



Business communication | Starting a phone call

- 1 ▶ **2.10** Listen to a phone call. Is Aitur Garitano there?
- 2 ▶ **2.10** Listen again. Put the conversation in the right order (1, 2, 3, 4).
 1 Good morning. Inditex Spain.
 — Yes, of course. One moment.
 — Thanks.
 — Good morning. Can I speak to Aitur Garitano, please?
- 3 Work in pairs. Practise the conversation in 2.
- 4 ▶ **2.11** Listen to two phone calls. Is Rosa in the office? Tick (✓) YES or NO.
 Conversation 1 YES ☐ NO ☐
 Conversation 2 YES ☐ NO ☐
- 5 ▶ **2.11** Listen again. Match questions 1–3 to responses a–c.

1 Hi. Is that Rosa? — 2 Is Rosa there? — 3 Hello. Is Rosa in the office? —	a No, I'm sorry, she's out. b Yes, sure. One moment. c No, it isn't. It's Maria.
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» For more exercises, go to **Practice file 2** on page 58.

Key expressions

Starting a call

Good morning / afternoon.
Hello / Hi.

Answering a call

- 6 Work in pairs. Take turns. Start and answer a phone call to the people in the pictures.

Example: A Good morning, Markus speaking.
 B Hello. Is Sophia there?
 A No, I'm sorry, she's not in the office.
 B OK. Thanks.