

Read this voicemail and complete the information on the note pad (scoring = three marks in total, lose one mark per error).

*Hi. Can you call me back on double oh seven, three nine three, double one oh, two nine four? Or if I'm out, you can email me at michela dash thirteen at enterprise underscore one dot F for Freddy I for Italy all lowercase.*

19–21 Michela called. Call her back on \_\_\_\_\_ or email her at \_\_\_\_\_.

Complete this conversation with the past simple or the present perfect of the verbs in brackets.

Jane Hello Samuel, <sup>22</sup> \_\_\_\_\_ you \_\_\_\_\_ (meet) Frank?

Samuel No, I haven't. Nice to meet you. Is this your first time in the US?

Frank I <sup>23</sup> \_\_\_\_\_ (come) here when I was a student, but that <sup>24</sup> \_\_\_\_\_ (be) a long time ago now!

Jane Frank works at our office in Vienna.

Samuel Oh. I'm afraid, I <sup>25</sup> \_\_\_\_\_ (never / be) to Austria. I've heard that the skiing is great.

Frank Yes, our family always spends some of their holidays in the mountains.

Samuel I love skiing. We're planning our next skiing trip at the moment. <sup>26</sup> \_\_\_\_\_ (you / ever / be) skiing in Italy, Frank?

Frank Yes, I have.

Samuel When <sup>27</sup> \_\_\_\_\_ (you / go)?

Frank I <sup>28</sup> \_\_\_\_\_ (go) about five years ago, with a group of friends. It <sup>29</sup> \_\_\_\_\_ (be) great there, but if you're going skiing in Europe you should definitely try Austria. I could show you around.

Samuel That sounds great!

Jane Sorry to stop you there, but we really need to go now  
Frank. I <sup>30</sup> \_\_\_\_\_ (put) you in the office next to mine.