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!