



## Business communication | Starting a phone call

- 1 ▶ **2.10** Listen to a phone call. Is Aitur Garitano there?
- 2 ▶ **2.10** Listen again. Put the conversation in the right order (1, 2, 3, 4).
  - 1 Good morning. Inditex Spain.
  - Yes, of course. One moment.
  - Thanks.
  - Good morning. Can I speak to Aitur Garitano, please?
- 3 Work in pairs. Practise the conversation in 2.
- 4 ▶ **2.11** Listen to two phone calls. Is Rosa in the office? Tick (✓) YES or NO.
 

Conversation 1	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Conversation 2	YES <input type="checkbox"/>	NO <input type="checkbox"/>
- 5 ▶ **2.11** Listen again. Match questions 1–3 to responses a–c.
 

1	Hi. Is that Rosa?	—	a	No, I'm sorry, she's out.
2	Is Rosa there?	—	b	Yes, sure. One moment.
3	Hello. Is Rosa in the office?	—	c	No, it isn't. It's Maria.

» For more exercises, go to **Practice file 2** on page 58.

### Key expressions

#### Starting a call

Good morning / afternoon.

Hello / Hi.

#### Answering a call

- 6 Work in pairs. Take turns. Start and answer a phone call to the people in the pictures.

*Example: A Good morning, Markus speaking.*

*B Hello. Is Sophia there?*

*A No, I'm sorry, she's not in the office.*

*B OK. Thanks.*