

**Read, listen, and complete.**

**Exercise 1** – There are 3 different conversations. Complete the 3 paragraphs. **(Audio 1)**

**Conversation 1 – The taxi service**

I was in a taxi in Greece in Athens, and I was going into the center to do some shopping and the taxi driver started \_\_\_\_\_ me, he asked me where I was from, when I said I was English he started getting really aggressive, he said that he didn't like the English and that all English people were football hooligans. He went on and on, he just wouldn't stop, I got really annoyed I mean I thought why do I have to listen to all of this so I asked him to stop the taxi and let me get out. Luckily, he stopped, and I \_\_\_\_\_ and of course I didn't pay him anything.

**Conversation 2 – The hotel service**

This happened to me recently when I was travelling around France on business, I was really tired because I'd been working and travelling all day anyway. When I got to the hotel in Toulouse it was evening, I checked in and the receptionist gave me the key to my room, so I \_\_\_\_\_ my room and opened the door, but it was a complete mess. The bed wasn't made, there were dirty towels on the floor and the bathroom \_\_\_\_\_. I went downstairs and told the receptionist, and he said that I would have to wait for half an hour while they prepared the room, but I was exhausted and needed to rest, so I told him to give me another room \_\_\_\_\_, luckily, he did.

**Conversation 3 – The restaurant service**

This happened to me last week, I went to a restaurant in London with my family to celebrate my dad's birthday. \_\_\_\_\_, my dad ordered ravioli and when his dish arrived, he saw that it had a long black hair in it, so I asked the waitress to take \_\_\_\_\_ and bring him another one. She brought him another plate of ravioli and it was fine, and we finished our meal. But when my dad asked for the bill, he saw that they charged us for the ravioli, he didn't think that was right, he thought ravioli should be free because he found a hair in it, so he asked the waitress to \_\_\_\_\_ the bill. She went away and spoke to the manager, and he came and apologized, and he took the ravioli off the bill.

**Exercise 2** – Order the sentences to create a conversation. There is an extra option you will not use. Write who said each phrase: assistant or patient. **(Audio 2)**

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|--|--------------------------------|
| 1. Ok, hang on a minute.                         | (   ) (                      ) |
| 2. Dr. Jones' office.                            | (   ) (                      ) |
| 3. Ah no. I will call back in about ten minutes. | (   ) (                      ) |
| 4. How to make a phone call in English language? | ( 1 ) ( <b>Patient</b> )       |
| 5. I'm going to put you through.                 | (   ) (                      ) |
| 6. I can't go right now.                         | (   ) (                      ) |
| 7. Would you like to leave a message?            | (   ) (                      ) |
| 8. Dr. Jones is not picking up.                  | (   ) (                      ) |
| 9. Hi, I'd like to talk to Dr. Jones.            | (   ) (                      ) |