

EXERCISE

Classify the following expressions into the categories.

- You mean...?
- What can I do for you (today)?
- What seems to be the problem?
- What I'll do is And ...
- If I understand you correctly
- By tomorrow/lunchtime/Friday
- I'll get back to you (shortly)
- I'll look into it
- Let me get this straight
- I'll call you back

Requesting information

Clarifying/checking facts

Promising action

Referring to time/deadlines

1. **Manager:** I need the report completed soon

Carl: No problem, I'll make sure it's done _____.

2. **Mark:** Hi Jake! It's Mark. I heard there's a team meeting tomorrow. Could you clarify the time?

Jake: Yes, I think the meeting is scheduled for 2 PM. I will ask the manager and then _____.

3. **Jane:** Could you please check if there are any flights available to New York next week?

Travel Agent: Sure, _____ and provide you with the details.

4. **Maria:** I'm heading to Mexico on Saturday

David: Really? _____ you won't be attending the conference?

5. **Lisa:** Ok _____ the project must be completed by October

Project Manager: That's right Lisa!

