

# Dealing with problems

## *Student A*

**1** Work in pairs. Match these sentences (1–6) to the three stories. Which person says which sentence?

- 1 How long has he been feeling like this?
- 2 I'm afraid your bags have gone to Australia.
- 3 I'd like to check in this luggage, please.
- 4 I think it's something he's eaten.
- 5 I'm afraid your luggage is too heavy.
- 6 We'll send your bags to your hotel as soon as we get them.

**2** With your partner, choose one of the three stories. You are a passenger/tourist. Prepare to tell the other person about your problem. Use some of these expressions. Then act out the conversation.

I wonder if ... It's about ... How long ... I'm afraid ... That's great, but ...



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## *Student B*

**1** Work in pairs. Match these sentences (1–6) to the three stories. Which person says which sentence?

- 1 How long has he been feeling like this?
- 2 I'm afraid your bags have gone to Australia.
- 3 I'd like to check in this luggage, please.
- 4 I think it's something he's eaten.
- 5 I'm afraid your luggage is too heavy.
- 6 We'll send your bags to your hotel as soon as we get them.

**2** With your partner, choose one of the three stories. You are the doctor, the check-in clerk or the tour guide. Deal with the passenger's problem. Use some of these expressions. Then act out the conversation.

Is anything wrong? Can I help? Do you know where ... Don't worry, we'll ... I'll ask ...