

## Lesson **B** Listening

  **A**  15 Listen to the conversations. Match the names to the conversations.

Alek Caroline Cindy Debra Esther Serrano Mr. Williams Mrs. Kim

Conversation 1	Conversation 2	Conversation 3

  **B**  15 Listen again. Who is calling who? Use the names in the box in **A**.



### Conversation 1

(1) \_\_\_\_\_ is calling (2) \_\_\_\_\_.

### Conversation 2

(3) \_\_\_\_\_ is calling (4) \_\_\_\_\_, but the secretary answers.

### Conversation 3

(5) \_\_\_\_\_ wants to talk to (6) \_\_\_\_\_, but her mother answers.

  **C**  15 Listen again. Circle **T** for *True* or **F** for *False*.

1. Mr. Williams is in a meeting. **T** / **F**
2. Debra can talk right now. **T** / **F**
3. Debra is watching TV. **T** / **F**
4. Cindy is at home. **T** / **F**
5. Esther Serrano works for *Glaston Interiors*. **T** / **F**
6. Alek has a question about his homework. **T** / **F**

 **D** The caller makes the call. The receiver answers the call. What does a caller say? What does a receiver say? Write **C** for *Caller* or **R** for *Receiver* next to the questions.

1. Who's calling, please? \_\_\_\_\_
2. Can I call you back? \_\_\_\_\_
3. Hello, how can I help you? \_\_\_\_\_
4. Can I speak to Ms. Richards, please? \_\_\_\_\_
5. Can I take a message? \_\_\_\_\_
6. When is a good time to call back? \_\_\_\_\_
7. Is Erika there? \_\_\_\_\_