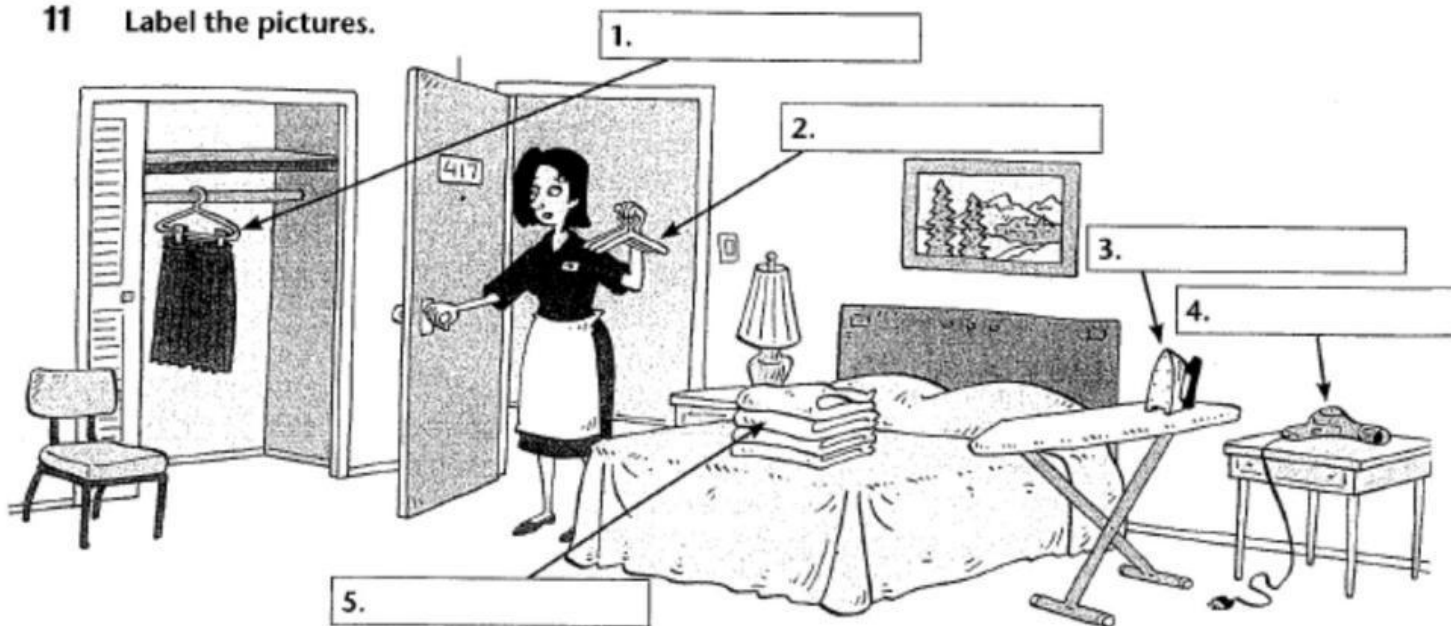


11 Label the pictures.



12 Look at the pictures. Then complete the conversations.

1. A: Guest services. May I help you?

B: Yes, please. Could you bring up some _____?
I need clean ones.

A: Certainly.

B: And I could use a _____; too. My hair is wet,
and I don't see one in the bathroom.

A: Sure. We'll bring those up right away. Anything else?

B: Oh, yes. I have a lot of dirty clothes. Could someone
please _____?

A: Yes, of course.

B: I think that's all. Thanks!



2. A: Front Desk. May I help you?

B: Yes, I'd like to go for a swim. Is the _____ still open?

A: No, I'm sorry, it closed at 9:00.

B: Oh. Well, maybe a workout. How about the _____?

A: No, it also just closed.

B: Oh, no. Well, I guess I'll have to do some work then.
Is the _____ still open?

A: No, I'm sorry, it closed at 6:30. But you do have high-speed
Internet access in your room.

B: Oh, OK. Thanks.

