

**2** Put each part of the phone conversation in the correct order 1–4.

- 1 a \_\_\_ Good afternoon. This is Clive Patrull from BHH. Is Rosa Barrera there, please?  
b \_\_\_ Thank you.  
c \_\_\_ Good afternoon. YC Windows. How can I help you?  
d \_\_\_ Yes, I'll put you through.
- 2 a \_\_\_ Hi, Clive. How are you?  
b \_\_\_ Hello. Rosa Barrera speaking.  
c \_\_\_ Fine, thanks. I'm calling about our meeting.  
d \_\_\_ Hi, Rosa. It's Clive Patrull.
- 3 a \_\_\_ OK, thanks. See you there.  
b \_\_\_ That's right.  
c \_\_\_ See you. Bye.  
d \_\_\_ So, it's conference room 2?

**1** Put the conversation in the correct order 1–8.

- a \_\_\_ Can I order some safety helmets, please?
- b \_\_\_ Of course. It's Castell & Co.
- c \_\_\_ Sorry, is that 40?
- d \_\_\_ Good afternoon. Bentons Safety. How can I help you?
- e \_\_\_ Yes, of course. Can I have your company name, please?
- f \_\_\_ That's right. Can you deliver this week?
- g \_\_\_ Sure. It's Y5-RS. And we'd like 40.
- h \_\_\_ Castell & Co. And can you tell me the product code, please?

**3** Put the words in *italics* in the correct order to complete the conversation.

A ADAC. Good morning.

B Hello. *Could / I / to / speak*

<sup>1</sup> \_\_\_\_\_ Adira Chen, please?

A *I'm / she's / but / sorry* <sup>2</sup> \_\_\_\_\_  
in a meeting.

B Oh. *Could / leave / a / I / message*

<sup>3</sup> \_\_\_\_\_?

A Sure.

B My name's Vrajkishore Kundu and my number  
is 08274 38573. *Can / back / call / me / she*

<sup>4</sup> \_\_\_\_\_ as soon as possible?

A So that's Mr Kundu, phone number 08274 38573.

*Is / right / that* <sup>5</sup> \_\_\_\_\_?

B That's right.

A *I'll / message / her / give / your*

<sup>6</sup> \_\_\_\_\_.