

Listening Organising a conference

- 1 ▶ 5.01 Listen to a phone conversation and complete the message.

Message for Ben Garcia

¹ _____ phoned from ² _____ Limited.

It's about the conference on ³ _____.

Please call her on ⁴ _____.

- 2 ▶ 5.02 Now listen to the conversation between Joanna and Ben. Tick (✓) the things they talk about.

- | | |
|--------------------------------|--------------------------|
| 1 number of participants | ☐ |
| 2 hotel guests | ☐ |
| 3 equipment | ☐ |
| 4 help from hotel staff | ☐ |
| 5 other events on the same day | ☐ |
| 6 coffee and tea breaks | ☐ |
| 7 catering | ☐ |

- 3 Listen again. Are the sentences *true* (T) or *false* (F)?

- | | |
|--|-----|
| 1 Ben was in another office when Joanna called. | ___ |
| 2 Joanna needs to confirm the number of participants. | ___ |
| 3 Some guests are going to stay in the hotel for two nights. | ___ |
| 4 Joanna is going to phone tomorrow with a list of participants. | ___ |
| 5 The conference is going to start at 8 a.m. | ___ |
| 6 Lunch is going to be provided at 1 p.m. | ___ |
| 7 Some of the participants are vegetarian or vegan. | ___ |
| 8 Bellavista can't provide lunch for all the guests. | ___ |

- 4A ▶ 5.03 Complete the sentences from the second conversation with the words in the box.

called calling I'll send many need send we'll have won't forget

- | | |
|---|--------------------------|
| 1 I'm sorry I wasn't available when you _____ earlier today. | ☐ |
| 2 Thank you for _____ me back. | ☐ |
| 3 How _____ participants are there going to be? | ☐ |
| 4 Can you _____ me the list of participants? | ☐ |
| 5 _____ all the details by email tomorrow. | ☐ |
| 6 I think _____ a coffee break at 10.00. | ☐ |
| 7 Just one thing. The list of guests. I _____ it as soon as possible. | ☐ |
| 8 Don't worry. I _____ to send it. | ☐ |

- 4B Who said each sentence? Write *J* (Joanna) or *B* (Ben) in the boxes in Exercise 4A. Listen and check.

Functional
language

Socialising with clients

1 Put the words in the correct order to make sentences and questions.

1 our new office / what / think / do / you / of / ?

2 I / new / excellent / the / is / hall / think / exhibition / .

3 you / the presentation / did / morning / this / enjoy / ?

4 city centre / what / of / you / think / do / the / ?

5 like / do / cuisine / you / local / the / ?

6 presentations / the / I / some / like / of / .

2 5.04 Match the sentences in Exercise 1 (1–6) with the responses (a–f). Then listen and check.

- a It's nice, but it's very busy. _____
- b Yes, I agree. They're very interesting. _____
- c Yes, but it's a bit small for our conference. _____
- d Yes, I like a lot of the food, but it's very heavy. _____
- e I think it's a good place to work and it's easy to get there. _____
- f It was interesting and a good opportunity to meet the new reps. _____

3 5.05 Complete the extracts from a conversation at a conference with the words in the box. Then listen and check.

agree bit but enjoy hear it's right there think was you

Marta: ... So, what do you ¹ _____ of the conference?Amy: It's OK. We saw some great presentations and I think ² _____ are some interesting new products.Victor: So, Amy, do ³ _____ like the conference centre?

Amy: Yes, I do. The stands are good and it's easy to see the new products.

Victor: You're right. Some of the new products are very interesting this year. But some of the presentations were a ⁴ _____ boring.Amy: Yes, I ⁵ _____, but the presentation on recycling yesterday was excellent.Victor: Yes, I saw it, too. I ⁶ _____ it was a very popular presentation.Amy: Did you ⁷ _____ it?Victor: Yes, it ⁸ _____ a good opportunity to learn about new packaging.Amy: You're ⁹ _____. It was very useful. So, where are you staying this year?

Victor: We're in the Conference Hotel. How about you?

Amy: Yes, we are there, too. Do you like it?

Victor: It's OK, ¹⁰ _____ the rooms are small.Amy: Yes, but ¹¹ _____ near the conference centre and it's comfortable.

Listening A problem with an order

1 ▶ 6.01 Listen to a client phoning customer services and choose the correct option.

- 1 Paula works in the ... department.
a IT b Customer Service c Finance
- 2 The client is the manager of
a a restaurant. b a café. c an office.
- 3 The client's espresso machine is
a new. b bad quality. c old.
- 4 What does the client want?
a He wants a technician to look at it.
b He wants to return the old machine.
c He wants to buy a new machine.
- 5 When is the technician going to come?
a on Monday b on Wednesday c on Friday
- 6 What time of day can the technician come?
a in the morning b in the afternoon c in the evening

2 Put the sentences from the conversation in the correct order. Then listen again and check.

- a Well, I can tell them it's urgent ...
- b I'm sorry to hear that. What's the problem?
- c How can I help you?
- d Can I help you with anything else?
- e There's a problem with our espresso machine.
- f I understand, but the technicians are very busy this week.
- g Do you want to return your old machine and change it for a new model?
- h Yes, good news. A technician can come on Friday.
- i When will the technician get here?
- j I'll send a technician.

◻
◻
1
10
◻
◻
◻
◻
◻
◻

3 Read the text messages. Which one is from the client to his employees at Café Hibiscus?

A

Hello,
The espresso machine isn't working! Please don't use it. We are getting a new model on Friday.

B

To all staff,
There is a problem with the espresso machine. It's very old. A technician is coming next week.

C

Hi everyone,
Please don't use the espresso machine. It isn't working. Someone is coming to look at it on Friday afternoon.