

2 Put each part of the phone conversation in the correct order 1–4.

- 1 a ____ Good afternoon. This is Clive Patrull from BHH. Is Rosa Barrera there, please?
b ____ Thank you.
c ____ Good afternoon. YC Windows. How can I help you?
d ____ Yes, I'll put you through.
- 2 a ____ Hi, Clive. How are you?
b ____ Hello. Rosa Barrera speaking.
c ____ Fine, thanks. I'm calling about our meeting.
d ____ Hi, Rosa. It's Clive Patrull.
- 3 a ____ OK, thanks. See you there.
b ____ That's right.
c ____ See you. Bye.
d ____ So, it's conference room 2?

1 Put the conversation in the correct order 1–8.

- a ____ Can I order some safety helmets, please?
- b ____ Of course. It's Castell & Co.
- c ____ Sorry, is that 40?
- d ____ Good afternoon. Bentons Safety. How can I help you?
- e ____ Yes, of course. Can I have your company name, please?
- f ____ That's right. Can you deliver this week?
- g ____ Sure. It's Y5-RS. And we'd like 40.
- h ____ Castell & Co. And can you tell me the product code, please?

3 Put the words in *italics* in the correct order to complete the conversation.

A ADAC. Good morning.

B Hello. *Could / I / to / speak*

¹ _____ Adira Chen, please?

A *I'm / she's / but / sorry* ² _____
in a meeting.

B Oh. *Could / leave / a / I / message*

³ _____?

A Sure.

B My name's Vrajkishore Kundu and my number
is 08274 38573. *Can / back / call / me / she*

⁴ _____ as soon as possible?

A So that's Mr Kundu, phone number 08274 38573.

Is / right / that ⁵ _____?

B That's right.

A *I'll / message / her / give / your*

⁶ _____.