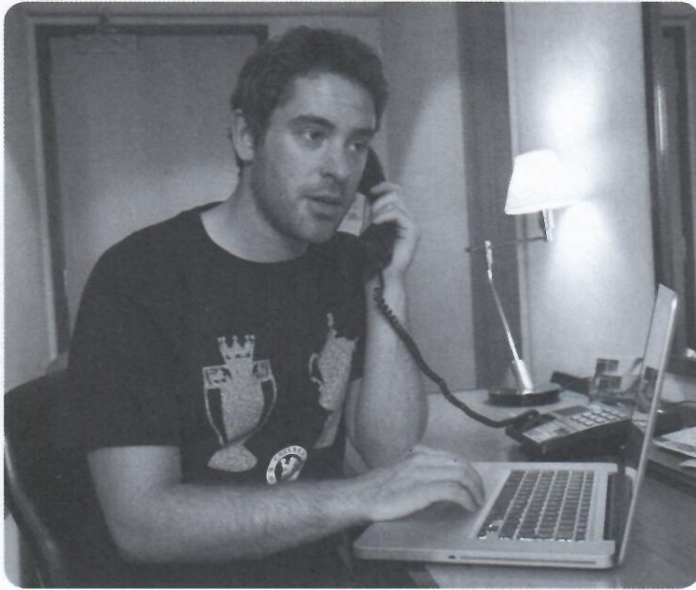


calling reception

## 1 CALLING RECEPTION



## a Complete the sentences with a word from the list.

bother have 's put send this

- 1 I have \_\_\_\_\_ a problem with the wi-fi.
- 2 I'll \_\_\_\_\_ you through to IT.
- 3 I'll \_\_\_\_\_ somebody up right now.
- 4 I'm sorry to \_\_\_\_\_ you.
- 5 Hello. \_\_\_\_\_ is room 315.
- 6 There \_\_\_\_\_ a problem with the shower.

## b Complete the conversations with sentences 1–6 from a.

- 1 A Hello, reception.  
B Hello. <sup>1</sup> This is room 315.
- A How can I help you?  
B <sup>2</sup> \_\_\_\_\_.  
There isn't any hot water.
- A I'm sorry, madam. <sup>3</sup> \_\_\_\_\_.  
B Thank you.
- 2 A Hello, reception.  
B Hello, this is room 315 again. <sup>4</sup> \_\_\_\_\_,  
but there's one more thing.
- A How can I help you?  
B <sup>5</sup> \_\_\_\_\_.  
I can't get a signal.
- A I'm sorry, madam. <sup>6</sup> \_\_\_\_\_.  
B Thanks.

## 2 I'LL

Match problems 1–4 to offers a–d.

- 1 I have a problem with the wi-fi. c
  - 2 This room is very noisy. \_\_\_\_\_
  - 3 I want to talk to the manager. \_\_\_\_\_
  - 4 There's no water in my mini-bar. \_\_\_\_\_
- a I'll see if we have a quieter one.
  - b I'll send two bottles to your room right now.
  - c I'll put you through to IT.
  - d I'll ask her to call you.

## 3 SOCIAL ENGLISH

## a Circle the correct words.

- 1 What's your room like? Do you have a good view / look?
- 2 It's great to be / be here.
- 3 You can / must be really tired.
- 4 I want / guess you're right.
- 5 It's great to see you, too / two.
- 6 By the way / On the way, Martha wants to see you while you're here.

## b Complete the conversation with the missing words.

- 1 A Welcome to New York.  
B Thanks. It's great to be here.
- 2 A Do you have a g \_\_\_\_\_  
v \_\_\_\_\_?  
B Yes. I can see the Empire State Building  
from my window.
- 3 A It's time to go. You m \_\_\_\_\_  
b \_\_\_\_\_ really tired.  
B I g \_\_\_\_\_ you're right.
- 4 A B \_\_\_\_\_ t \_\_\_\_\_  
w \_\_\_\_\_, it's great to see you again.  
B Yes. It's great to see you, t \_\_\_\_\_.

# Can you remember...? 1

## 1 GRAMMAR

Circle the correct form.

