TELEPHONE CONVERSATIONS – LISTENING ACTIVITY 2

NAME: _____

LISTEN AND COMPLETE USING THE PHRASES IN THE LIST

all the details | Could I speak to | good | help you | in touch | Is that | it's quite more business | phoning | worried | worry

John Could I speak to Elena Moretti, please?

Elena Speaking. _____ John?

John Yes. Hello, Elena. I'm just _____ back about your order.

Elena Yes, _____ urgent; I hope you can help.

John Don't _____. I've got _____ in your email. No problem – we're happy to help.

Elena That's _____. I was quite _____ about it.

John It should be fine. Can I _____ with anything else?

Elena No, thank you. I hope we get _____ from this customer.

John Yes, of course. Okay, I'll be _____. Bye for now.

Elena Goodbye.

LISTEN AND PUT THE CONVERSATION IN ORDER

- ☐ S-A-G, can I help you?
- ☐ No, it's not your fault. Just ask John to phone me.
- ☐ Right, Elena, leave it with me. I'm terribly sorry about this.
- ☐ Oh, hello, Elena. I'm afraid John isn't here at the moment. Can I take a message?
- ☐ Yes, it says 7th July, but the agreed delivery date was 22nd June. It's really important.
- ☐ Yes, this is Elena Moretti from Stern Hydraulics. Could I speak to John Bird, please?
- ☐ Oh, dear. Can you give me the details?
- ☐ All right, then. Bye for now.
- ☐ Thank you. I'm not at all happy about this. A lot depends on this order.
- ☐ I see. Well, I'll tell him as soon as he comes in.
- ☐ Yes, he sent me an order confirmation – the reference is DH010601 – but the delivery date is wrong.
- ☐ Goodbye.