32-34

W: Hello, Forest Grove Photography_____. How can I help you?

M: Hi, I'd like to get a_____to_____our event. It's a charity_____game next_____ _____. I____ _____to get Thomas Zukowski. He _____for you, right?

W: Yes, but _____, Thomas doesn't usually work_____.

M: Oh, too bad. Could you_____somebody else?

W: Before I do that,_____me_____to him. He might_____an exception. Tom_____love_____.

34-37

M: Good morning. It looks like we_____ a lot of new_____online last night.

W: Yes, I_____that when I _____ ___ _____morning. Can you _____ all of them by yourself7

M: Well, there are so many, I may not be_____to _____everything today.

W: OK. I'll call Maria Jeong and ____ __ she can come in _____ today to ____.

M: That'd be _____. We also have to pack that____ _____for the Henderson order. We _____got ___ of the _____ in.

W-Br Oh, yes, do that_____.

38-40

M: Haruna, we've _____most of the details for the _____retreat, _____housing and most_____, but we still need to _____where to go for Saturday's _____dinner.

W: Yes, I sent you _____menus. Did you like any of the_____? McNally's is _____by.

M: Yes, that would be_____. We could even _____there from the hotel. But the _____ are a little_____.

W: I agree. But 401 could see if they can _____us a _____catering_____, rather than ordering off the _____menu.

41-43

W: Janelle and Rico, could you _____me an _____on how our new _____ _____ _____ is coming?

W: Sure. _____the customer's_____, I've updated the _____and changed the_____.

LIVEWORKSHEETS

M: The customer has _____with us a lot on this_____. _____their feedback at every _____of the _____has been helpful.

W: Excellent. It sounds like we're on _____for _____our beta_____. Then we can _____it off to our marketing_____.

44-46

M: Hello, this is Ian Nelson from Regal_____. I'm following up to make sure that you're _____with the job our _____did in your house.

W: Thank you for calling. Yes, They did a great job. The bathroom _____was_____, and the new tile _____great. I'm very happy with the job.

M: That's good to hear. If there are other jobs you need_____, I hope you'll _____out to us again.

W: That _____me. I was thinking of _____my kitchen_____. Is that something you'd possibly do?

M: We don't, but I can _____a company I _____work with. Their customers have been very_____. Let me get their phone_____. One second.

W: Thanks.

47-49

W: My name is Laura. I _____my medication here at this pharmacy _____a month. But on Monday I'm going to travel _____for work for two months, and I _____if I can get a two-month _____this time.

M: It shouldn't be a problem. However, your _____must send us the two-month prescription, so you need to _____her first.

W: Oh, I see. I'll give her a _____ _____ my lunch _____today. When are you open _____today?

M: Until nine P.M. But once we _____your doctor's prescription, we can _____the medication _____to your home.

50-52

M: Miller's Sporting Goods. Joey_____.

W: Hello, I'm calling from West End High School. We're looking to make a big purchase for our student _____teams. Our _____is getting old, and we would like to get new _____too. We have _____ restrictions,_____.

LIVEWORKSHEETS

M-Au Well, we do _____ _____for bulk_____. And we have a number of price _____for uniforms; many are very_____. Let me get the _____on the phone, and you can _____the_____.

53-55

W: Hi, this is Gemini_____. I'm calling about the order you _____for your _____luncheon on _____twelfth. Unfortunately, our _____is out of pink_____.

M: Oh, no! Pink matches our corporate logo! I _____them _____for this occasion!

W: I understand your_____, sir. I can offer a ten _____ _____ on the total cost of your order and replace the pink roses with _____ones.

M: Well, I didn't tell anyone about the roses. I _____no one will _____be disappointed.

56-58

W: Unfortunately, our _____team has some _____news. It _____out we'll need to _____back the shipment of the _____motor we've been _____for our client.

M: Uh-oh. Why will there be a_____?

W: Well, some of the components we received to _____the prototype are _____initial_____, so we won't be able to make the _____deadline. Janet, could you let the _____know?

W: Yes, I'll contact them right away.

M: And I'd like the development team to _____giving me _____ _____ about _____on this_____.

59-61

W: Good evening. Legend Hotel. How may I help you?

M: Hello. I'm at the local_____. _____the hotel run _____buses to here?

W: We usually don't, but... was your _____originally scheduled for Central Airport?

M: It was, but _____there's a problem at Central.

W: Yes, there's a _____ _____, but _____flights have been rerouted to the local airport. We have _____running an airport shuttle this morning.

M: OK. That's good news. When is the next shuttle?

LIVEWORKSHEETS

W: Buses run every _____ _____. What's your _____number? I'' ensure that your room is ready for you when you_____.

62-64

M: Hi, Marla. I'm calling to check _____you received my _____of the design _____for your _____remodeling. I e-mailed it to you yesterday.

W: Yes. Thank you for doing such a great job. I really liked your idea of _____ ___ the kitchen and _____an _____space with the _____room.

M: Great. If everything looks good to you, I can start _____the _____tomorrow.

W: Actually, I don't like the _____tiles you _____for the kitchen. I like the marble ones much better. I know they are more expensive, but it's a _____ _____.

65-67

M: Hi. I'd like to make a _____for a group of _____that will be visiting our company from the first to the sixth of_____. I need eight rooms.

W: We do have _____for that_____. The type of room I recommend for you is _____ ____euros per night, but we can _____a group discount.

M: That'll_____. Also, on June fifth, we want to take our clients on a ____of the local_____. Could you help _____that?

W: We have an _____ _____here who'll be able to help you. His name is Pablo Gonzales. I'll connect you to his office once I've _____your reservation.

68-70

M: Hi, Joanna. The _____group needs to _____nominees for this year's _____for _____ _____. My supervisor wants to know if any managers have _____anyone yet.

W: Not yet, Charles. I e-mailed everyone about it a _____ _____, but I haven't _____anything yet. I have to _____up with the managers and let them know the deadline is coming up.

M: OK, well, I printed out a _____of the customer service representatives with the most five-star reviews from customers last year. We had someone who was really outstanding.

W: Those are _____numbers. Could you go _____and _____a nomination?

LIVEWORKSHEETS