

1) COMPLETE THE EMAIL. CHOOSE THE CORRECT WORDS (A, B, OR C).

Dear Mr **Rinaldi**,

I'm 1 about this year's summer engineering conference in Milan.

Thank you 2 accepting our invitation to speak at the conference on 4th June.

Please 3 your schedule and hotel details 4.

Could you 5 that these arrangements are 6

as soon 7 possible, so that I can 8 your hotel?

I'm 9 forward to meeting you at the conference.

..... 10 wishes,

Caroline Meyer

Conference coordinator

1 a giving b sending c writing

2 a about b for c to

3 a find b look c send

4 a attached b attaching c attachment

5 a choose b confirm c contact

6 a great b nice c OK

7 a are b as c at

8 a book b rent c stay

9 a look b looked c looking

10 a Best b Regards c With

2) COMPLETE THE CONVERSATIONS WITH THESE PHRASES: COULD I – COULD YOU – HAVE YOU

1 A go back to your seat, madam?

B Sure.

2 A have a menu, please?

B Certainly, sir.

3 A got another blanket?

B Yes. Just a moment, please.

4 A order the vegetarian dish, please?

B Yes, of course, madam.

5 A see your tickets, please?

B Here you are.

6 A open your bags for me, sir?

B OK.

3) COMPLETE THE CONVERSATIONS WITH THESE WORDS:

boarding – folding – in-flight – landing – overhead – remote – safety (x2) – window

1 A Excuse me, sir. Please fasten your _____ belt and close your _____ table.

B Sure.

2 A Is there space for my bag in the _____ locker?

B Yes, I think so.

3 A Can you help me? I can't open my _____ blind.

B Sure, no problem.

4 A Excuse me. I think my _____ control is broken.

B I'm sorry about that. I'll get you another one.

5 A Here is your ticket and _____ card. Please be at the gate 30 minutes before your flight time.

B OK. Thank you.

6 A Do you have a European passport?

B No, I don't.

A OK. Please fill in this _____ card.

7 A Do you usually read _____ magazines on the plane?

B Yes, they sometimes have very interesting articles.

8 A Excuse me. I don't have a _____ card.

B Really? Is it not in the seat pocket in front of you?

4) PUT THE WORDS IN THE CORRECT ORDER TO MAKE QUESTIONS.

1 A do do what you _____ ?

B I'm a pilot for AeroWorld Airlines.

2 A Google's where office main is _____ ?

B It's in Mountain View, California.

3 A manager design is new who the _____ ?

B It's Lucas Grant.

4 A when a holiday take usually you do _____ ?

B Usually in the summer.

5 A airline which favourite is your _____ ?

B I like Japan Airlines.

6 A work you do with who _____ ?

B I work with the three other people in my team.

7 A work she where does _____ ?

B She works in Dublin.

8 A there how company people your many in are _____ ?

B I think there are about 1,300 staff.

9 A Brussels to when train the next is _____ ?

B It's at 11.37 from platform 6.

10 A company does for kind what of she work _____ ?

B She works for a software company.