

PRACTICE

1 Write offers. Use *I'll* and the verb phrases in the box.

answer it bring another one carry it
get some open the window say it again

- 1 A: My phone's ringing.
B: I'll answer it.
- 2 A: This spoon isn't clean.
B: _____
- 3 A: It's hot in here.
B: _____
- 4 A: This bag is heavy.
B: _____
- 5 A: I don't understand.
B: _____
- 6 A: I need some milk.
B: _____

2 Complete the conversations.

A: Hello, Reception.

B: Hello. I'm in Room 212 and I'd like to ¹k_____ my passport in the ²s_____, but I can't lock it.

A: I'll ³s_____ someone up to help you.

B: Thanks. That's ⁴k_____ of you.

A: Good morning.

B: Hi. Could you ⁵p_____ my ⁶b_____ p_____, please? My plane leaves very early in the morning.

A: I'm really ⁷s_____, but we're ⁸b_____ at the moment.

B: That's OK. I'll come back later.

A: I ⁹c_____ call you when we're quieter if you ¹⁰l_____.

B: Yes, please.

A: Yes, can I help?

B: I'm in room 349, but it isn't clean.

A: I do ¹¹a_____. I'll give you a new room.

B: That's OK.

A: I'm really ¹²s_____ about that.

B: No problem.

3. Use the prompts to make conversations

1. A: Hello, Room Service. / help /?

Hello, Room Service. Can I help you?

B: Yes. Could / have / large pizza / , / please?

.....

A: afraid / that / not possible.

.....

B: What / be / the problem?

.....

A: It / two o'clock / morning

.....

B: Oh. / Could / make / me / sandwich?

.....

A: What / your / room number?

.....

2. A: Hello, Reception. You / speak / Tina. / How / I / help?

.....

B: The air conditioning / my room / make / lot of noise.

.....

A: I / be / Sorry / that. / I / send / someone up.

.....

B: That / be / great. / Thank you.

.....

A: Be / there / anything else?

.....

B: I / need / print / my boarding pass. / you / help?

.....

A: can / print / here / you like.

.....

B: Thanks