

Conversation One [B = Spanish]

A: Front 1. _____.

B: This is Mr. Ramos. There's a serious 2. _____ with my room.

A: I'm 3. _____ to hear that. What is it?

B: It's the toilet. It won't 4. _____ 5. _____ (V-ing).

A: It won't 6. _____ 7. _____? (6,7 giống 4,5)

B: Yes, that's right. And it's making a lot of 8. _____. (danh từ kdd)

A: Any other problems, Mr. Ramos?

B: Actually, yes. The 9. _____ won't 10. _____. (2 từ)

A: Oh, my goodness. What 11. _____ are you in?

B: Uh . . . 12. _____.

Conversation Two

A: Front desk. This is Ahmed.

B: Yes. This is Mrs. Johnson in 1. _____. I have an emergency.

A: What kind of emergency?

B: It's the 2. _____ in the 3. _____. (V-ing) It's 4. _____ (V-ed) and there's 5. _____ all over the floor. And that's not all. The 6. _____ (2 từ) won't turn on,

A: I'm so sorry. Don't worry, Mrs. Johnson. I'll 7. _____ (động từ) a plumber and an electrician right away. I'm sure they're both 8. _____.

Conversation Three

A: Front desk. How can I help you?

B: This is Mr. Prentice in room 1. _____. I have a 2. _____.

A: Yes, Mr. Prentice. What seems to be the problem?

B: It's the air 3. _____. It's 4. _____ in here.

A: Have you tried shutting it 5. _____?

B: Of course. That's why I'm *calling* you.

A: I'm so sorry, Mr. Prentice. Is there anything else we can help you with today?

B: Actually, yes. The 6. _____ (2 từ) is making a funny 7. _____.

A: We'll take care of everything. Don't worry.

Conversation Four

A: Front desk. Marlene speaking. How may I direct your 1. _____?

B: This is Ms. Lee in room 2. _____.

A: Excuse me. What room did you say you were in?

B: 3. _____. (giống 2)

A: Certainly. How can I help you?

B: There's a problem with my 4. _____.

A: Not working?

B: Yes, that's right. Everything's warm. And the fridge 5. _____ won't 6. _____.

A: I'm sorry. I'll have someone look at it right away.

Speaker 1		Speaker 2	
Room	1. _____	Room	1. _____
Problem 1	the 2. _____ (1 từ)	Problem 1	The 2. _____ (1 từ)
	not 3. _____ (2 từ) (giống 4,5 ở trên)		3. _____
		Problem 2	the 4. _____ (2 từ)
			not 5. _____ (2 từ)

Speaker 3		Speaker 4	
Room	1. _____	Room	1. _____
Problem 1	the 2. _____ (2 từ)	Problem 1	the fridge's 2. _____ (1 từ)
	not shutting off		Not 3. _____ (1 từ)
Problem 2	the 3. _____ (2 từ)		
	Make 4. _____ sound		