- It's great to see you! But what you *are doing* / *are you doing* here in London?
- Dan really likes that restaurant, but I *think not* / *don't think* the food's very good.
- Excuse me, *can I* / *I can* sit here?
- Don't worry about Anna. *She's always* / *She always is* late.
- My dad's a teacher. What *does* / *do* your parents do?
- Ask Jamie to help you. He *works* / *work* in IT, so he's really good with computers.






## 2 VOCABULARY

Circle the word that is different.

- long curly straight slim
- hair height beard moustache
- stupid lazy unkind generous
- kind behind above between
- boots trainers jeans sandals
- bracelet earrings tights necklace

## 3 PRONUNCIATION

Circle the word or letter with a different sound.

 computer	1 shirt trousers sweater cardigan
 bird	2 university work curly painter
 tree	3 A B C D
 zebra	4 meals clothes balls dates
/IZ/	5 likes washes uses watches
 snake	6 concerts hats glasses coats

## 4 GRAMMAR & VOCABULARY

Read the article. Circle a, b or c.

### THE INVISIBLE MAN

Liu Bolin is an artist from China who is now famous <sup>1</sup> \_\_\_\_\_ countries all over the world. He's called the 'Invisible Man' because in his pictures it's very hard to see him.

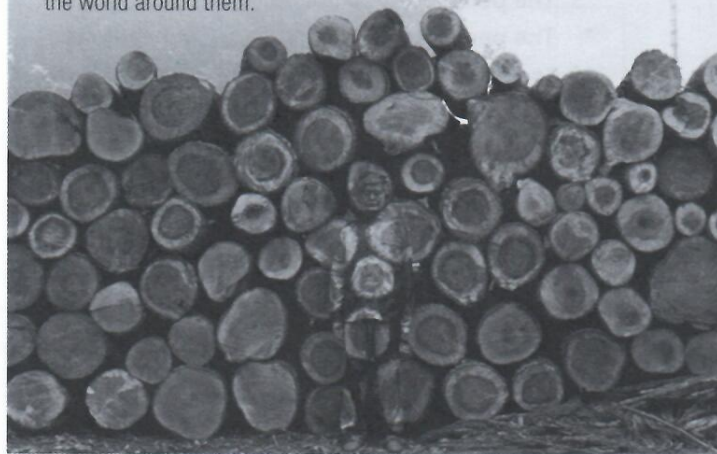
Liu <sup>2</sup> \_\_\_\_\_ in Shandong, China, in 1973. He studied at the Shandong College of Art, and then he went to the Central Academy of Fine Arts in Beijing.

He <sup>3</sup> \_\_\_\_\_ and works in Beijing, but he <sup>4</sup> \_\_\_\_\_ travels to other countries and he's shown his work in Asia, Europe and America.

In this photo, Liu <sup>5</sup> \_\_\_\_\_ in front of some logs. He's in the <sup>6</sup> \_\_\_\_\_ of the photo, and if you look carefully, you can see his <sup>7</sup> \_\_\_\_\_ and jacket.

Liu's photos can take ten hours to prepare. He chooses a place to stand, and then his assistant <sup>8</sup> \_\_\_\_\_ him paint his clothes and his face. When everything is ready, his assistant takes the photo. The results are amazing – sometimes people who are <sup>9</sup> \_\_\_\_\_ past him in the street don't know that he's there.

Liu's work is popular because it's different and fun, but his work also has a <sup>10</sup> \_\_\_\_\_ message: he wants people to think about the world around them.



- |                 |            |               |
|-----------------|------------|---------------|
| 1 a under       | b in       | c on          |
| 2 a was born    | b was from | c is born     |
| 3 a live        | b living   | c lives       |
| 4 a hardly ever | b often    | c never       |
| 5 a standing    | b stands   | c is standing |
| 6 a middle      | b left     | c front       |
| 7 a shorts      | b trousers | c sweater     |
| 8 a is helping  | b helps    | c helping     |
| 9 a walking     | b walk     | c walks       |
| 10 a serious    | b generous | c funny       |