

Asking for information



- 1 (1.52) Read and listen to the phone conversation. Complete the dialogue with the questions in the box.

And what time do you close?
How much does it cost to get in?
How can I help you?
What time do you open?

Clerk Good afternoon. **City Zoo**.
Beth Good afternoon. I'd like some information about the **zoo**, please.
Clerk Certainly. ¹ _____
Beth ² _____
Clerk We open at **ten o'clock**.
Beth OK. ³ _____
Clerk At **half past four**. Last entry is at **four o'clock**.
Beth ⁴ _____
Clerk It's **£8** for adults and **£5** for children under **twelve**.
Beth OK. Thanks very much.
Clerk You're welcome. Thank you for calling **City Zoo**.
Beth Goodbye.

- 2 Read the *Learn this!* box. Find an example of *would like* in the dialogue in exercise 1.

LEARN THIS!

would like
I'd like is a polite way of saying *I want*.
(*I'd like* = *I would like*)

●●● Grammar Builder: page 103

- 3 Work in pairs. Practise reading the dialogue, changing the words in **bold**. Use places from the box, and invent times and ticket prices.

Gallery of Modern Art Natural History Museum
Science Museum

Listening tip

Before you listen, look at the poster below and think about the information you need, for example, times and prices.

- 4 (1.53) Read the listening tip above. Then listen to the phone call. Complete the information on the poster.

Museum of Natural History



Tickets

Adults £ ¹ _____
Children £ ² _____
Students £ ³ _____

Opening hours

10.00– ⁴ _____
Last entry ⁵ _____

- 5 (1.53) Listen again. Complete the questions (1–4) and match them with the replies (a–d).

1 _____ you _____ me some information ...? ☐
2 _____ are your opening _____? ☐
3 _____ are the tickets? ☐
4 How much is it for _____? ☐

a We open at ten and close at quarter to six.
b Sure. What would you like to know?
c For students it's £10.
d It's £14 for adults and £8 for children under 12.

- 6 Work in pairs. Imagine you are phoning a museum for information. Prepare a dialogue following the chart.

Museum clerk

Answer the phone.

Offer help.

Give information about opening and closing times.

Give information about prices for adults and children.

Reply and thank the customer for calling.

Customer

Ask for some information.

Ask about opening times.

Ask about ticket prices.

Thank the clerk.

Say goodbye.

- 7 Act out your dialogue to the class.

●●● Workbook Functions Bank page 89