

Conversation 1

Manager: Good evening, Willowtree (1) How can I help?

Customer: Hello, I'd like to make a (2) in your (3) for next Saturday evening.

Manager: Next Saturday? If you (4) on, I'll just check ... So ... For how many (5).....?

Customer: I need a (6) for (7)..... - it's my husband's 30th birthday, so we're having a (8)..... dinner.

Conversation 2

Sales assistant: Good afternoon, can I help you?

Customer: Yes, I'm (9)..... for a (10)..... for my sister. She's going to be (11)..... next week. So I thought a piece of (12) would be nice.

Sales assistant: Good (13)! Do you have anything (14) in mind - a (15), perhaps?

Customer: Mm, she has so many necklaces. I was thinking of a pair of (16), possibly.

Sales assistant: Does she have a (17) colour?

Customer: Mm, she likes blue