

Listen again and write in the missing words.

Phone call 1

A: Hello? Josh's phone.

B: Hi. Is Josh there?

A: Who's this?

B: This is Tamara.

A: Hang       <sup>1</sup> a minute, I'll get him. Josh? Josh? ... Sorry, he can't come to the phone.

B: Oh. He hung       <sup>2</sup> on me the last time we spoke – we had an argument. Can you tell him that I called to say I'm sorry? Did you get that?

A: Yes. I'll pass that on.

B: Thanks. Bye.

A: Bye.

## Phone call 2

- C: Hello, Gladstone Hotel. Trudy speaking. How can I help you?
- D: Hello. Could I speak to Mr. Bunn, please?
- C: Who's calling, please?
- D: It's Mr. Abernathy, from May Flowers.
- C: Please hold \_\_\_\_\_<sup>1</sup> a moment. I'll put you \_\_\_\_\_<sup>2</sup> . ... I'm afraid Mr. Bunn is not available. He's in a meeting until 3 o'clock.
- D: Sorry, can you speak \_\_\_\_\_<sup>3</sup> , please? I can't hear you very well.
- C: Yes, Mr. Bunn is in a meeting until 3 o'clock.
- D: I see. I'd like to leave a message, please.
- C: All right.
- D: I need to check the order numbers from the flowers he asked for. I have 2-4-5-6-9-2, and I want to know if that's correct. Could he email me to confirm? Would you like me to say that again?
- C: Yes, please, just the order number.
- D: It's 2-4-5-6-9-2.
- C: Thank you. I'll make sure he gets the message.
- D: Thanks, goodbye.
- C: Goodbye.

### Phone call 3

Hi Laurence! It's Andy here. You're not picking \_\_\_\_\_<sup>1</sup>, so I guess you're driving to work now. Since I can't get \_\_\_\_\_<sup>2</sup> to you, I'll leave a message. I'm calling to tell you that I'll be late for our meeting. Sorry. I think I should be there at ten thirty. I'm on the train, and it's delayed...again. Hang on a minute. They're making an announcement.... OK, now it looks like I'll be there at eleven. Did you get that? Can you text me to confirm? We're going through a tunnel, so I'm probably breaking \_\_\_\_\_<sup>3</sup>. Anyway, see you later....

