Practically speaking | How to say 'yes'

1 When your boss or colleagues ask you to do something, do you always say 'yes'? How difficult is it to say 'no'?

2 ▶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

3 ▶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. ___

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

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▶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?

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