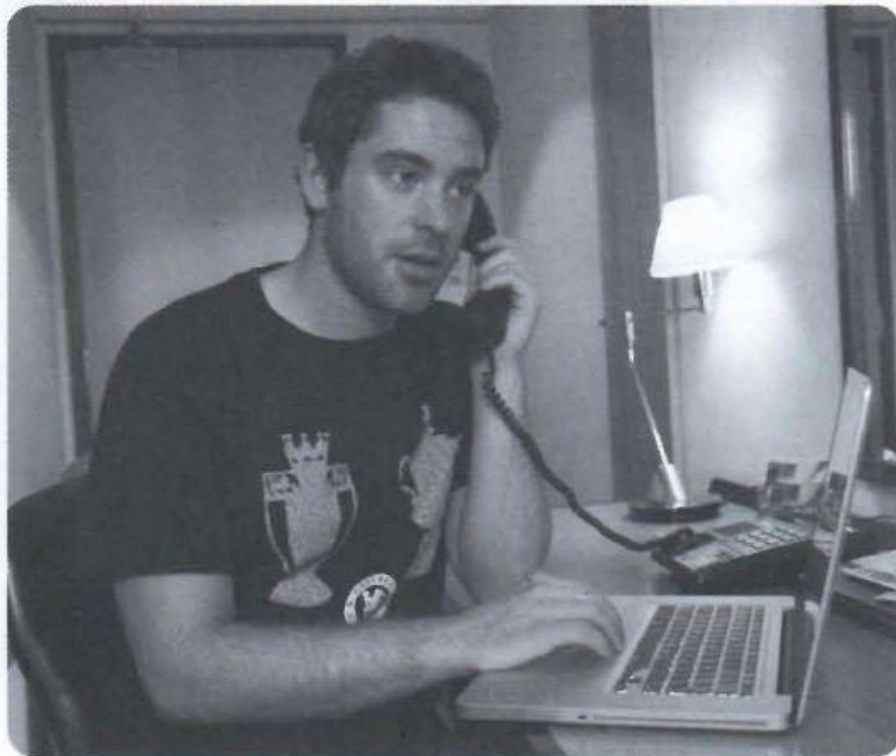


1 CALLING RECEPTION



a Complete the sentences with a word from the list.

bother have 's put send this

- 1 I have a problem with the wi-fi.
- 2 I'll _____ you through to IT.
- 3 I'll _____ somebody up right now.
- 4 I'm sorry to _____ you.
- 5 Hello. _____ is room 315.
- 6 There _____ a problem with the shower.

b Complete the conversations with sentences 1–6 from a.

- 1 A Hello, reception.
B Hello. ¹ This is room 315.
A How can I help you?
B ² _____.
There isn't any hot water.
A I'm sorry, madam. ³ _____.
B Thank you.

- 2 A Hello, reception.
B Hello, this is room 315 again. ⁴ _____,
but there's one more thing.
A How can I help you?
B ⁵ _____.
I can't get a signal.
A I'm sorry, madam. ⁶ _____.
B Thanks.