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| <p><b>Start</b></p>    | <p><b>1</b> What will you need to take to the conference? Say what you'll pack in your bag.</p>   | <p><b>2</b> Call and book a taxi to the station.</p>   | <p><b>3</b> Your taxi doesn't arrive. How will you get to the station?</p>  |
| <p><b>5</b> You think the passenger next to you has finished with their newspaper. Ask if you can read it.</p>                                  | <p><b>4</b> You spill some coffee over the passenger sitting next to you. What will you say?</p>  |                          |   |
| <p><b>8</b> It's windy when you're getting on the plane. Your hat blows away. What will you do?</p>   |    | <p><b>9</b> You're vegetarian but the flight attendant asks: 'Chicken or beef?' What will you say?</p>     | <p><b>10</b> You ate your meal but you're still hungry. Ask the flight attendant for another one.</p>   |
| <p><b>13</b> Your luggage doesn't arrive. What will you do?</p>   | <p><b>12</b> The British immigration officer asks: 'What's the purpose of your trip?' Explain.</p>  |                         | <p><b>11</b> Your headphones aren't working. The passenger next to you is not using theirs. What will you say?</p>                            |
|   | <p><b>17</b> The television in your room isn't working. Call and ask for help.</p>  | <p><b>18</b> Your room is very cold. You don't know how to increase the temperature. What will you do?</p> | <p><b>19</b> You go for a walk, get lost and can't find your hotel. You stop a passer-by. What will you say?</p>                              |
| <p><b>21</b> You think the restaurant bill is wrong. What will you say to the waiter?</p>   | <p><b>20</b> You have dinner in the hotel restaurant. You don't understand something on the menu. Ask the waiter to explain.</p>              |                        |   |
|   | <p><b>25</b> You left your reading glasses at home and can't read your presentation notes. What will you do?</p>                              | <p><b>26</b> The person introducing you gets your name wrong. What will you do?</p>                        |    |
| <p><b>29</b> There's a mistake on your hotel bill. They're charging you £90 for phone calls but you didn't use the phone. What will you do?</p> | <p><b>28</b> You booked a sightseeing tour at your hotel but now you have no time for it. Ask if you can cancel and have your money back.</p> |                        | <p><b>27</b> Half way through your presentation, the electricity goes off. You can't show your PowerPoint presentation! What will you do?</p> |