

1 – Listening *Taking Phone calls*

Answers

1 Mr Phillips 2 329 3 Rio Parthenon 4 James

2 -

Answers

1 speaking 3 connect 5 through

2 help 4 calling 6 Can

3 – Structures to practise *Can/Could*

Answers

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|------------------------------------|--|
| 1 Could I reserve a parking space? | 4 Can I have your name? |
| 2 Can I help you? | 5 Could I speak to Miss Jennifer Diaz? |
| 3 Can I make a room reservation? | 6 Can I book a double room? |

4 – *I'd like to*

Answers

- | | |
|-------------------------------------|--|
| 1 I'd like to speak to the manager. | 3 I'd like to make a reservation. |
| 2 I'd like to book a single room. | 4 I'd like to reserve a parking space. |

5 – Listening *Taking messages*

Answers

Message for: Mr Wollmann	Event: meeting
Room number: 502	Day: tomorrow
Caller: Mr Schmidt	Time: ten o'clock