

## 1 – Starter

### Answers

1 c 2 a 3 e 4 b 5 d

## 1 – 1.1 Listening *Working in front office*

### Answers

1 book a room	5 256
2 he's not in his office	6 the line's busy
3 Mr Cole is late	7 says he'll call back
4 table	8 the phone is ringing

## 2 – 1.1

### Answers

1 speaking, I help you	5 book a table
2 put you through	6 line's busy
3 's calling	7 to leave
4 I take	8 'll call back

## 1 – Language check

### Answers

1 Would you like to	5 Would you like to
2 I'll	6 Can/Could
3 Can/Could	7 I'll
4 I'll	8 Would you like to

## 2 – Language check

### Answers

1 e 2 a 3 f 4 c 5 b 6 d

## 1 – 1.2 Listening *Customer request*

### Answers

1 false      3 true      5 true      7 false  
2 true      4 false      6 false

## 2 – 1.2

### Answers

a 7 b 3 c 1 d 6 e 4 f 8 g 2 h 5