1 a 🔊8.6 Look at the images and listen to three phone conversations. Match conversations 1–3 to the topics a–c.

a travel problems

b work arrangements

c time to meet

b Listen again. What is the message in each case? Which person is able to speak to a real person?

Message conversation 1:

Message conversation 2:

Message conversation 3:

2 a 💬 Work in pairs. Match expressions a–h to conversations 1–3 from **1a**.
   a It's Marc.
   b Who's speaking?
   c Hold the line, please.
   d Hi, this is Damian.
   e Do you want me to take a message?
   f May I speak to Peter Moorcroft, please?
   g Could you ask him to call me, please?
   h ...do you think you could call Pamela?

   b Which expressions are used to...
   i introduce yourself?
   ii ask to speak to someone?
   iii ask for the caller's name?
   iv ask somebody to wait?
   v take a message?
   vi leave a message?
   vii make a request?

   Listen again and complete the exchanges.
   1 Natalie Martin just called. She told me that .... an important file. Can you .... that you received it OK?
   2 Marc just called. He said he .... tonight... so don't pick him up at the airport.
   3 I told you that .... at 5:15.