

UNIT 3 > Finance

Lesson 3.4 Business skills: Telephoning to clarify

Functional language

A Match the requests for clarification (1-8) with the responses (a-h).

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| 1 There are a couple of things I'd like you to go over. | a Sorry. What I was saying is that we need to increase our margins. |
| 2 If I remember rightly, you said we can launch the product in April. Is that right? | b No problem. I'll mail you after this call with a summary. |
| 3 Tell me, what exactly do the figures in the first paragraph refer to? | c They are the total amounts before taxes and other costs are taken away. |
| 4 I lost you for a second. Could you say that again, please? | d Sure. Which points would you like to talk about? |
| 5 I'm having a little difficulty following the process. | e Yes, I do. They're listed in column 13 of the file on your screen. |
| 6 The sound went for a moment. Would it be possible for you to send me an email? | f Would it help if I start again at the beginning and talk about each stage of the process? |
| 7 Sorry, I don't follow. What are gross figures? | g They're the monthly sales quantities for each product. |
| 8 Just to make it a bit clearer, do you have last month's figures as well? | h Yes, that's what I said. |