



**A**  15 Listen to the conversations. Match the names to the conversations.

Alek Caroline Cindy Debra Esther Serrano Mr. Williams Mrs. Kim

Conversation 1	Conversation 2	Conversation 3



**B**  15 Listen again. Who is calling who? Use the names in the box in **A**.

**Conversation 1**

(1) \_\_\_\_\_ is calling (2) \_\_\_\_\_.

**Conversation 2**

(3) \_\_\_\_\_ is calling (4) \_\_\_\_\_, but the secretary answers.

**Conversation 3**

(5) \_\_\_\_\_ wants to talk to (6) \_\_\_\_\_, but her mother answers.

**C**  15 Listen again. Circle **T** for *True* or **F** for *False*.

- Mr. Williams is in a meeting. T / F
- Debra can talk right now. T / F
- Debra is watching TV. T / F
- Cindy is at home. T / F
- Esther Serrano works for *Glaston Interiors*. T / F
- Alek has a question about his homework. T / F



**D** The caller makes the call. The receiver answers the call. What does a caller say? What does a receiver say? Write **C** for *Caller* or **R** for *Receiver* next to the questions.

- Who's calling, please? \_\_\_\_\_
- Can I call you back? \_\_\_\_\_
- Hello, how can I help you? \_\_\_\_\_
- Can I speak to Ms. Richards, please? \_\_\_\_\_
- Can I take a message? \_\_\_\_\_
- When is a good time to call back? \_\_\_\_\_
- Is Erika there? \_\_\_\_\_