

**Exercise 1**

43. MP3

Listen to the following conversations and fill in the missing information in the spaces below.



1. Operator: Can I help you?

Inquirer: Yes. Could you give me Hilton Hotel's telephone number, please?

Operator: \_\_\_\_\_

Inquirer: Thanks.

2. Operator: Can I help you?

Inquirer: Yes. Could you tell me British Rail's telephone number, please?

Operator: \_\_\_\_\_

Inquirer: Thank you very much.

3. Inquirer: Is that \_\_\_\_\_?

Operator: Yes. Can I help you?

Inquirer: I'd like to speak to \_\_\_\_\_, please.

4. Inquirer: Is that \_\_\_\_\_?

Operator: Yes. Who do you want to speak to?

Inquirer: Doctor \_\_\_\_\_, please.

4. Inquirer: Is that \_\_\_\_\_?

Operator: Yes. Who do you want to speak to?

Inquirer: Doctor \_\_\_\_\_, please.

5. Inquirer: Is that \_\_\_\_\_?

Operator: Yes. Who do you wish to speak to?

Inquirer: \_\_\_\_\_, please.

**Exercise 2**

44. MP3

### Dialogue 1

Note for Mr. Watson:

\_\_\_\_\_ is coming to see you

on \_\_\_\_\_ at \_\_\_\_\_

His telephone number is \_\_\_\_\_

### Dialogue 2

Note for Dr. Jenkinson:

\_\_\_\_\_ is coming to see you

on \_\_\_\_\_ at \_\_\_\_\_

Her telephone number is \_\_\_\_\_

### Dialogue 3

Note for Professor Hansen:

\_\_\_\_\_ is coming to see you

on \_\_\_\_\_ at \_\_\_\_\_

His telephone number is \_\_\_\_\_

### Exercise 3 Telephone message (1) 45. MP3

Listen to the conversation and fill in the missing information in the right places.

Message to Ms. Proctor:

Date July 8 at 10:30

From \_\_\_\_\_

Message:

The meeting is on \_\_\_\_\_ at \_\_\_\_\_, Room \_\_\_\_\_

Please call him \_\_\_\_\_

Telephone number:



46. MP3

Listen to the conversation and fill in the missing information in the right places.

Message to : .....

Date July 15 at 3:30

From .....

Message:

There is a ..... at Bob's house on .....

Bob's address: .....

Please call back .....

Telephone No.: .....

Exercise 5 Telephone message (3)

47. MP3

Listen to the conversation and fill in the missing information in the right places.

Message to Professor ..... : .....

From .....

Message:

The meeting on ..... is .....

Please call him .....

Telephone No.: .....