



## Business communication | Starting a phone call

1 ► 2.10 Listen to a phone call. Is Aitor Garitano there?

2 ► 2.10 Listen again. Put the conversation in the right order (1, 2, 3, 4).

— Good morning, Inditex Spain.  
 — Yes, of course. One moment.  
 — Thanks.  
 — Good morning. Can I speak to Aitor 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  NO   
 Conversation 2 YES  NO

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.

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 Sophie there?

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

B OK. Thanks.

**LIVEWORKSHEETS**

### Key expressions

#### Starting a call

Good morning / afternoon.

Hello / Hi.

#### Answering a call