

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 _____
 Date: ² _____ October
 Time of performance: ³ _____
 Name of theatre: Lyceum Theatre,
 London
 No. of tickets: ⁴ _____

Ticket price: ⁵ £ _____
 Name for booking: Vic ⁶ _____
 Payment method: ⁷ _____
 Credit card number: 4593 7688 ⁸ _____
 Email address: ⁹ _____
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.

