

UNIT 6.2

FURTHER PRACTICE

1. Put the sentences in the correct order to make a conversation:

- a. I'm afraid she's in a meeting at the moment.
- b. Thank you. Goodbye.
- c. I see. Well, can you ask her to call me back?
- d. I'll make sure she gets your message, Mr Paved.
- e. Hersch Trading. Can I help you?
- f. Can you give me your name, please?
- g. Could I speak to Mrs Elliot, please?
- h. I'm Rajit Paved of Central Power. My number is 215 56 78. Could she ring me some time this afternoon?

2. Writing

You are telephoning in English. Write the telephone responses to these sentences

- 1. Who's calling, please?
- 2. Could you spell that?
- 3. Where are you calling from?
- 4. Could you speak up?
- 5. I'm afraid he's busy right now.
- 6. Will you hold or call back?
- 7. Can I take a message?
- 8. Does he have your number?
- 9. Thanks for calling.

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3. Fill in the gaps.

contact speak touch give look back

- a. Ito the conference organiser about accommodation.
- b. Will youMax a call this afternoon?
- c. I'll get inwith Jenny.
- d. Can youthe supplier after the meeting?
- e. Shall I getto the sales manager?
- f. I can'tinto it now. I'm too busy.

4. Make offers and suggestions with 'll and shall.

- a. I / do / it / later.
.....
- b. I / check / details / today.
.....
- c. We / them / call back?
.....
- d. I / contact / hotel?
.....
- e. we / book / seats / now?
.....
- f. That/ look/ heavy. I/ carry/ it/ for/you?
.....
- g. You/ look/ busy. I/ do/ the/ post?
.....
- h. The phone/ ringing. I/answer/it?
.....

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5. Complete these expressions using one of the words in the box below.

that on calling hold up through leave later

1. Just a minute. I'll put you
2. Can you call back
3. I'mthe other line.
4. Could you speak? The line is bad.
5. The line is busy. Would you like to
6. I'm afraid she's out. Would you like to a message?
7. IsSarah?
8. Thanks for

6. Complete the interview's questions from a job interview with words from the box.

contact let moving send sharing start working

1. Would you mindat weekends?
2. Could youus have your previous employer's details?
3. Would you mindour appointment to Monday?
4. Could youin two weeks'time?
5. Could youus as soon as possible?
6. Would you mindan office with three other people?
7. Could you.....us a copy of your certificates?

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7. Match the interviewee's answers to the interview's questions in exercise 4.

A	B
1. Would you mind working at weekends?	a. Not at all, as long as it's in the morning.
2. Could you let us have your previous employer's details?	b. Certainly. I'm free to start as soon as you like.
3. Would you mind moving our appointment to Monday?	c. Yes. I'll let you know my decision by Friday, if that's all right.
4. Could you start in two weeks' time?	d. Sure. I'll put copies in the post straightaway.
5. Could youus as soon as possible?	e. That's fine, as long as we all have enough workspace.
6. Would you mind sharing an office with three other people?	f. How often would that be?
7. Could you send us a copy of your certificates?	g. Well, in fact they're included in my CV.