

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?

► **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?