

Listen and complete the dialogue. Learn the highlighted phrases.

Receptionist: Good afternoon. This is
(a) Sports Centre.

Ashley: Good afternoon. I'd like some
information please.

Receptionist: Certainly. How can I help you?

Ashley: I believe you have (b)
lessons at the sports centre. Who are
the lessons for?

Receptionist: They're for children and
teenagers between the ages
of (c) and
.....

Ashley: Oh, perfect! What days are the lessons?

Receptionist: They're on (d) and
.....

Ashley: Can you tell me what time they are?

Receptionist: Each lesson is (e)
hours long, from (f) to
..... pm.

Ashley: Uh huh. How much do they cost?

Receptionist: (g)

Ashley: Sorry, can you repeat that?

Receptionist: Yes, of course. The lessons are
(g) Oh, and you must
bring your own (h)

Ashley: OK. Thanks for your help.


Receptionist: You're welcome. Thank you for calling.

Complete the table. Use highlighted phrases above

SPEAKING BANK

Useful expressions to ask for and give information

- I'd some information, please.
- How can I you?
- Can you me what time they are?
- How do they cost?
- Thanks for help.
- welcome.
- you for calling.

- 1 **LISTENING**  11 Listen to the phone call. Tick (✓) the information the girl asks about.



JUDO CLUB

Brights Leisure Centre on Saturday mornings from 10-12

Levels: Beginners – Advanced

Regular competitions!

Cost: £5 per week/£100 per year

Further information contact:
Dave Willis 02351 784302

2 Put the words in order to find phrases from the conversation. Add a question mark and other punctuation where necessary.

1 some club like about please judo
information the I'd

.....

2 me Can club when meets tell the you

.....

3 you can help How I

.....

4 it much cost does How

.....

5 you Sorry that repeat can

.....

6 bring have special Do clothes I to

.....

7 for help Thanks your

.....

8 for Thank calling you

.....

3 Complete the dialogue with phrases from 2.

Receptionist: Good morning, East Side Swimming Pool. **(a)**

Kelly: Good morning. I'd like some information about the swimming club.

Receptionist: Certainly.

Kelly: **(b)**

Receptionist: Every evening between 4 and 6 pm.

Kelly: **(c)**

Receptionist: Yes, of course. It's every evening between 4 and 6 pm.

Kelly: **(d)**

Receptionist: £130 a year.

Kelly: That's great. **(e)**

Receptionist: You're welcome.
(f)