Everyday English

On the phone

- Listen and complete the conversations.

Conversation 1

Operator Good [1]_____. Perez Taxis.

Anita Hello. Can I book a taxi for 11.15 this morning, please?

O Certainly. What's [2]_____ name?

A It's Anita Jarvis.

O How do you [3]_____ your [4]_____?

A J-A-R-V-I-S.

O Thank you. What's your [5]_____?

A 24 Avenida Balboa.

O And [6]_____ do you want to go?

A Centro Santa Fe.

O And your phone number, please?

A [7]_____

O OK! Your taxi is booked for 11.15.

A Thank you very [8]_____.

PEREZ TAXIS

Emiliano Zapata Street
Polanco
06767 Mexico

Tel: 09-967-454-08
Email: Perez.taxis@mailchimp.com

Conversation 2

Lisa Good [1]_____. The Hotel Amira.

Ian Hello. Do you have a Family Deluxe room from 12–14 July?

Lisa Let me check. Yes, we [2]_____ one family room left.

Ian Excellent. Can we have that, please?

Lisa Of course. And your name is?

Ian Ian McCaul.

Lisa McCaul … Sorry. How do you [3]_____ your surname?

Ian M-C-C-A-U-L.

Lisa Thank you. And can I have [4]_____ email address, please?

Ian It's ianmccaul@yippee.co.uk.

Lisa Thank you. I'll send you an email confirmation. Have a [5]_____ day.

Ian Thank you.

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LIVEWORKSHEETS