Watch or listen again. Complete the **You hear** phrases.

You hear	You say
Hello, reception.	Hello. This is room 613.
How can I [1]_____ you?	There's a problem with the air conditioning. It isn't working, and it's very hot in my room.
I'm sorry, sir. I'll [2]_____ somebody up to look at it right now.	Thank you.
Good [3]_____, reception.	Hello. I'm sorry to bother you again. This is room 613.
How can I help you?	I have a problem with the wi-fi. I can't get a signal.
I'm sorry, sir. I'll [4]_____ you through to IT.	Thanks.

LIVEWORKSHEETS

a 1.33 That evening Jenny goes to the hotel to meet Rob and they go out for a drink. Watch or listen and mark the sentences **T** (true) or **F** (false).

1 Rob says he doesn't like the hotel.
2 Jenny is going to show him round the city tomorrow.
3 Barbara is Jenny's boss.
4 Rob is hungry.
5 It's four in the morning for Rob.
6 They're going to meet at eleven.
7 Jenny thinks that Rob is going to get lost.

c Look at the **Social English** phrases. Can you remember any of the missing words?

Social English

1 **Rob** It's _____ to be here.
2 **Jenny** Do you have a _____ view?
3 **Jenny** You _____ be really tired.
4 **Rob** I guess you're _____.
5 **Rob** By the _____...
6 **Jenny** It's great to see you, _____.

LIVEWORKSHEETS