

Find odd words in the dialogue:

- Ackers and Shipton, please. How can I help you with?
- Is does Mrs Ackers there, please?
- Speaking now. Who is calling me, please?
- This is are Simon Ellago from AOS.
- What can I do for you when, Mr Ellago?
- I'm calling about to special price on printers, Mrs Ackers.
- I'm afraid sorry, but I can't discuss this now. I have a meeting in 5 minutes tomorrow.
- Can I call phone you back tomorrow?
- Sorry, but and I'm out of the office home tomorrow. But thanks for calling. Goodbye.
- You are welcome please. Goodbye.

Find missing words in a dialogue:

- BFC Consulting. Rulf Gustuvson.
- Hello, I speak to Leo Keliher, please?
- He is out of the office at the moment.
- Could I a message?
- Yes, of course. Your name, please?
- Natalie Kent, NT Consulting. Could you Leo to call me? It's urgent.
- Yes. Could you tell, what it's?
- Yes, I'm phoning offer him some sub-contracting work.
- Ok. I'll Leo the message.
- Thanks. Goodbye.

Complete the lines in the dialogues:

Dialogue 1.

- _____?
- Is Mrs Ackers there, please?
- _____?
- This is Simon Ellago from AOS.
- _____?
- I'm calling about a special price on our printers, Mrs Ackers.
- _____.
- _____.
- Can I call you back tomorrow?
- _____.
- _____.
- You are welcome. Goodbye.

Dialogue 2.

- BFC Consulting. Rulf Gustuvson speaking.
- _____?
- I'm afraid, he is out of the office at the moment.
- _____?
- Yes, of course. Could I have your name, please?
- _____?
- _____.
- Yes, sure. Could you tell me, what it's about?
- _____.
- Ok. I'll give Leo the message.
- _____.

09► Complete conversation 1 with the present continuous form of the verbs in the list. Then listen again and check your answers.

have accept try speak work

A Who _____ I _____ to?

B Sorry, this is Nadira. I _____ to access my customer files, but the computer _____ my password.

A ... There's a problem with the server.

B _____ somebody _____ on it at the moment?

A Yes, I am. But it's not easy, because I'm on my own here. Everybody else _____ lunch.

09► Work with a partner. Listen to conversation 2 again. Have a conversation using the prompts below.

A Excuse me.

B What? Meeting!

A Who?

B A supplier. New prices. Why / disturb?

A Somebody / room.

B This room / every Monday.

A Sales Director / priority.

B He / wait / now?

A Yes.

B OK. I / leave.