

**1** Put the conversation in the correct order.

- a  How long will it take?  
 b  No, you don't need to do that. We can collect them.  
 c  Could we have a bottle of red wine, please?  
 d  Room service. Can I help you?  
 e  Great. Thank you very much.  
 f  Two, please. We also have some clothes that need dry cleaning. Shall I bring them down?  
 g  Certainly, I'll send one up. What room number, please?  
 h  I'll send someone up right away. They will be ready in the morning.  
 i  And how many glasses do you need?  
 j  Room 671.

**2** Match questions 1–7 with responses a–g.

- |  |  |
|--|--|
| 1 <input checked="" type="checkbox"/> Hello. I need a wake-up call for 6.10 a.m. on Friday morning.                    | a Of course. I'll send Housekeeping up right away.                     |
| 2 <input type="checkbox"/> Excuse me, my husband has backache and he needs a masseur.                                  | b OK, I'll book them right away.                                       |
| 3 <input type="checkbox"/> Could we have three continental breakfasts, please.   | c There's a travel agency opposite the hotel.                          |
| 4 <input type="checkbox"/> Hello. I have a stained skirt that needs cleaning. Do you have a laundry service?           | d No problem. That's booked for Friday at 6.10 a.m.                    |
| 5 <input type="checkbox"/> My colleague needs to buy a smart shirt for a meeting. Is there a clothes shop around here? | e Certainly, madam. He can book a massage at the fitness centre.       |
| 6 <input type="checkbox"/> Excuse me, I need to change my plane tickets.   | f Yes, the shop is over by reception.                                  |
| 7 <input type="checkbox"/> We have a business meeting tomorrow and need to book five parking spaces.                   | g Certainly. Room service will bring them to your room in ten minutes. |

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

- 1 My wife needs her *seluob* *blouse* ..... ironing.  
 2 The *piz* ..... on my coat is broken.  
 3 Male guests must wear a *rneidn ekactj* ..... in the restaurant.  
 4 Two of the buttons on my husband's *tihsr* ..... have come off.  
 5 How long does it take to dry clean two pairs of *esrsrtuo* ..... ?  
 6 You can buy a *iet* ..... in the hotel shop.  
 7 Where can I buy a warm *mujerp* ..... ?  
 8 Mrs Johnson in room 325 has a *ksrit* ..... that needs cleaning.