

Work Sheet 1– Customer’s Requests

Write the correct word on the line that will complete the sentence.

tour	noisy	gym	apron
get	like	early	seeds
mind	messy	change	freshly
working	room	arrange	shampoo
airline	slices	crib	replace

1. Do you _____ changing my _____ reservation?
2. Could I get a _____ put in my _____ for the baby?
3. Could we _____ rooms? Being so close to the elevator is too _____.
4. Could you _____ for a _____ to Phi Phi Island for us?
5. I’d like to _____ pancakes with bananas and peach _____ on them?
6. I would _____ extra soap and _____ left in the room.
7. Could you _____ the iron? It doesn’t seem to be _____.
8. Can I get a _____ peeled and sliced apple with the _____ removed?
9. My child is very _____. Could you make sure my child wears an _____ when painting.
10. Is there any way to have the _____ open a half an hour _____?

Work Sheet 2 - Customer's Requests

Match the appropriate responses with the questions by putting the correct number of the question on the line of the response.

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| 1. The light went out in the bath room.
Could I get it replaced? | a. ____ Yes sir, just dial the room
number. |
| 2. I left three bags in the trunk of my
car. Could you get them for me? | b. ____ I'll have to check on that sir and
get back to you as soon as
possible. |
| 3. Is it possible to get a small printer
for my notebook. I need to print out
some documents for a meeting
tomorrow. | c. ____ Of course sir, let me serve these
drinks and I'll be right back. |
| 4. I just thought you should know
that someone spilled shampoo all
over the shower floor and it's very
slippery. It could be dangerous. | d. ____ Yes sir, I'll call maintenance and
they'll replace the bulb right
away. |
| 5. We are ready to order now. | e. ____ I'll get some right away. |
| 6. Do you have Lee and Perrin's
Steak Sauce? | f. ____ There's one in the back. Just
follow me and we'll take care of
that. |
| 7. Could I get some more sugar? | g. ____ I'm sure there's some in the
kitchen; I'll get you some right
away. |
| 8. Could I use your phone to call my
to room? | h. ____ If I could have the keys, I'll
attend that immediately. |
| 9. Could I get a couple of towels to
wipe up sweat while I exercise? | i. ____ Thank you for letting me know, I'll
get right on it. |
| 10. Do you have a first aid kit? I just
cut my finger. | j. ____ Of course sir, I'll get those for you
right away. |