Listen and drag the words to complete the statements below:

didn't stubborn do Understood still treated paid trusted tomorrow

1. Hey! The stain is _____ here.
2. I _____(do not) expect that.
3. We _____ (treat) it twice.
4. I _____ (trust) your service
5. I see …. Some stains are very _____.
6. That's not enough. I _____(pay) for proper cleaning.
7. _____(understand). I'll try a different solution.
8. I need this suit perfect. _____ is important.
9. We'll re-clean it immediately and _____ our best.

Listen to a customer complaint about a room hotel. Fill in the blanks.

better talk What me Did checked turned saw working

1. Hi! Excuse _____.
2. can I _____to someone about my room..
3. Of course._____ seems to be the problem?
4. The air conditioner isn't _____. And it's really hot inside
5. _____(do) stop working today?
6. I just _____(check) in an hour ago and I it never _____(turn) on.
7. Also I _____(see) a cockroach in the bathroom.
8. we'll upgrade you to a _____ room right away.

LIVEWORKSHEETS