

1 Complete the conversation. Underline the correct phrase.

KARIN Good morning, Butler Ltd. ¹Can I help you? / Who are you?
CATHERINE Good morning. ²Can I / Do I speak to Max Schwarz, ³thanks / please?
KARIN ⁴I'm not / I'm afraid he's not here today.
CATHERINE Oh, can you ⁵give / say me Max's mobile number?
KARIN No, I'm afraid I ⁶can't / don't. It's a personal number.
CATHERINE OK. Can you ⁷take / leave a message, please?
KARIN No problem. ⁸Just / Only a second, please. I ⁹need / find a pen. OK. What's your name, please?
CATHERINE ¹⁰Here is / It's Catherine Maubeuge.
KARIN Maubeuge? How do you ¹¹say / spell that, please?
CATHERINE M-A-U-B-E-U-G-E. Please ¹²ask / say Max to ¹³speak / call me. My phone number is 00 33, that's the code for France, 128 3900.
KARIN So, ¹⁴that's / you're 00 33 128 3900.
CATHERINE That's ¹⁵OK / correct.
KARIN And what company are you ¹⁶with / for, Ms Maubeuge?
CATHERINE Renault.
KARIN OK.
CATHERINE Thank you very much.
KARIN ¹⁷Please / You're welcome. Have a nice day.

2 Read the messages. Which one is correct?



3 Match the sentences with the correct reply.

1 Can I speak to Paulo, please?	a Yes, ready.
2 Can you take a message?	b Yes, that's right.
3 So that's 0897 6628 0923.	c Hello, Laura. How are you?
4 What's the code for Munich?	d I'm afraid he's not here.
5 Are you ready?	e How do you spell that?
6 How do you spell that?	f Sure. Just a second. I need a pen.
7 This is Laura Bray.	g Bye.
8 His name's Lettl.	h It's 089.
9 Goodbye.	i S-O-U-S-A.

