# Unit 2_20000-1210

Unit 2 In Company 1.Get Ready



## Conversation 1

A: Namsai Resort. May I_____?

B: Good morning. _____ the Sales Manager, please?

A: May I have _____, please?

B: Anita Chang from Happy Travel.

A: _____, please.

B: Thank you.

## Conversation 2

A: Good morning. Grand Supermarket. How may I help you?

B: Good morning. I'd like to speak to John Watson, please.

A: _____Anna Wu from STM Frozen Foods.

B: _____, please. Sorry, he's _____. Would you like to_____?

A: Yes, please tell him _____ later. Thank you.

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B : Sure. Goodbye.

## 2.1 Making a phone call

A: Good morning. Green Supermarket. _____?

B: Good morning. I'd like to speak to Ms. Julia Lin _____,

please.

A: OK. _____.

B: Thank you.

## 2.2 Leaving a message

A: Good morning. MC Fresh Mart. How can I help you?

B: Good morning. _____ speak to Mr. Sato? This is Mena from _____.

A: One moment, please. Sorry, _____ on business.

Can I _____?

B: Yes, thank you. _____ to call me back.

My name's Mena. The number's 08 3070 0550.

A: Certainly, Mena. _____.

B: Thank you. Goodbye.

A: _____. Goodbye.

## 2.3 Giving directions

A: Excuse me. _____the canteen, please?

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B: It's on _____, 10th floor. _____the lift tothe 10th floor. When you come out  of the lift, _____. The Accounting Department is on your left _____ the IT Center.

A: Thank you.

B: You're welcome.

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