

B1.2 Responding to requests

A Read some conversation extracts from Exercise 2. Complete the responses with the phrases in the box.

Yes, I can I'm not sure I'm afraid I can't
Yes, of course (x2) Of course not Sure/OK
Let me have a look

- 1 M: Do you know if there's another ATM somewhere?
I really need to get some money.
W: Hmm ... _____. Try the shopping mall.
- 2 W: Would you mind looking at it for me?
M: _____.
- 3 W: Do you know what the problem is?
M: _____.
- 4 W: Could you tell me what the problem is, sir?
M: _____. It keeps making a funny noise.
- 5 W: Could you hold the line, please?
M: _____.
- 6 M: Could you give me a refund?
W: _____ do that.
M: Well, could you tell me whom I should speak to?
W: _____. You need to speak to the manager.
M: OK. Would you mind calling him for me?
W: _____. I'll just call him.

B. Record the sentences in Red?

1. A: I'm afraid Mr. Soul isn't here at the moment.
B: **Do you know when he is coming back?**
A: I'm not sure. Do you want me to check?
B: Thank you.
2. A: **Could you tell me how this machine works.** I don't know how to turn it on.
B: Yes, of course
3. A: My computer has frozen. **Could you tell me whom could I speak to?**
B: OK. Let's have a look.