

PROFESSIONAL SKILLS

CHECKING AND CONFIRMING DETAILS



Listening

TELEPHONE MESSAGES

- 1 1.5 Listen to three telephone calls and complete the messages with dates and times.

- 1 Table for six on ¹ _____ at ² _____.
- 2 Coach leaves Gdańsk on ³ _____ at ⁴ _____ in the morning.
- 3 Two twin rooms with bath at the Palma Marina from the ⁵ _____ to ⁶ _____ July.

- 2 What different ways are there for saying the dates and times in Exercise 1? Look at File 3 on page 102.
- 3 Work in pairs. Answer the questions.
 - 1 Can you say today's date in two ways?
 - 2 What's the time now? Can you say it in two ways?
 - 3 Which months have 30 days and which have 31 days?
 - 4 Can you say the days of the week backwards?
 - 5 What is your favourite day of the week and your favourite month of the year? Why?

Speaking

EXPRESSIONS AND SPELLING

- 4 1.6 Listen to two conversations and tick () the expressions when you hear them. Listen again and write the email addresses.

- | | |
|--------------------------------------|-------------------------------|
| 1 _____ Can you repeat that, please? | 4 _____ That's all one word. |
| 2 _____ Double 'S'. | 5 _____ So, that's ...? |
| 3 _____ That's right. | 6 _____ That's 'S' for sugar. |

- 5 Work in pairs. Take turns to spell the following using the expressions in Exercise 4.
 - 1 the address and email address of your organization
 - 2 the name and email address of a friend
 - 3 the address of your bank

Listening

A TELEPHONE BOOKING

- 6 **1.7** Listen to Part One of a telephone booking and circle the correct option in *italics*.

- 1 The booking is for more than 20 / 30 / 40 people.
- 2 It is a *musical* / sports event.
- 3 The event is in *October* / November / December.

- 7 **1.8** Listen to Part Two and complete the booking information.

London theatre reservations

Show: ¹ _____	Ticket price: ⁵ £ _____
Date: ² _____ October	Name for booking: Vic ⁶ _____
Time of performance: ³ _____	Payment method: ⁷ _____
Name of theatre: Lyceum Theatre, London	Credit card number: 4593 7688 ⁸ _____ ⁹ _____
No. of tickets: ⁴ _____	Email address: ¹⁰ _____

- 8 Complete the expressions in the Professional skills box. Look at audio scripts 1.7 and 1.8 on page 118 and check your answers.

PROFESSIONAL SKILLS: CHECKING AND CONFIRMING DETAILS

Checking:

- ¹ _____ that E for Echo?
² _____, did you say double nine-O-two?
 Can I just ³ _____ the booking before I put the payment through?

Confirming:

- Yes, that's ⁴ _____.
⁵ _____ 34 seats for 16th October.
 We'll send you an email ⁶ _____ your booking.
Correcting:
 No, *thirty-four*. ⁷ _____, four.
 Actually, it's Victor, ⁸ _____ Vic.

Speaking

TAKING DETAILS ON THE TELEPHONE

- 9 Work in pairs. Student A turn to File 4, page 102. Student B turn to File 38, page 111. Practise taking booking details over the telephone. Use the expressions in the Professional skills box to help you.

Writing

CONFIRMING A BOOKING

- 10 Write an email to confirm the booking you made in Exercise 9. Use the model in the Writing bank on page 99 to help you.

