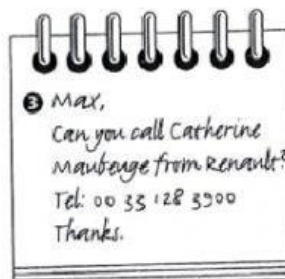


1 Complete the conversation. Underline the correct phrase.

- KARIN Good morning, Butler Ltd. ¹Can I help you? / Who are you?
- CATHERINE Good morning. ²Can I / Do I speak to Max Schwarz, ³thanks / please?
- KARIN ⁴I'm not / I'm afraid he's not here today.
- CATHERINE Oh, can you ⁵give / say me Max's mobile number?
- KARIN No, I'm afraid I ⁶can't / don't. It's a personal number.
- CATHERINE OK. Can you ⁷take / leave a message, please?
- KARIN No problem. ⁸Just / Only a second, please. I ⁹need / find a pen. OK. What's your name, please?
- CATHERINE ¹⁰Here is / It's Catherine Maubeuge.
- KARIN Maubeuge? How do you ¹¹say / spell that, please?
- CATHERINE M-A-U-B-E-U-G-E. Please ¹²ask / say Max to ¹³speak / call me. My phone number is 00 33, that's the code for France, 128 3900.
- KARIN So, ¹⁴that's / you're 00 33 128 3900.
- CATHERINE That's ¹⁵OK / correct.
- KARIN And what company are you ¹⁶with / for, Ms Maubeuge?
- CATHERINE Renault.
- KARIN OK.
- CATHERINE Thank you very much.
- KARIN ¹⁷Please / You're welcome. Have a nice day.

2 Read the messages. Which one is correct?



3 Match the sentences with the correct reply.

- | | |
|---------------------------------|--------------------------------------|
| 1 Can I speak to Paulo, please? | a Yes, ready. |
| 2 Can you take a message? | b Yes, that's right. |
| 3 So that's 0897 6628 0923. | c Hello, Laura. How are you? |
| 4 What's the code for Munich? | d I'm afraid he's not here. |
| 5 Are you ready? | e How do you spell that? |
| 6 How do you spell that? | f Sure. Just a second. I need a pen. |
| 7 This is Laura Bray. | g Bye. |
| 8 His name's Lettl. | h It's 089. |
| 9 Goodbye. | i S-O-U-S-A. |

