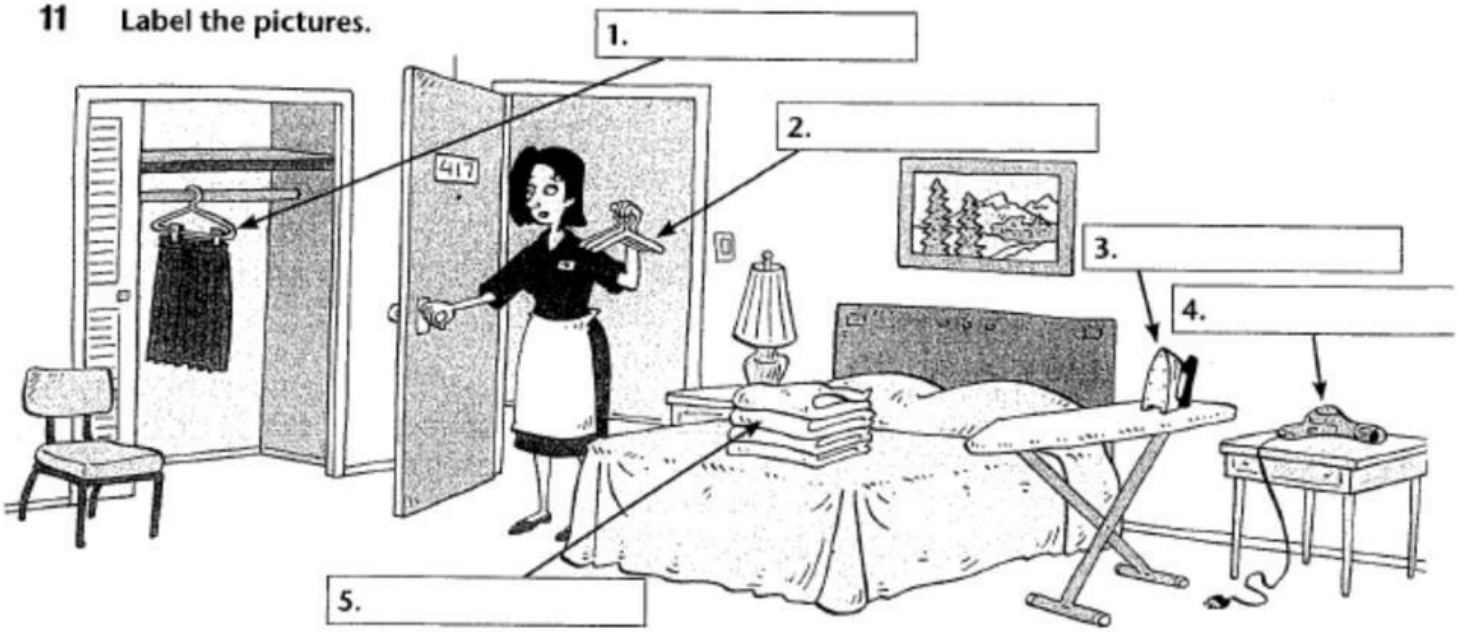
**11** **Label the pictures.**




**12** **Look at the pictures. Then complete the conversations.**




1. **A:** Guest services. May I help you?

   **B:** Yes, please. Could you bring up some _____ (1.)? I need clean ones.

   **A:** Certainly.

   **B:** And I could use a _____ (2.); too. My hair is wet, and I don't see one in the bathroom.

   **A:** Sure. We'll bring those up right away. Anything else?

   **B:** Oh, yes. I have a lot of dirty clothes. Could someone please _____ (3.)?

   **A:** Yes, of course.

   **B:** I think that's all. Thanks!




2. **A:** Front Desk. May I help you?

   **B:** Yes, I'd like to go for a swim. Is the _____ (4.) still open?

   **A:** No, I'm sorry, it closed at 9:00.

   **B:** Oh. Well, maybe a workout. How about the _____ (5.)?

   **A:** No, it also just closed.

   **B:** Oh, no. Well, I guess I'll have to do some work then. Is the _____ (6.) still open?

   **A:** No, I'm sorry, it closed at 6:30. But you do have high-speed Internet access in your room.

   **B:** Oh, OK. Thanks.



LIVEWORKSHEETS