

**1** Match words 1–10 with definitions a–j.

- |                              |               |   |   |
|------------------------------|---------------|---|---|
| 1 <input type="checkbox"/> e | Book          | a | The place where you can park a car.                             |
| 2 <input type="checkbox"/>   | Busy          | b | The evening of today.   |
| 3 <input type="checkbox"/>   | Computer      | c | When people come together to talk about something important.    |
| 4 <input type="checkbox"/>   | Double room   | d | Spoken or written information for someone who is not available. |
| 5 <input type="checkbox"/>   | Manager       | e | To reserve something for later, like a hotel room.              |
| 6 <input type="checkbox"/>   | Meeting       | f | A room for two people.  |
| 7 <input type="checkbox"/>   | Message       | g | An electronic machine with a screen and a keyboard.             |
| 8 <input type="checkbox"/>   | Parking space | h | The day after today.  |
| 9 <input type="checkbox"/>   | Tomorrow      | i | The phone line is in use.                                       |
| 10 <input type="checkbox"/>  | Tonight       | j | A person who controls a company or department.                  |

**2** Make words from the letters in italics to complete the sentences.

- Can I *aket* *take* ..... your names, please?
- Could I *seeverr* ..... two parking spaces, please?
- One moment, I'll *cntoenc* ..... you.
- I'd like to *eakps* ..... to Mr Brian Holmes, please.
- Can I *aevh* ..... your name, please?
- I'd like to *okob* ..... two double rooms.
- How can I *pelh* ..... you?
- I'd like to *akme* ..... a reservation, please.

**3** Complete the sentences with *Can I*, *Could I*, or *I'd like*.

- I'd like* ..... to speak to Mrs Berne.
- ..... speak to the manager, please?
- ..... to make a room reservation.
- ..... take a message?
- ..... have your name, please?
- ..... to book three single rooms for Friday.
- ..... reserve a parking space?
- How ..... help you?