UNIT 3 › Finance

Lesson 3.4 Business skills: Telephoning to clarify

Functional language

A **Match the requests for clarification (1–8) with the responses (a–h).**

1 There are a couple of things I'd like you to go over.	**a** Sorry. What I was saying is that we need to increase our margins.
2 If I remember rightly, you said we can launch the product in April. Is that right?	**b** No problem. I'll mail you after this call with a summary.
3 Tell me, what exactly do the figures in the first paragraph refer to?	**c** They are the total amounts before taxes and other costs are taken away.
4 I lost you for a second. Could you say that again, please?	**d** Sure. Which points would you like to talk about?
5 I'm having a little difficulty following the process.	**e** Yes, I do. They're listed in column 13 of the file on your screen.
6 The sound went for a moment. Would it be possible for you to send me an email?	**f** Would it help if I start again at the beginning and talk about each stage of the process?
7 Sorry, I don't follow. What are gross figures?	**g** They're the monthly sales quantities for each product.
8 Just to make it a bit clearer, do you have last month's figures as well?	**h** Yes, that's what I said.

LIVEWORKSHEETS