TAREA 1: MONÓLOGO

In which ways can the activities shown in the pictures below benefit you? Talk about the things you need to do in order to have a healthy lifestyle. What other activities can people do to enhance their health and well-being?

![Activity Images]

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www.inmagine.com

TAREA 2: DIÁLOGO

You work at a travel agent and an unsatisfied customer would like to make a complaint about their package holiday, since the tour didn’t match the brochure description.

Listen to them, apologize for the service and try to persuade them not to take the complaint further. Be ready to negotiate. A starts the conversation.