



Macey C: This is Macey Chance from Turner & Young Consultants. Am I speaking to Mr Given?

Speaker 1: No.

Mr. H: Trancross Power and Gas, project management office.

MC: Good morning. **Am I speaking to Mr. Harvey?**

Mr. H: Speaking.

MC: Oh hello, Mr. Harvey. **This is Macey Chance from** Turner & Young Consultants.

Mr. H: Oh, yes.

MC: **Do you have a moment to speak to me?**

Mr. H: Urn... well, yeah.

MC: Thank you. **My company specializes in** helping power industry companies manage risk, Mr. Harvey. **Do you think that's something that might be of interest to you?**

Mr. H: Er... well, we have risk management plans in place, you know.

MC: I'm sure! But **may I ask you a question**, Mr. Harvey? Do you have plans in place for handling risks generated by climate change?

Mr. H: Urn, it depends on what you mean exactly. Of course, we have plans in place for damage to our power plants from bad weather.

MC: Well, managing short-term risk is very important of course. But **would you like to find out about** ways to manage risk caused by long-term adjustments to weather patterns? I'm talking about global warming and the impact that will have on energy supplies.

Mr. H: Urn, that's very unpredictable, isn't it?

MC: Yes, you're quite right, Mr. Harvey. And very risky. That's why my company specializes in designing plans that minimize the risks for companies like yours. **Would it be possible to arrange a meeting where I could explain** our services in more detail?

Mr. H: Well, it could be interesting.

MC: Fine. **When's a good time for you, Mr. Harvey?**

Mr. H: Er, let me just check my appointments. Urn, how about Friday this week, 2 p.m?

Understanding

Read the following stages of the dialogue and put them into the correct order.

- [] She explains what her company specializes in and the reason for her call.
- [1] Macey Chance checks that she is speaking to the correct person
- [] She sets up a meeting to discuss the matter further.
- [] She introduces herself and says where she works.
- [] She asks questions to gauge the person's interest.
- [] She checks that the person she is speaking to has time to talk.