

## THE PHONETIC/MILITARY ALPHABET

A. Listen to the audio and write down the word you hear:

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

4. \_\_\_\_\_

5. \_\_\_\_\_

6. \_\_\_\_\_

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18. \_\_\_\_\_

19. \_\_\_\_\_

20. \_\_\_\_\_

B. Listen to a phone conversation "A customer is calling an airline's booking service to update their flight information" and complete the missing information:

**Agent:** Good morning, this is Alex from Horizon Airways. How may I help you today?

**Customer:** Good morning. I need to update some details on my flight reservation. My name is Javier.

**Agent:** Okay, can you please spell out your last name for me?

**Customer:** Certainly. It's \_\_\_\_\_

**Agent:** Got it, thank you. And could you confirm your flight booking reference number for me?

**Customer:** Yes, it's \_\_\_\_\_

**Agent:** Thank you. And for security, can you please provide your passport number?

**Customer:** Of course. The number is \_\_\_\_\_.

**Agent:** Thank you for that. I also need to verify your phone number.

**Customer:** My number is \_\_\_\_\_.

**Agent:** Thank you, Mr. \*\*\*\*\*. I have all your details. Now, could you please spell out the city you are flying to?

**Customer:** Sure. It's \_\_\_\_\_.

**Agent:** Perfect. And the city of your origin?

**Customer:** My address is on \_\_\_\_\_ Street.

**Agent:** Great, I have everything I need. Your details are now updated. Is there anything else I can help you with?

**Customer:** No, that's all. Thank you for your help.

**Agent:** You're welcome. Have a great day.

**Customer:** You too. Goodbye.