five minutes. That's where all the best restaurants are. But if you want a takeaway, the Italian one does (13) ..... Call 7-3 double 2. 8-1 for that one, or 7 double 6, double 1, 9 for the Chinese. They're both good and they'll both deliver to the flat. As for places to visit, yes, do go and (14)..... The exhibition is small but really good. It gets very crowded on Sundays, so I suggest you visit it (15)....., later in the week, but not on Thursdays which is market day- you won't find anywhere to park and it's also the only day of the week when they're not open! Anything else?

Woman: Not for the moment. Thanks!