

1 Label the verbs as regular (R) or irregular (I).

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|----------|----------------------|---------|-------|
| 1 Arrive | <i>R</i> | 6 Leave | |
| 2 Tell | | 7 Speak | |
| 3 Ask | | 8 Meet | |
| 4 Go | | 9 Order | |
| 5 Book | | 10 Eat | |

2 Use the words in italics to make answers to the questions.

1 GUEST: A friend left a message for me at reception yesterday but nobody gave it to me.

RECEPTIONIST: *so sorry / look into it*

I'm so sorry, I'll look into it.

2 GUEST: My friend's room isn't ready.

RECEPTIONIST: *send someone / housekeeping straightaway*

3 GUEST: We reserved adjoining rooms but ours are not on the same floor.

RECEPTIONIST: *sorry / change / rooms straightaway*

4 GUEST: My soup is too salty.

WAITER: *sorry madam / speak / chef / bring / another one*

5 GUEST: The person in the room next door is making a lot of noise.

RECEPTIONIST: *sorry / look / it / you*

6 GUEST: I reserved two parking spaces but the car park attendant says the car park's full.

RECEPTIONIST: *sorry / overbooked / car park / today*

7 GUEST: Excuse me, I ordered a drink ten minutes ago.

WAITER: *sorry sir / be with / moment / restaurant / short-staffed today*

3 Find twelve words from the unit in the puzzle below. Look →, ↓, ↗, and ↘.

O Z F N I A F L A T D N
 B V L E W L K O P W I U
 C T E G N A Q S O R R Y
 S Q I R O D L R L F T E
 U A F V B S O D O S Y M
 P N L S O O R C G B H P
 X O M T D C O Y I K E I
 A I P T Y O Q K Z O V F
 K S X U I L A T E Q L R
 J E Z F A D R O J D E X
 N M B C O M P L A I N Y