

### Exercise 1: fill in the blank

Male: Good morning. Jackson's (1)\_\_\_\_\_ . Can I help you?

Mary: Yes, please. I'm having some (2)\_\_\_\_\_ with my car. Can you come to have a look at it?

Male: Can I have your name, please, Miss?

Mary: Yes, my name's (3)\_\_\_\_\_ .

Male: Now, what's the trouble?

Mary: It's the (4)\_\_\_\_\_ . When I was driving to work this morning they weren't working very well.

Male: Oh, dear. Don't worry. We'll come and (5)\_\_\_\_\_ them.

Mary: Thank you.

Male: Can you tell me your address please?

Mary: Well, I'm at my office. It's at 31 Hill Road. The car's parked (6)\_\_\_\_\_ .

Male: Could we also have your office phone number?

Mary: Yes, it's (7)\_\_\_\_\_ . Can you come this morning?

Male: I'm afraid we can't. We're very busy until (8)\_\_\_\_\_ .

Mary: It's very important. I really need my car tonight. How soon can you come?

Male: Well, we can come at, say ... (9)\_\_\_\_\_ p.m.

Mary: OK, thank you.

Male: And what type of car is it?

Mary: It's a (10)\_\_\_\_\_ Toyota.

Male: OK. See you this afternoon.

Mary: Great. Thank you. Bye.

## **Ex2: Choose the correct answer**

**What is the reason for Mary's call?**

- A) She wants to buy a new car.
- B) She is having trouble with her car's brakes.
- C) She needs a ride to work.

**Where is Mary's car located?**

- A) At her home
- B) At Jackson's Garage
- C) Outside her office

**What is the address of Mary's office?**

- A) 25 Hill Street
- B) 31 Hill Road
- C) 33 Hill Lane

**What time did the garage agree to come and look at Mary's car?**

- A) 12:00 p.m.
- B) 1:00 p.m.
- C) 2:00 p.m.

**What type and color of car does Mary have?**

- A) Blue Honda
- B) Red Toyota
- C) Green Nissan