

■ Listening *Taking messages*

5 Listen to the dialogue and complete the message.
Choose the correct words.

502	today	ten o'clock
tomorrow	402	Mr Schmidt
meeting	Mr Wollman	two o'clock

Message for

Room number

Caller

Event

Day

Time

6 Listen again and put the dialogue in the correct order. Complete the sentences with the information in exercise 5.

- A Just one moment, and I'll connect you. I'm sorry, there's no answer from room¹. Can I take a message for you?
- B Hello. Could I speak to Mr² in room³, please?
- A Good morning, Athens Palace Hotel. Angela speaking. How can I help you?
- A Certainly, sir.
- B Yes, please. My name's Hans⁴. Please tell him there's a meeting⁵ at⁶ o'clock.

Practise the dialogue with a partner. Take turns to be the caller and the receptionist.