

2  83 Complete the conversation (1–8) with the questions (a–h). Then listen again and check.

- a Was that zero two one, eight eight three four, five zero?
- b What time is it there?
- c Have you emailed me a copy of the new prices?
- d Is that six in the morning?
- e Was that the Ensal Hotel?
- f Can you email it to the hotel?
- g Where are you now?
- h Is there anything else?

L = Lance, S = Sophie

L: Hello, AGA Technologies. Lance speaking. Can I help you?

S: Hello, Lance. This is Sophie.

L: Hello, Sophie. <sup>1</sup> \_\_\_\_\_

S: I'm at the Science Fair in Cologne.

L: Great. <sup>2</sup> \_\_\_\_\_

S: Uh, it's six o'clock.

L: <sup>3</sup> \_\_\_\_\_

S: No, in the evening. I want to give you the name of my hotel. It's the Insel Hotel ...

L: One moment. I need a pen. OK. <sup>4</sup> \_\_\_\_\_

S: No, the Insel Hotel. I for Italy, N – S – E for England, L.

L: Oh, sorry. Insel.

S: And the number is zero two one, eight eight three four, five zero.

L: <sup>5</sup> \_\_\_\_\_

S: That's right.

L: <sup>6</sup> \_\_\_\_\_

S: <sup>7</sup> \_\_\_\_\_

L: No, I haven't, because your email wasn't working.

S: That's strange. <sup>8</sup> \_\_\_\_\_ I don't know the address.

L: Don't worry. I've just looked at your hotel website and there's an email address there.

S: Great, thank you. I'll call you later. Bye for now.