

**1** Underline the correct short form in italics to complete each sentence.

- 1 Unfortunately, *I'm* / *here's* / *we're* closed on Sundays.
- 2 *I'm* / *She's* / *You're* afraid we're fully booked that week.
- 3 I'm sorry, I *don't* / *can't* / *'m not* book you a room.
- 4 I'm sorry, we *don't* / *doesn't* / *aren't* have anything left for Thursday.
- 5 She *isn't* / *can't* / *doesn't* like her room.
- 6 There *isn't* / *aren't* / *don't* any tables available at the moment.

**2** Match requests 1–8 with responses a–h.

- |   |  |
|---|--|
| 1 <input checked="" type="checkbox"/> Can I reserve two tables for tonight, please? | a Unfortunately, we're fully booked that weekend.      |
| 2 <input type="checkbox"/> Do you have a table for six on Saturday evening?         | b I'm sorry, we don't have any tables for tonight.     |
| 3 <input type="checkbox"/> Can I speak to Mrs Colter in room 612?                   | c I'm sorry, we only open in the evenings.             |
| 4 <input type="checkbox"/> Can we reserve a parking space, please?                  | d I'm sorry, the car park's full today.                |
| 5 <input type="checkbox"/> Could I book a twin room for the Easter weekend?         | e I'm sorry, I can't reserve you a table.              |
| 6 <input type="checkbox"/> I'd like to reserve a table for Tuesday evening.         | f I'm sorry, there's no answer from room 612.          |
| 7 <input type="checkbox"/> Does the bathroom have a bath?                           | g I'm afraid we don't have anything left for Saturday. |
| 8 <input type="checkbox"/> We'd like to book two tables for Thursday lunch.         | h I'm afraid there's only a shower.                    |

**3** Use these words to make written apologies.

- 1 We regret / reserve / twin room / this evening.  
*We regret that we cannot reserve you a twin room for this evening.*.....
- 2 We regret / confirm / your reservation.  
 .....
- 3 I regret / reserve / single room this evening.  
 .....
- 4 Unfortunately / hotel / fully booked / Sunday.  
 .....
- 5 We regret / double rooms left / Wednesday night.  
 .....
- 6 I regret / restaurant / closed all weekend.  
 .....
- 7 Unfortunately / only / double rooms.  
 .....