

## AUDIOSCRIPT

### CONVERSATION 1

**M:** Room service. How may I help you?

**F:** Hi. I want to order something for dinner in my room.

**M:** What would you like to (1) \_\_\_\_\_?

**F:** I'll have the grilled chicken.

**M:** Anything to drink?

**F:** No, thanks. Oh, and could someone call me at 7:00 tomorrow morning?

**M:** You can call the front desk for that, ma'am. I'm (2) \_\_\_\_\_ they can help you.

### CONVERSATION 2 [F = British English]

**F:** How may I help you?

**M:** Hi. I've got a bunch of (3) \_\_\_\_\_ up here. I wonder if someone could come by and pick them up?

**F:** I'll take care of that right away, sir. Is there anything else?

**M:** Oh, right. There aren't enough (4) \_\_\_\_\_ in the closet.

**F:** No problem, sir. I'll send someone up with some more.

### CONVERSATION 3

**M:** Can I help you?

**F:** Hi. I just got back from a meeting and my room is a mess. No one made the bed, and there are (5) \_\_\_\_\_ all over the floor in the bathroom.

**M:** I'm so sorry, ma'am. I'll send someone up right away.

**F:** Thanks. And frankly, my husband and I could use more towels. Would that be a problem?

**M:** Of course not, ma'am.

### CONVERSATION 4 [M = Spanish]

**F:** Front desk. How may I help you?

**M:** Hi. I just wanted to let you know that I'm leaving my shoes outside my door. Could someone (6) \_\_\_\_\_ and get them?

**F:** Absolutely, sir.

**M:** Also, my wife and I are a little hungry. We haven't had dinner yet. Can we still get something?

**F:** No problem, sir. I'll (7) \_\_\_\_\_ you with someone who can take your order right away.