

1 06 Listen to someone giving instructions. In what situation would you expect to hear them?



1 07 Listen to the instructions. What should you do in situations 1–6?

Phoning your mobile-phone provider

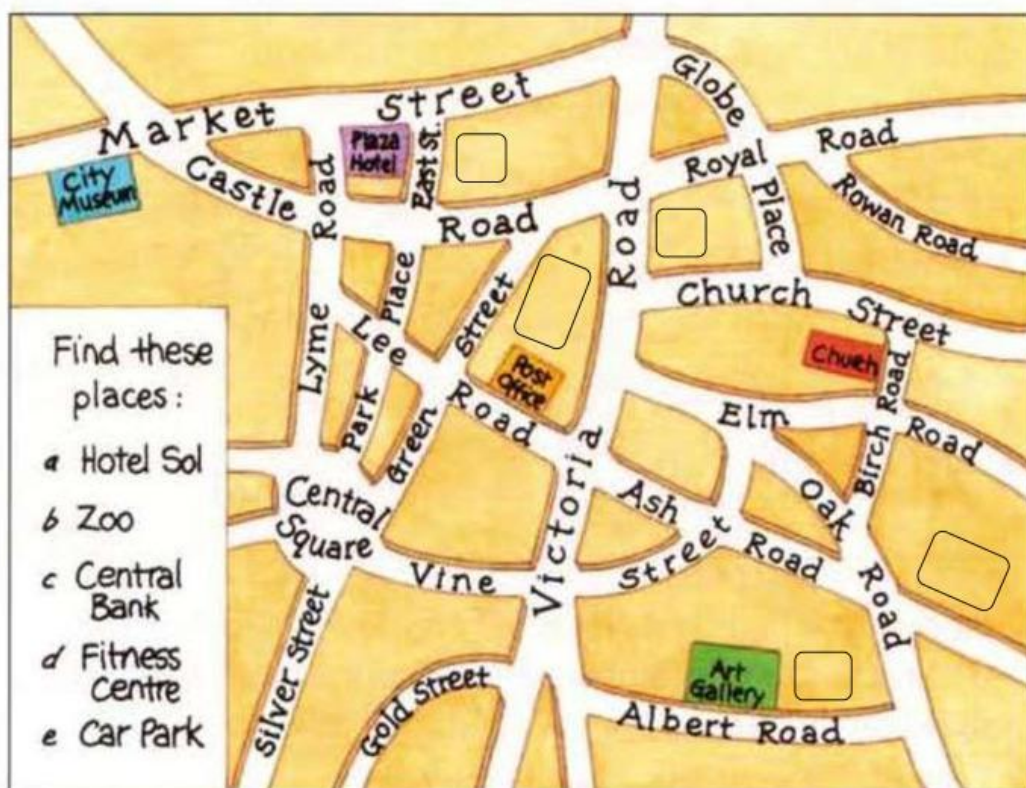
- 1 you want to top up the credit on your phone
- 2 you want to change your tariff

Phoning a dentist

- 3 you want to make an appointment for a check up
- 4 you want to prove your identity or address

Phoning a bank

- 5 you need to give your security code
- 6 you want to check your balance



Listening *Could we have our bill, please?*

Listen again and answer the questions.

Dialogue 1

- 1 Has reception prepared the bill for room 234 yet?
- 2 How is Mrs De Canio paying?

Dialogue 2

- 3 When is the restaurant customer leaving?
- 4 Are the drinks included in the restaurant bill?
- 5 Is service included in the restaurant bill?
- 6 How is the customer paying the bill?
- 7 Does the customer want a VAT receipt?

Listening *Did you enjoy your stay?*

Listen and tick (✓) the correct statements.

- 1 ☐ Personnel called Mrs White to complain.
☐ Personnel called Mrs White about a complaint.
- 2 ☐ The hotel didn't have disabled access.
☐ The hotel had good disabled access.
- 3 ☐ The first room wasn't on the ground floor.
☐ The first room was on the ground floor.
- 4 ☐ It was too small.
☐ It was too noisy.
- 5 ☐ The second room was quiet and near the garden.
☐ The second room was quiet and had a balcony.
- 6 ☐ The manager sent flowers and fruit.
☐ The manager sent flowers and champagne.

