

1. Listen to a phone call. Is Aitur Garitano there? _____

1.a. Listen again and put the conversation in order.

- ___ Good morning. Inditex Spain.
- ___ Yes, of course. One moment.
- ___ Thanks.
- ___ Good morning. Can I speak to Aitur Garitano, please?

2. Listen to two phone calls. Is Rosa in the office? Choose YES or NO.

Conversation 1

Conversation 2

2.a Listen again and match the questions to the responses.

- | | |
|----------------------------------|------------------------------|
| 1. Hi, is that Rosa? | a. No, I'm sorry. She's out |
| 2. Is Rosa there? | b. Yes, sure. One moment |
| 3. Hello, is Rosa in the office? | c. No, it isn't. It's Maria. |

3. Now let's practice the Verb TO BE and Possessives.

3.a Read the interview with Mark Zuckerberg. Fill in the blanks with one word.

Interviewer: So, where _____ your company exactly?

Zuckerberg: It _____ in Palo Alto, in California.

Interviewer: You _____ a CEO, so _____ you at work all the time?

Zuckerberg: Yes, I _____. But _____ work colleagues _____ also my friends. For example, Dustin Moskovitz, Head of Engineering, _____ a friend from college. And Adam D'Angelo is _____ Chief Technology Officer. We _____ old friends from school

3.b Complete the email with the appropriate words.

Subject: my new company

Hi Abdul,

Here's the information about us:

The name of the company is IT-express. It ¹_____ a computer company. I ²_____ the CEO, and my four colleagues ³_____ the technicians. Pascale is ⁴_____ personal assistant.

⁵_____ office is in Tunis but the customers ⁶_____ in Spain.

Yolanda ⁷_____ the new sales rep. She ⁸_____ Spanish but ⁹_____ French and English are very good.

Send me ¹⁰_____ phone number so we can meet.

Regards
Kashyar

4. Business communication. Put these conversations in the right order.

1. a _____ I'm fine. This is my colleague, Martin Altenberg.
b _____ Hello. Pleased to meet you, Gundula. How are you?
c _____ How do you do Martin?
d _____ Hello. My name's Gundula Bauer.
2. a _____ No. How do you do? I'm Stefani.
b _____ Do you know Ariadne?
c _____ And you?
d _____ Pleased to meet you, Stefani.
3. a _____ Thanks. Nice meeting you and your colleague.
b _____ Bye.
c _____ Yes. Have a good journey.
d _____ It's time to leave. See you soon.
e _____ Bye