**You hear / you say**

Watch the video of Rob calling reception. Try to remember what he says. You can read the video script to help you. Then record Rob's part of the conversation.

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| **Receptionist:** Hello, reception.  **Rob:** Hello. This is room 613.  **Receptionist:** How can I help you?  **Rob:** There’s a problem with the air-conditioning. It isn’t working, and it’s very hot in my room.  **Receptionist:** I’m sorry, sir. I’ll send somebody up to look at it right now.  **Rob:** Thank you.  **Receptionist:** Good evening,  reception.  **Rob:** Hello. I’m sorry to bother you again. This is room 613.  **Receptionist:** How can I help you?  **Rob:** I have a problem with the wi-fi. I can’t get a signal.  **Receptionist:** I’m sorry, sir. I’ll put you through to IT.  **Rob:** Thanks. |  |

**Present continuous: Activity 2**

Watch the Social English phrases. Then record yourself saying them.

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| **Rob:** It’s great to be here.  **Jenny:** Do you have a good view?  **Jenny:** You must be really tired.  **Rob:** I guess you’re right.  **Rob:** By the way …  **Jenny:** It’s great to see you, too. |  |