UNIT 4 D

LISTENING EXERCISE

4.16 Watch or listen to the second part of the show. Does Penny speak to Kate and Simon?

YES, SHE DOES **NO SHE DOESN'T**

4.16 Check (✓) the problems Penny has. Watch or listen again and check.

1 She dials the wrong number. ☐
2 Simon forgot about the conference call. ☐
3 Kate doesn't answer the phone in time. ☐
4 Charlotte can't hear Penny very well. ☐
5 Charlotte doesn't understand English well. ☐
6 Penny forgot to leave her number. ☐

Skill **dealing with difficulties**

It is sometimes difficult to understand people when they speak, especially on the telephone.

- Ask the speaker politely to speak louder or repeat what he/she said.
- Ask the speaker to spell any difficult words.
- Repeat what the speaker says to make sure it is correct.
- Stress any words or phrases you want to check.

Read the Skill box. Put the phrases in the correct column.

I'm afraid I didn't catch that. Did you say ...? And was that ... or ...? Sorry, could you speak louder? Can you spell that for me, please? Could you speak more slowly, please? Could you repeat that, please?

You don't hear something	You need to check or confirm specific information