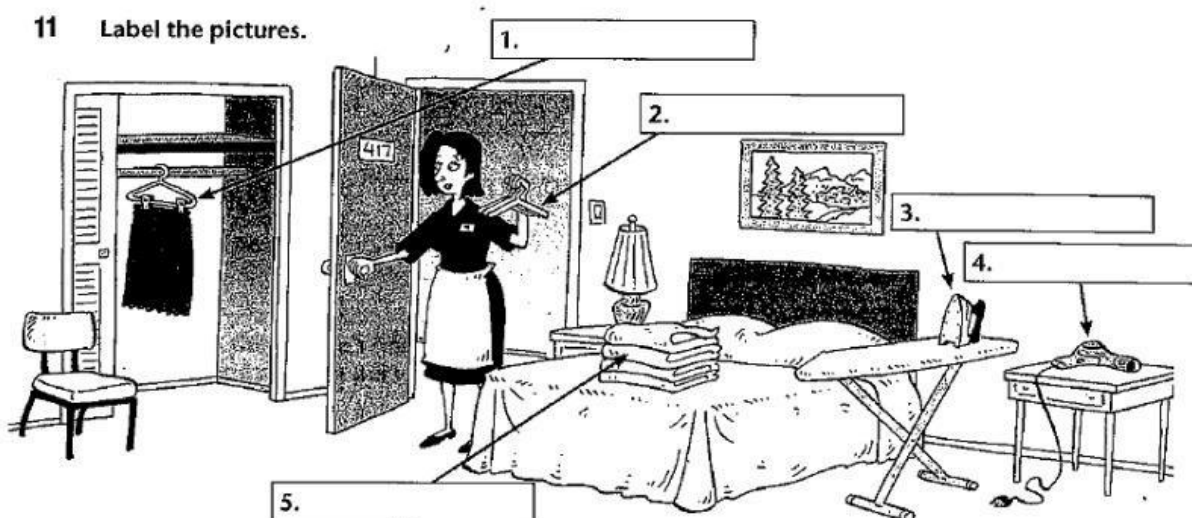


11 Label the pictures.



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 _____?

I need clean ones.

A: Certainly.

B: And I could use a _____, 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 _____?

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 _____ still open?

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

B: Oh. Well, maybe a workout. How about the _____?

A: No, it also just closed.

B: Oh, no. Well, I guess I'll have to do some work then.

Is the _____ 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.

GRAMMAR BOOSTER

F Complete the conversations. Use the correct form of **be going to** if there is a plan for the future or **will** if there is not a plan.

1. A: Have you decided about your vacation yet?

B: Yes, we have. We _____ to India!
1. go

A: Wow! When _____ you _____?
2. leave

B: We _____ out on the 20th.
3. fly

A: That's fantastic. Where _____ you _____?
4. stay

B: I don't know yet. I guess we should make hotel reservations—or maybe we _____ just _____ something when we arrive.
5. find

2. A: Guess what? I _____ into a new apartment next week.
6. move

B: That's great news! I _____ you if you like. What day _____ you _____?
7. help
8. move

A: Thanks! It's this Saturday at 9 A.M. OK?

B: Oh, no! I _____ my sister at the airport then.
9. pick up

A: No problem. Just come by when you're free.