



Listen to recording 25 - 27 and complete these sentences from the dialogues

Dialogue 1 1 I'm _____ to _____ that.

2 What _____ to be the _____?

3 First of all, _____ for the poor service ...

Dialogue 2 4 We've got a lot of people in the same position _____, but don't worry.

5 _____ we'll _____.

6 So, _____.

Dialogue 3 7 It _____ that our shop assistant made a _____.

8 I'll be happy to _____ your money.

9 That's no _____. I'll _____ to help you.