

Practically speaking | How to say 'yes'

- When your boss or colleagues ask you to do something, do you always say 'yes'? How difficult is it to say 'no'?
- 2.2 Listen to four conversations. Match each conversation to the requests in a–d.

Conversation 1: _____

a to work late

Conversation 2: _____

b to do some paid overtime

Conversation 3: _____

c to take a day off next week

Conversation 4: _____

d to work during the lunch break

- 2.2 Each person answers 'yes' in different ways. Listen again and match these answers to requests a–d.

1 Yes, absolutely! _____

2 Yes, no problem. _____

3 Yes, I suppose so. _____

4 Yes, sure. _____

- Which response in 3 is less positive? In which situations and with whom would you normally use this response?

LIVEWORKSHEETS

► **2.3** Listen to a phone conversation between two colleagues, Raul and Mirella. Complete the missing information from a business card.

Name: Leif _____

Office: _____

Email: _____

Company website: _____

Key expressions

Asking for contact details

Could you give me her details?

Can I have his number?

What's your web address?

Do you have his/her email?

Saying phone numbers and emails

00 = double zero / zero zero / double oh

Say phone numbers in groups:
095...745...6745

@ = at . = dot / = slash
_ = underscore - = dash

lower case = a, b, c, etc.

UPPER CASE = A, B, C, etc.

Checking numbers and spelling

So that's ...

Do you spell that with one N or

double N?

A for apple. / A as in apple.

A not E.

Asking for repetition and clarification

Can you say that again?

Can you repeat that?

Is that E-R or A-R?

Sorry, was that E-R or A-R?