B1.2 Responding to requests

A Read some conversation extracts from Exercise 2. Complete the responses with the phrases in the box.

> Yes, I can   I'm not sure   I'm afraid I can't
> Yes, of course (x2)   Of course not   Sure/OK
> Let me have a look

1 **M:** Do you know if there's another ATM somewhere? I really need to get some money.

  W: Hmm … _____. Try the shopping mall.

2 **W:** Would you mind looking at it for me?

  M: _____.

3 **W:** Do you know what the problem is?

  M: _____.

4 **W:** Could you tell me what the problem is, sir?

  M: _____. It keeps making a funny noise.

5 **W:** Could you hold the line, please?

  M: _____.

6 **M:** Could you give me a refund?

  W: _____ do that.

  M: Well, could you tell me whom I should speak to?

  W: _____. You need to speak to the manager.

  M: OK. Would you mind calling him for me?

  W: _____. I'll just call him.

B. Record the sentences in Red?

1. A: I'm afraid Mr. Soul isn't here at the moment.

   B: **Do you know when he is coming back**?

   A: I'm not sure. Do you want me to check?

   B: Thank you.

2. A: **Could you tell me how this machine works**.I don'tknow how to turn it on.

   B: Yes, of course

3. A: My computer has frozen. **Could you tell me whom could I speak to?**

   B: OK. Let's have a look.

LIVEWORKSHEETS