**Calling reception**

**YOU HEAR**
- Hello, reception.
- How can I help you?
- I'm sorry, ma'am. I'll send someone up to look at it right now.
- Room service. Can I help you?
- Whole wheat or white bread?
- With or without mayo?
- With french fries or salad?
- Anything to drink?
- With ice and lemon?
- It'll be there in five minutes, ma'am.

**YOU SAY**
- Good evening.
- This is room 419.
- The TV doesn't work.
- Thank you.
- Hello. This is room 419. Can I have a tuna sandwich, please?
- Whole wheat, please.
- Without.
- Salad, please.
- Yes, a Diet Coke.
- Just ice.
- Thank you.

**Problems with a meal**

**YOU SAY**
- I'm sorry, but I asked for a baked potato, not fries.
- Excuse me.
- I asked for my steak rare and this is well done.
- Could we have the check, please?
- Thanks.
- Excuse me. I think there's a mistake in the check. We only had two glasses of wine, not a bottle.
- Thank you.

**YOU HEAR**
- No problem. I'll change it.
- Yes, sir?
- I'm very sorry. I'll send it back to the kitchen.
- Yes, sir.
- Yes, you're right. I'm very sorry. It's not my day today! I'll get you a new check.

**At immigration**

**YOU HEAR**
- Good evening, ma'am.
- Where are you arriving from?
- What's the purpose of your visit?
- How long are you staying in the US?
- Where are you staying?
- Do you know anybody here?
- Is he family or a friend?
- Do you have his phone number?
- Is this your first visit to the US?
- Enjoy your stay in San Francisco.

**YOU SAY**
- Good evening.
- From London.
- Business. I'm here for a conference.
- A week.
- In San Francisco. At the Pacific View hotel.
- Yes, Mark Ryder.
- He's a colleague – and a friend.
- Yes, his mobile is 405 655 7182.
- Yes, it is.
- Thank you.

**Asking for information**

**YOU SAY**
- Can you recommend a good museum?
- Where is it?
- How far is it from Union Square?
- Can I walk from there?
- Can you show me on the map?
- What time does it open?
- Thanks very much.

**YOU HEAR**
- Well the SFMOMA is fantastic.
- On Third Street.
- Not far. It's just a couple of blocks.
- Sure. I'll take you ten minutes.
- From Union Square go down Geary to the end and turn right.
- Go down Third street and you'll see SFMOMA on the left.
- It opens at 11.00.
- Have a good day. I'm sure you'll enjoy the museum!
### Asking for medicine

**YOU HEAR**
- Good morning. Can I help you?
- What symptoms do you have?
- Do you have a temperature?
- Does your back hurt?
- Are you allergic to any drugs?
- No problem. Do you have the receipt?

**YOU SAY**
- Yes, I bought this sweater about half an hour ago.
- Yes, I’ve decided it’s too big for me.
- Medium.
- Do you have any more?
- Oh dear.
- No, I’m leaving on Saturday.
- Not really. Could I have a refund?
- Yes, here you are.

### Buying tickets

**YOU HEAR**
- Good morning, sir.
- What time does the next boat leave?
- How long does it take?
- Where exactly does the boat go?
- Can we get anything to eat or drink on the boat?
- Can I have two tickets, please?

**YOU SAY**
- At 10.00.
- About an hour.
- It goes under the bridge, around Angel Island and past Alcatraz, and then back here.
- Yes, ma’am, there’s a snack bar.
- Sure. Two adults.
- That’s $40.

**YOU HEAR**
- Hello. Can I speak to Lisa Formosa, please?
- Hi, is that Lisa?
- Can I leave a message, please?
- Tell her Allie Gray called. I’ll call back in five minutes.

**YOU SAY**
- Hello. Can I speak to Lisa Formosa, please?
- OK, I’ll hold.

### Making phone calls

**YOU SAY**
- MTC New York. How can I help you?
- Just a moment. I’ll put you through.
- No, I’m sorry. She’s not at her desk right now.
- OK, I’ll hold.
- Hi Lisa. It’s Allie Gray.

### Taking something back

**YOU HEAR**
- Can I help you?
- Yes, I remember. Is there a problem?
- What size is it?
- So you need a small. I don’t see one here.
- I’ll go and check. Just a minute.
- I’m sorry but we don’t have another one in black.
- We can order one for you. It’ll only take a few days.
- Would you like to exchange it for something else?
- No problem. Do you have the receipt?

**YOU SAY**
- Yes, I bought this sweater about half an hour ago.
- Yes, I’ve decided it’s too big for me.
- Medium.
- Do you have any more?
- Oh dear.
- No, I’m leaving on Saturday.
- Not really. Could I have a refund?
- Yes, here you are.

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- Can I leave a message, please?
- Tell her Allie Gray called. I’ll call back in five minutes.

**YOU SAY**
- Hello. Can I speak to Lisa Formosa, please?
- OK, I’ll hold.
- Hi Lisa. It’s Allie Gray.