

Name:

1)

**Complete the dialogue with your own words.  
Put ONE word in each space.**

**Receptionist:** Good morning. Can I  
(1) ..... you?

**Nikki:** Yes please. I (2) ..... love to go to a museum. Is there one (3) ..... this hotel?

**Receptionist:** Yes. You can walk to it from here. Just go out of the hotel, (4) ..... left, walk for about ten minutes, and you will see it on your right.

**Nikki:** Thank you. (5) ..... it a big museum?

**Receptionist:** Yes, it's the national museum. It's very large, and there's a lot to see there.

**Nikki:** That's great. I want to buy some postcards.  
(6) ..... the museum have a shop?

**Receptionist:** Yes, it has a very nice shop. It  
(7) ..... books, and gifts – and postcards, of course.

**Nikki:** Thank you very much for your help.

**Receptionist:** You're (8) ..... ! Just ask me if you need anything else while you're staying here.



2) Drag the words.

**Complete the sentences below using words from the box.**

|         |             |                     |         |       |
|---------|-------------|---------------------|---------|-------|
| bank    | café        | chemist             | dentist | hotel |
| library | post office | tourist information |         |       |

- I'm going to the ..... to buy a stamp.
- Is the ..... open today? I need to get some cash.
- My tooth hurts. I think I should make an appointment with my .....
- I'm going to the ..... to borrow a book about insects.
- I've got my flight, but I still need to book a room in a ..... for my holiday.
- Is there a ..... near here? I need to buy some medicine.
- I booked a tour of the city at the ..... centre.
- Let's go to that new ..... . They make great hot chocolate.

3)

Read the signs. Put the number in the correct part of the table.

| Bank  | Tourist information centre | Library |
|-------|----------------------------|---------|
| ..... | .....                      | .....   |

1 Please try to return books to the correct shelf. Thank you.

5  **DVDs**  
**£1.50**  
for one week.

2  **Need to find a room in a hotel? We can book one for you.**

6  **Computer course for beginners. Starts Monday.**

3  **Information about train and bus times at this desk only.**

7 **Lost your credit card?**   
**Call this number immediately.**  
 **970097 86809**

4 **Need to borrow money today?**  
Speak to a member of staff.

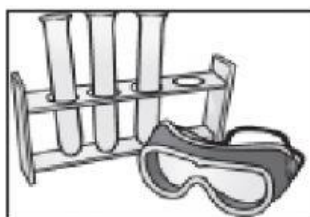


8 **Please pay for maps in cash.**



4) You will hear five short conversations. You will hear each conversation twice. there is one question for each conversation. For questions 1–5, put a tick (✓) under the right answer.

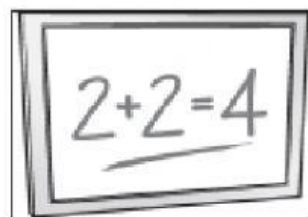
1. What is the boy's favourite subject?



A ☐

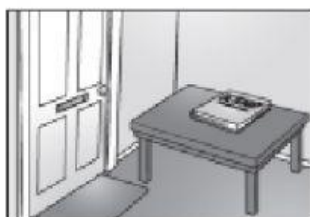


B ☐



C ☐

2. Where does the girl put the dictionary?



A ☐

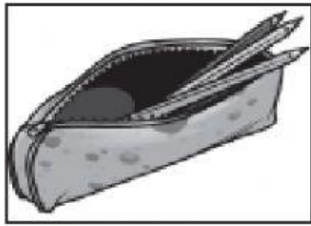


B ☐

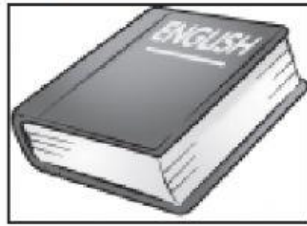


C ☐

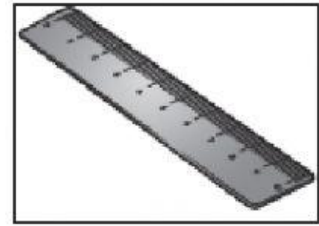
3. What does the boy lend the girl?



A

☐

B

☐

C

☐

4. What time does the TV programme start?



A

☐

B

☐

C

☐

5. Where does the boy have lessons?



A

☐

B

☐

C

☐