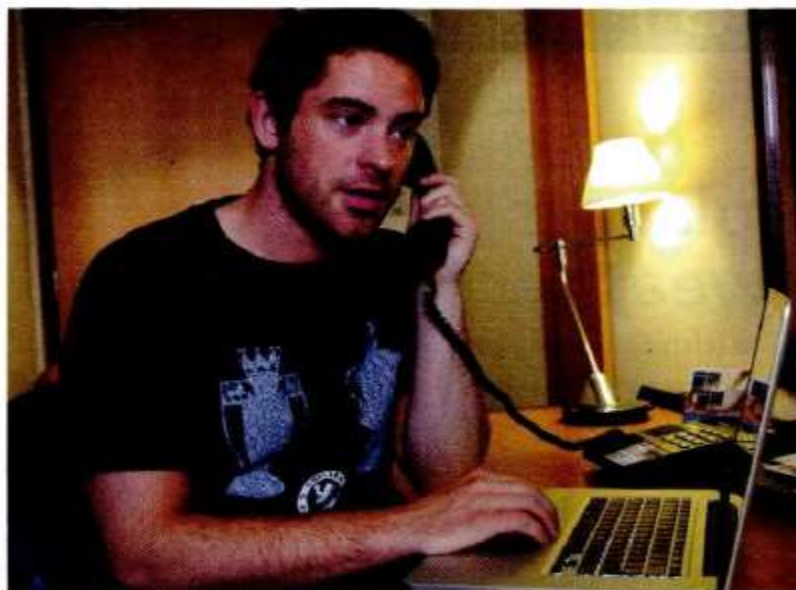


2 ■ CALLING RECEPTION

- a 1:27) Cover the dialogue and watch or listen. Who does Rob call? Why?

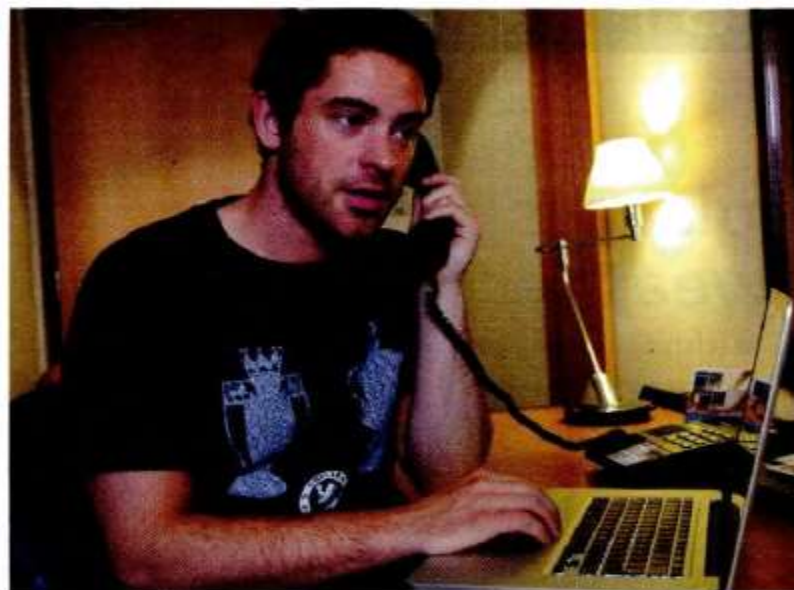


- b Watch or listen again. Complete the **You Hear** phrases.

))) You Hear	You Say
Hello, reception.	Hello. This is room 613.
How can I _____ you?	There's a problem with the air conditioning. It isn't working, and it's very hot in my room.
I'm sorry, sir. I'll _____ somebody up to look at it right now.	Thank you.
Good _____, reception.	Hello. I'm sorry to bother you again. This is room 613.
How can I help you?	I have a problem with the Wi-fi. I can't get a signal.
I'm sorry sir. I'll _____ you through to IT.	Thanks.

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