

Listen to two telephone calls between a receptionist and a caller from England. Then complete the conversation.

Receptionist : Good morning, Apex Industries.

John : This is John Richards again, _____ 1.
I got cut off when you tried to put me through.

Receptionist : I'm _____ 2. about that.

John : I really need to get through to Ms. Lang this afternoon.
Could I leave a message for her to ring me back as soon as possible?

Receptionist : _____ 3, Mr Richards, Could I have your phone number, please?

John : Yes, I'm calling from my mobile. It's 0044-7721-332558.

Receptionist : Right. So, that's 0044-7721-332558. _____ 4. she calls you back today. Could I help you with anything else?

John : Would it be possible to have her mobile number?
Could you perhaps look it up for me?

Receptionist : Yes, that's _____ 5. I've got it right here.
It's 49 for Germany, then 156 8877944.

John : Let me just repeat that. That's 49-156 8877944.

Receptionist : That's right.

John : Ok. Thanks once again. Bye for now.

Receptionist : You're welcome. Goodbye