

LISTENING 6

Pan-Asian Airways John speaking can I help you yes please.

(1)..... I got this number from the operator. Is this the right number to call. Yes Madam this is the right number I just need you to tell me your name to start with so I can fill out a Lost Property form. That's (2)..... Right so I've got that now what happened last night. Well I (3).....a.m. We were delayed a while in New York so that when we eventually landed I was so tired that I accidentally (4)..... Did you report this to anyone last night. No I'm afraid not I didn't notice until I got home and then (5)..... Very well Madam let me take a few details for this form and I'll see what I can do okay so the name was and what's the address please. (6)..... Wyndham Road Richmond. The postcode (7)..... Good I've got that now your telephone number. Well my home number is (8)..... and my mobile is (9)..... I'm sorry I didn't catch the second one what was the mobile again (10)..... Thanks now do you know the flight number of the plane you were on last night.