

1

Hi, this is Jane. I usually take the same bus at 7.15 am every morning and a group of teenagers always get on to go to school. They are very loud and they all sit down on the reserved seats at the front of the bus. Today There were four of them and there were about ten people standing up, but none of them gave their seat to an older person or to a pregnant woman. I think that's really bad manners. I didn't say anything because I was too shy, but what should I do if the situation happens again?

2

Hi, this is Mike. I'm phoning about a colleague. Whenever we have a meeting at work and her phone goes off she answers it immediately when we are all there and she doesn't stop talking . Last week she even walked out of the room and we could hear her talking on the phone for about five minutes. It was really bad because there were important things to discuss in the meeting. What should I do if that happens again?

3

Hello, my name's Maria. I want to ask you about something that happened to me yesterday in a cafe. I was sitting at a table near the window and two people came and sat at the next table. They started talking very loudly about their jobs and I couldn't concentrate on my book. To make matters worse they even started to watch videos together without earphones. I moved to another table but they didn't notice. What can I do if that happens again?

4

Hi, my name's Alex. I'm phoning about an email I got from a friend. She said she was coming to visit me next month and she asked if she could stay at my house. I wrote back and said yes, of course. But now I'm not sure. I live in a small flat with one bedroom and a living room. There's no place for her to sleep and I don't have any food in the house. How can I tell her I've changed my mind?

5

Hello, this is Linda. I'm calling about a boy in my class at school. His name's Jack and he always borrows my pens and pencils and doesn't give them back. Last week I lent him my new pen and I still haven't got it back. I want to say something to him but I'm worried he'll get angry. What should I do?

6

Hi, my name's Anna. I want to ask you about a woman who lives in the same building as me. She's always telling me what to do. For example, one day I was coming home with some shopping bags and she said, 'You should take the lift, not the stairs. It's better for your back.' And another time I was going out and she said, 'You should wear a coat. It's cold.' I don't like it but I don't want to be rude. What can I say to her?