

Asking for repetition and clarifying

I. Do these pair of sentences mean the same thing or something different. Write (S) same or (D) different.

- 1 Speak up please./Speak more loudly, please. ()
- 2 Speak more slowly, please./Please hold a moment. ()
- 3 I didn't catch that./I couldn't hear that. ()
- 4 I couldn't hear you I'm afraid./I didn't understand what you mean. ()
- 5 Can you read that back to me?/Can you take a message? ()
- 6 Let me read that back to you./Let me just check I've got that. ()
- 7 Would you mind repeating that?/Can you call me back? ()
- 8 Sorry, you've lost me./I didn't understand you I'm afraid. ()

II. Complete the sentences 1 – 10 with these pairs of verbs.

be + speak	got + read	hear + try	mean + know	need + write	say + catch
speak + hear	speak + repeat	spell + be	understand + mind		

- 1 I'm not sure if I Would you repeating it?
- 2 Please up. I can't you very well.
- 3 Can you that again? I didn't the last part.
- 4 Sorry, that too fast for me. Can you more slowly?
- 5 Please your surname again so I can sure.
- 6 I'm sorry, I still don't know what you Is there anyone in your office who Spanish?
- 7 I think I've it but let me just it back to you.
- 8 Sorry, I don't English very well. Can you it?
- 9 Perhaps you to email me, in case I didn't it down correctly.
- 10 I can't you properly. You'd better calling again.

III. Listen to the end of a call. The information has mistakes. Listen and correct them.

*Engineer Eskola.
Arrives on 13th July.
From Tampere on flight AS 335.
Plane lands at 3.15.*