

Patina · Listening

Calling 311

the neighbors played music all night

new words · ★ listen · ★★ listen and read · ★★★ listen and write · now you, in the chat



Scan or tap to listen

Point your phone camera at the code, or tap it on a screen, to hear the audio.
patinaeducation.com/classroom/printables/listening-calling-311?listen=1

New words

New words. Tap each one and listen. Your language is under every word.

1 upstairs 🎧

on the floor above you

2 noise 🎧

a loud sound you do not want

3 nobody 🎧

no person

★ Listen

Listen two times. Do not read. Then tap the answer.

1 Why is Ana calling?

noise

a fire

a job

2 What number is Ana calling?

311

911

★★ Listen and read

Now show the script. Listen and read. Tap a line to hear it again. Then type the answers.

Operator: 311. What's your complaint?

Ana: Hi. The neighbors upstairs played music all night.

Operator: What time was it?

Ana: It started at ten o'clock. It stopped at two in the morning.

Operator: Was it very loud?

Ana: Yes. I knocked on the door at eleven. Nobody answered.

Operator: Is this the first time or the second time?

Ana: The second time. Last month they played music, too.

Operator: Okay. I reported the noise. What's the address?

Ana: It's 250 Pine Street, apartment 5B.

Operator: Thank you. Someone is going to check tomorrow.

Short forms you hear: **what's** = what is **it's** = it is

1 The music started at what time?

► Hear this part

2 The music stopped at what time?

► Hear this part

3 Is this the first time or the second time?

► Hear this part

4 What is the apartment?

► Hear this part

★★★ Listen and write

Tap the speaker. Listen. Write the missing word.

1 **Ana:** The neighbors upstairs _____ music all night.

2 **Ana:** I _____ on the door at eleven.

3 **Operator:** I _____ the noise.

Now you

Now YOU. One sentence in the chat.

Last Saturday I ____ed the ____.

Like this: I washed the dishes. 🎧 I vacuumed the carpet. 🎧

One sentence about your Saturday. Any chore. Type it in the chat.

Citizen life: 311 is the city's number for noise. 911 is only for an emergency.

Patina

Patina English · Class 18 · Listening

Suggest a correction or improvement