

Listening Customer messages

Listen to five voicemails. What does each caller want?

- To change a booking
- Information about special events
- To reserve an ensuite twin room
- To check her booking
- To book a table

Caller 1:
 Caller 2:
 Caller 3:
 Caller 4:
 Caller 5:

4 Put the parts of the email in the correct order.

- a ☐ We also confirm your table reservation for 4 on Saturday 21 June at 8.30 p.m.
- b ☐ Benito Peres
Reservations
- c ☐ Dear Mr Schmidt
- d ☐ We have reserved two parking spaces for you in our basement car park as requested.
- e ☐ We are pleased to confirm your reservation for 2 double rooms from 18 June to 22 June.
- f ☐ Thank you for your email.
- g ☒ To: Mr J Schmidt
- h ☐ With best wishes
- i ☐ We look forward to seeing you on 18 June.
- j ☐ Subject: Confirmation of booking

6 **More words to use** Match the abbreviations 1–10 with their meanings a–j.

- | | | | | |
|----|----------------------------|------|---|--|
| 1 | ☐ g | asap | a | regarding |
| 2 | ☐ | encs | b | street |
| 3 | ☐ | incl | c | copy to |
| 4 | ☐ | no | d | per proxy (signed instead of somebody) |
| 5 | ☐ | plc | e | number |
| 6 | ☐ | pp | f | documents enclosed |
| 7 | ☐ | re | g | as soon as possible |
| 8 | ☐ | rd | h | public limited company |
| 9 | ☐ | st | i | included |
| 10 | ☐ | cc | j | road |