

Listening comprehension: Starting a call



Part A: Listen and complete the following extracts from six phone conversations.

could I speak to
I dialled
I'm calling from
is Peter there

could you put me through
I'd like to speak
I'm phoning because
Is that

How may I help you
I'm calling about
I'm ringing to
speaking

Narrator:

Dialogue 1

Maria Gomez:

Good morning, Simtech Ltd. _____^{1?}

Daniel Goldman:

Good morning, _____² to the sales department, please?

Maria Gomez:

Certainly, sir. One moment, please.

Narrator:

Dialogue 2

Susan Clarke:

Hello, my name is Susan Clarke. _____³ Xcel Systems.
_____⁴ to Miles Henderson, please.

Simtech employee:

Certainly. Just a moment.

Narrator:

Dialogue 3

Miles Henderson:

Hello, _____⁵ Anthony Smart, please?

Anthony Smart:

Speaking.

Miles Henderson:

Oh, hi Anthony, it's Miles. _____⁶ tomorrow's meeting.

Narrator:

Dialogue 4

Susan Clarke:

Hello, Susan Clarke _____⁷.

Maria Gomez:

Hi Susan, Maria here. _____⁸ confirm our meeting tomorrow.

Narrator:

Dialogue 5

Miles Henderson:

Hello.

Mike Smith:

Hello, _____^{9?}

Miles Henderson:

I'm sorry, there's no one here called Peter.

Mike Smith:

_____¹⁰ 27453010?

Miles Henderson:

No, it's 27453011.

Mike Smith:

Oh, sorry, it looks like _____¹¹ the wrong number.

Narrator:

Dialogue 6

Paul Groves:

Accounts department.

Maria Gomez:

Hello, this is Maria Gomez from Simtech Ltd. _____¹²
we haven't received any payment for the last invoice we sent you.

Listening comprehension: Ending a call



Listen to the five short telephone dialogues. Complete the dialogues below.

Bye now
I'll do that
see you

Give me a call
I'll let you go
Speak to you later

Give my regards
I think that's everything
Thank you for your call

Give us a call if
I will
thank you very much for

Narrator: Dialogue 1

Anthony Smart: Ok, _____¹. I look forward to seeing you on Tuesday.
_____² if you have any problems.

Daniel Goldman: Fine. _____³ to your boss.

Anthony Smart: _____⁴. Goodbye.

Daniel Goldman: Goodbye.

Narrator: Dialogue 2

Maria Gomez: So, _____⁵ all your help.

Susan Clarke: Not at all. _____⁶. Goodbye.

Narrator: Dialogue 3

Daniel Goldman: So, _____⁷ next Monday.

Miles Henderson: Great. _____⁸.

Narrator: Dialogue 4

Anthony Smart: Anyway, _____⁹. I know you have a lot of work to do.

Susan Clarke: OK Anthony, it was good talking to you again. _____¹⁰.
Bye.

Narrator: Dialogue 5

Susan Clarke: I apologise once again. _____¹¹ we can be of any
further help.

Maria Gomez: Right, _____¹². Goodbye, then.

Susan Clarke: Goodbye.