

## Everyday English

### On the phone

- Listen and complete the conversations.

#### Conversation 1

**Operator** Good <sup>1</sup> \_\_\_\_\_.  
Perez Taxis.

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

**O** Certainly. What's <sup>2</sup> \_\_\_\_\_ name?

**A** It's Anita Jarvis.

**O** How do you <sup>3</sup> \_\_\_\_\_ your <sup>4</sup> \_\_\_\_\_?

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

**O** Thank you. What's your <sup>5</sup> \_\_\_\_\_?

**A** 24 Avenida Balboa.

**O** And <sup>6</sup> \_\_\_\_\_ do you want to go?

**A** Centro Santa Fe.

**O** And your phone number, please?

**A** <sup>7</sup> \_\_\_\_\_

**O** OK! Your taxi is booked for 11.15.

**A** Thank you very <sup>8</sup> \_\_\_\_\_.



Emiliano Zapata Street  
Polanco  
06767 Mexico

Tel: 09-967-454-08

Email: Perez.taxis@mailchimp.com

#### Conversation 2

**Lisa** Good <sup>1</sup> \_\_\_\_\_. The  
Hotel Amira.

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

**Lisa** Let me check. Yes, we  
<sup>2</sup> \_\_\_\_\_ 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 <sup>3</sup> \_\_\_\_\_ your surname?

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

**Lisa** Thank you. And can I have <sup>4</sup> \_\_\_\_\_ email address,  
please?

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

**Lisa** Thank you. I'll send you an email confirmation.  
Have a <sup>5</sup> \_\_\_\_\_ day.

**Ian** Thank you.



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