

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 Making an appointment 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.:	