**41-43**

*W-Br* Hi Yoon-Ho. Do you have a minute? **(41) Anita and I need your _____ with our e-mails.**

*M-Au* Sure. **(41) How can I help?**

*W-Br* **(41) The _____ seems to be running very slow.** We've been experiencing _____ _____ in receiving e-mails, right Anita?

*W-Am* Yes. Since we have deadlines that are very time sensitive, can you look into this right away?

*M-Au* You know, **(42) several people have already called us at the _____ _____ about it this morning**. It's our top priority now.

*W-Am* Thanks. **(43) We're on our way to catch a _____ now, but could you please call us when it's all taken care of?**

**44-46**

*W-Br* **(44) Paniz Outdoor Tours. Can I help you?**

*M-Cn* I'm from Alderman Associates, and **(44) I'm calling to book a _____ _____ of the city for my colleagues and me.** There are eight of us, and we'd like to go next Thursday.

*W-Br* I'm sorry **(45) we'll be closed next Thursday. We're _____ all of our bikes, and it'll take a few days to get them ready to ride.**

*M-Cn* Oh, we work nearby, so we could go another time.

*W-Br* Great. So, what about the following Monday _____ _____?

*M-Cn* That works. We have a _____ with you already, so you should have all of our information on file.

*W-Br* In that case, **(46) just tell me your membership number, and I'll make the _____.**

**47-49**

*M-Cn* Ms. Khan, **(47) this is James Wilson, one of the freelance _____ for your magazine.** I'm calling about the September _____.

*W-Am* Right. I know we're using some of your photos for the _____ spread about homes in San Francisco.

*M-Cn* Yes. But **(48) I have a few more shots I took this weekend when there was a beautiful sunset**. Would you be interested in looking at those?

*W-Am* The issue is already being _____.

*M-Cn* Oh, I see. Sorry to bother you, then.

*W-Am* Actually, I'm glad you called. **(49) We're opening a position for _____ photo editor, and I wonder if you can come in for an _____.** I think you'd be great for the job.



LIVEWORKSHEETS