

Real life requests

2 ►138 Listen to a conversation between a receptionist and two hotel guests. Write:

1 the number of nights

2 the room number

3 the restaurant opening hours

4 the Wi-Fi password

3 ►138 Listen again. Match the requests

(1–4) with the responses (a–d).

1 I have a reservation for two nights. _____

2 Can I have your name, please? And a credit card? _____

3 I'd like help with these bags. _____

4 Can you tell me the Wi-Fi password? _____

a That's no problem.

b Certainly.

c Of course.

d Here you are.

► REQUESTS

I have a reservation for two nights.

I'd like help with these bags.

Can I have your name, please?

Can you call a taxi, please?

Certainly.

Here you are.

Of course.

That's no problem.

4 Look at the expressions for requests. Work in pairs. Which question is a request for information?

5 Pronunciation I'd like, We'd like

a ►139 Listen and repeat the sentences.

b Work in pairs. Practice these requests. Use *I'd like* or *We'd like*.

a different room
lunch in our room
the key for our room
a taxi to the airport