A: Good afternoon, sir.
B: Hello. I'm on flight IB 603. **I was wondering if there's any chance of an upgrade to business class.**
A: Well, I don't know. It depends how crowded the flight is.
B: Yes, **I quite understand, but I'd really appreciate it if you could have a look.** I don't mind paying the extra. It's just that I've had a really hard day and **it'd be really nice to have a bit more space and comfort.**
A: Just a minute, sir.
B: **I'm sorry to put you to any trouble.**
A: No, that's okay. Oh, yes, there's lots of space in business class. I think we can do it.
B: Oh, fantastic. How much is that?
A: That's all right, sir. Don't worry.
B: **Oh, thank you ever so much.**
A: You're welcome. Have a good flight.

Conversation 2

A: Good evening, sir.
B: Look, I'm not at all happy with the room you've given me. It's on the wrong side of the hotel. It faces on to the road and it's far too noisy.
A: I'm sorry, sir. No one has ever said anything before.
B: I can't believe that. Are you going to change it?
A: I don't think I can, sir. We're a bit full tonight.
B: Look, I'm really tired, and the last thing I want to do is argue about my room. If you don't change it, I'll tell my company not to use this hotel again.
A: I'm sorry. There's no other room available.
B: Oh, come on.
A: There's nothing I can do.
B: What about some sort of discount, then?
A: I'm afraid I'm not authorised to offer a discount on your room.
B: So, I have to pay the full price for a noisy room. Brilliant!
A: Sir, if you want, I can call you a taxi ...

17 Office gossip

17.1

A: Hi Quin. How's it going?
B: Trixy! Where have you been?
A: I had a few days' holiday owing to me.
B: Go anywhere interesting?
A: I wish! No, I went up north to stay with my parents.
B: So, you haven't have heard the news.
A: What news?
B: About the 'restructuring'.
A: What restructuring?
B: They want to reorganise marketing and sales.
A: No! Really? Is it official?
B: No, but somebody overheard Prescott talking to one of the management consultants.
A: Never!
B: Yes, **this consultant chap told him they would have to let some people go.**
A: But that's awful.
B: Yes, **Prescott asked him how many people it involved.**
A: And what did he say?
B: **He said it depended on individual performance and attitude.**
A: Does that include Maureen?
B: What do you mean?
A: Well, you know what they say about her and Prescott.
B: Go on ...
A: I'm not saying who, but **someone told me he often sees them in *The Green Man* together.**
B: That little pub on the Oxford Road?
A: That's right.
B: Well I never! The other day **he asked her if she would stay behind to work on something together.** I heard him.
A: There you are, then. There's no smoke without fire.
B: Listen, don't tell anyone I told you.
A: Now, come on, Quin, you know me better than that.
B: Back to work, then.
A: Right. Catch you later.
B: Bye.

17.2

Conversation 1

A: Jeff, have you finished last month's production figures?
B: No, Jane, I'm sorry. Can I give them to you this afternoon?
A: It's no good being sorry. There's always some excuse. If they're not on my desk by 4 o'clock, I'll have to speak to Mr Bradley.
B: Yes, Jane. I'll start straight away.

Conversation 2

C: David, have you got a minute? There's something I want to discuss with you ... in my office.
D: What's it about?
C: Oh, well, we're missing a laptop computer from the store.
D: What has that got to do with me?
C: Well, you are the only other person with a key to the store and ...

Conversation 3

E: Marie, the figures you need are ready.
F: Thanks, Pedro. Is everything okay?
E: Yes, no problems. Would you like to look at them with me?
F: Yes, but I'm a bit busy this afternoon.
E: Me too. Er, do you know that new café they've just opened? It's nice and quiet. We can go through them there after work.
F: Oh, I suppose so, but I won't be able to stay for long.
E: Great. See you there at about six, then?
F: Yes, all right. See you there.