

1	NOTES:	
	- No need to book the 1 _____ from the airport - the customer wants me to organise 2 _____	travel agent customer travel agent customer
2	1 How many nights will the man stay? A one night B two nights C three nights	hotel receptionist guest
	2 Which of the following is on the 10th floor? A the gym B the business centre C the restaurant	hotel receptionist guest
3	1 Which country has the applicant worked in most? _____	interviewer job applicant
	2 What department would the applicant like to work in? _____	interviewer job applicant