

1 **12.1** Read and listen to the story.

2 Are the statements true (T) or false (F)?

- 1 Lucy is talking to her mother on her mobile.
- 2 The meeting is in Room 7.
- 3 Mrs Diderot is from the USA.
- 4 The man with the van is Jordan.
- 5 He's there to fix a computer.
- 6 The computer is in Lucy's office.
- 7 Lucy says Daniel is an idiot.

3a Complete the expressions.

Everyday expressions Saying sorry

I _____ (very) sorry.

Are _____ OK?

It _____ all right.

I'm fine, thank _____.

b **12.2** Listen, check, and repeat.

4 Work in a group. Practise the story.

