

1.2 Read and listen.

1



Helen A cappuccino, please.
 Barista 1 What's your name?
 Helen Helen.
 Barista 1 Ellen?
 Helen No, Helen.
 Barista 1 Helen. OK.

2



Barista 2 Are you Diana?
 Helen No, I'm not. I'm Helen.
 Barista 2 Sorry.
 Helen? Your cappuccino.
 Helen Thanks.

3



Tom Hello. Are you Helen?
 Helen Yes, I am. And you're Tom.
 Tom Yes! Nice to meet you.
 Helen Nice to meet you.
 Tom Just a minute.

4



Tom Hi. A tea, please.
 Barista 1 OK. What's your name?
 Tom Tom.
 Barista 1 Dom. A tea.
 Tom No, I'm Tom, not Dom.