

### While listening – Listen and complete the conversation.

Room  
586

**M:** Front desk. How may I help you?  
**F:** Hi. This is Room (1)..... calling.  
**M:** Hello, Mrs. Williams. Is everything OK?  
**F:** Oh, fine. Thanks. Listen. We just finished breakfast. Could someone come and take the (2)..... away?  
**M:** Of course, ma'am.  
**F:** Also, I was wondering if someone could bring (3).....  
Oh, and we could use a (4)....., too.  
**M:** No problem, ma'am. I'll take care of that right away.  
Anything else I can help you with?  
**F:** Oh, I almost forgot! I have a load of (5)..... Could someone pick that up?  
**M:** No problem.

### While listening – Listen and complete the conversation.

Room  
587

**M1:** Front desk. How may I help you?  
**M2:** This is Room 587.  
**M1:** Yes, Mr. Rogers. What can I do for you?  
**M2:** Well, this place is a mess. I need someone to (1)..... the room right away.  
**M1:** I'm sorry, sir. I'll take care of that for you.  
**M2:** And my wife needs (2)..... if those – What are they called- (3).....?  
**M1:** Yes, sir. We can send some up for you.  
**M2:** Wait, hold on. Here she is.  
**F:** Hello? Front desk?  
**M1:** Yes, Mrs. Rogers.  
**F:** Last night nobody (4)..... the beds. I'd like turn down (5)..... every night, please.  
**M1:** I'm so sorry, ma'am. If you want turn down service, we'll certainly make sure you get it.  
**F:** Thank you.